

Living at PBHA



Welcome

A very warm welcome to Peter Bedford Housing Association (PBHA)

This handbook is an introduction to the range of services and activities you will find at PBHA, along with some information on your rights and responsibilities as a tenant at PBHA.

Our aim is to support people experiencing homelessness and social exclusion to live fulfilling lives through:



Living:

providing accommodation, support and mutual help

Learning:

classes to help you get new skills

Exploring:

through personal development, training, trips and adventures, campaigning and meeting new people

Creating:

through our Creative Industries workshop, studio and classes

Working:

learn important skills to help you get and keep a job

Connecting:

volunteer, use your skills and experience to help others and create a positive community

Shopping:

at Outpost, our training shop and community arts hub

Living At PBHA

This section tells you about how we manage our properties. This includes types of tenancy agreements, how to pay your rent and what to do if you have difficulties with your tenancy.

Please also see our tenants charter – our service standards promise to you.

Your tenancy

We offer two types of accommodation agreements:

Licence agreement:

We will make this agreement with you if you have been referred to us for accommodation based support. It gives you the right to stay in your PBHA home as long as you are receiving our support.

Assured Shorthold tenancy:

We will make this type of agreement with you if you are a general needs tenant.

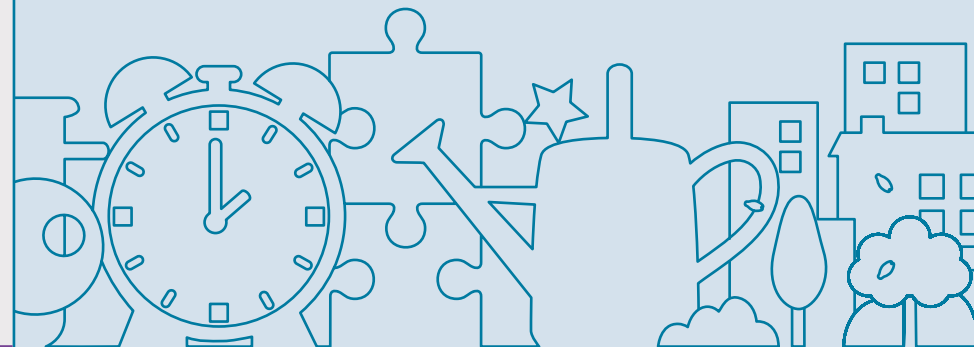
Please read your agreement carefully and keep it safe – it sets out your rights in respect of your accommodation – and what we require of you as a landlord.

Staying Healthy at PBHA:

Please see our leaflet *Staying Safe at PBHA* for details of how we can support you with your health and safety and top tips on managing your flat.

Thriving:

We have a range of ways of helping you connect with others to create a healthy, happy community at PBHA. Please see our Learn, Explore, Create prospectus, search www.peterbedford.org.uk or pop on in to our hubs to find out more.





Dealing with Challenges

Got a complaint or suggestion? We want to hear from you. Please see our complaints leaflet, join us at a PBHA forum, or call us on **0203 815 4000**

Concerned about abuse or neglect? Please see our Safeguarding leaflet or call us on **0203 815 4000**

