# Aspect Housing Ltd

## Service User Handbook

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RP2063 Aspect Housing Hand Book.indd 1 28/04/2026 09:40:56

# Contents Page


Welcome to Aspect Housing Ltd ..... 3
Introduction ..... 3
Arrival and settling in ..... 3
Your rights as a tenant ..... 4
Availability of staff ..... 6
Supporting you ..... 7
Your responsibilities ..... 8
Professional boundaries ..... 9
Food parcels ..... 11
Making comments and complaints ..... 11
Utilities management ..... 13
Service charge ..... 13
Unacceptable behaviour ..... 15
Access by staff to rooms/flats ..... 16
What is abuse? ..... 16
Breaking the rules – what happens? ..... 17
Serious incidents ..... 18
Appeals process ..... 19
Getting involved ..... 19
Policies & procedures – consulting and involving service users ..... 20
Service users rights and responsibilities summary ..... 23
Making a request for personal information ..... 24
Take-up or refusal of service ..... 25
QR Codes Information ..... 26
Key contacts ..... 27




RP2063 Aspect Housing Hand Book.indd 2 28/04/2026 09:40:56

## Welcome to Aspect Housing Ltd

**This may be your first time receiving support from Aspect Housing Ltd, or you may have been with us before. Either way, this Service User Handbook is a good source of information for you about receiving housing support, including:**

1. **How you will get the support and services you need**
2. **The paperwork that you will need to know about**
3. **How to get further information**
4. **Your rights and responsibilities**

# Introduction

This section tells you about Aspect Housing Ltd and how we work to provide you with support. If there is anything in this section you don't understand, please speak to one of our staff. They are here to help.

**What is Aspect Housing Ltd?**
Aspect Housing Ltd is a social housing organisation working in the Birmingham area. We work with refugees, people with substance misuse problems, mental health issues, and people who are homeless.
We employ workers to provide advice, support, and information services for you.

# Arrival and settling in

This part of the Service User Handbook tells you how the support workers will help you settle in and get along. It also tells you about the kind of support you will get from Aspect Housing Ltd.
If there is anything in this section you do not understand, please speak to one of our staff members.

**When you first arrive**
Soon after you arrive, a member of staff will complete a form with you to gather some basic information to help support you. This information will be kept strictly confidential and will include:



RP2063 Aspect Housing Hand Book.indd 3 28/04/2026 09:40:56

- Your name(s)
- Your age
- Your previous address
- Any immediate dangers or injuries
- Whether you have been in an HMO before
- An emergency contact





**Referral Process** - The referral process in its simplest form is as follows:

1. Referral received
2. Initial assessment is carried out
3. Property allocation- a property is allocated to you
4. Paperwork completed
5. Tenant taken to property- you are taken to the accommodation
` allocated to you

Please refer to our Referral Policy for further details. This can be requested from a member of staff.

## Your rights as a tenant

**Charter of Rights**
As a resident in exempt supported housing, you have the right to live in a safe, secure, and respectful environment. You are entitled to clear information about your tenancy, rent, service charges, and the support you receive. You have the right to be treated with dignity, without discrimination or harassment, and to have your privacy respected. You also have the right to raise concerns or make complaints without fear of negative consequences. In return, we ask that all residents respect the property, staff, and fellow tenants, helping to maintain a positive and supportive community for everyone.

As Aspect Housing Ltd is responsible for your accommodation. We can support you in understanding your tenancy rights and help you maintain your tenancy effectively, for example, the right to have repairs completed as specified in your licence agreement.

Your licence agreement is a legally binding contract between yourself and the landlord. It sets out your rights and responsibilities for renting a



RP2063 Aspect Housing Hand Book.indd 4 28/04/2026 09:40:56

property, outlining rent, duration, rules, and obligations for both parties. The standard legal procedures for eviction apply to all tenants, requiring landlords to give notice depending on the circumstances. However, the rules are different if a tenant is in serious breach of their licence agreement. Therefore, Aspect Housing Ltd can provide an immediate notice for eviction.

You have the right to be consulted about any changes to your licence agreement. Your licence agreement cannot be changed without your agreement once you have signed it.

**The right to complain**
We want your experience with us to be as positive as possible. However, we realise that sometimes things will be difficult or may not go as you would like them to. Service users who want to report a complaint or concern have the right to raise the matter through the complaints procedure. This procedure does not replace or detract from your statutory rights under sex discrimination, fair employment, disability discrimination, or race relations legislation. Please refer to the complaints section on page 11.

**The right to appeal**
You have the right to appeal against any decision that we make that you do not agree with. You are entitled to have someone accompany you at appeals.

**Your legal rights relevant to the service**

- You have the right to accept or refuse our offer of housing support. However, if you refuse, we cannot house you.
- You have the right to request any support activities, provided that they are eligible under the Supporting People programme.

**Your right to choose**
This means that you have the right of choice in respect of what type of service and support you will receive from Aspect Housing Ltd. Our service is designed to be flexible, sensitive, and responsive, with the aim of maximising your independence, dignity, and choice so that you have full control of your life. You have the right for your aims and aspirations to be incorporated within your Support Plan.

**Your right to personal freedom**
You have the right to your own personal freedom. This means that Aspect



RP2063 Aspect Housing Hand Book.indd 5 28/04/2026 09:40:56

Housing Ltd cannot limit or control the way you live your life as long as you stay within legal guidelines. You are free to make your own choices and decisions in life.

**Participation & involvement with family, friends & the wider community**
You have the right to ask your Support Worker to help facilitate links with your family and friends in order to re-create or strengthen existing relationships. The Support Worker can also be asked to help you develop links within the wider community.

**Your right to quiet enjoyment**
The right of quiet enjoyment is the right to receive support within your accommodation without intrusion, disturbance, or harassment. The Support Worker and the service user can agree a mutually convenient time for support to be provided at your accommodation.

## Availability of staff

Aspect Housing Ltd staff are on duty from Monday to Friday between 9 am and 5 pm. Outside of these hours, and on weekends and bank holidays, we have on-call staff, which means they are available to you in an emergency.

- If you have a query or a problem outside of normal working hours which can reasonably wait until the next working day, you should raise it then.
- However, we are always ready to respond to an urgent situation, and in such cases, you should not hesitate to call us.

To contact the on-call Worker you will need to:

- Ring the out of hours telephone number posted on the notice board – 07852 825175

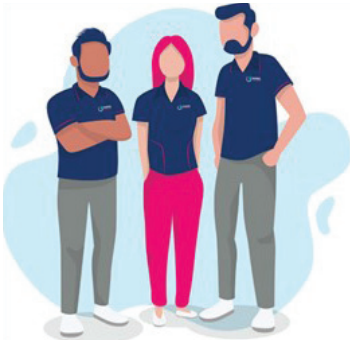
**REMEMBER**: **In an emergency, you should always contact the relevant emergency service FIRST by dialling 999 and asking for the Police, the Ambulance Service, or the Fire Service.**

Some emergency numbers have been made available to you at the end of this booklet.



RP2063 Aspect Housing Hand Book.indd 6 28/04/2026 09:40:56

# Supporting you



This part of the Service User Handbook tells you about the kind of support you will get from Aspect Housing Ltd. If there is anything in this section you do not understand, please speak to one of our staff.

**Your Support Worker**
You will be assigned a Support Worker from among our staff. This person will talk with you about your experiences and agree what we need to do to improve things.

Your Support Worker will:



- Spend time with you privately to discuss a range of issues to find out what kind of support you require along with helping you with information and advice. This will then be recorded in your Support Plan.

You and your Support Worker can use your Support Plan to make sure that you get the right support for you.

**How we will support you**
Aspect Housing Ltd staff will not tell you what decisions to make or what to do with your life.



Instead, our Support Workers will support you and work with you to help you feel in control of your own life and your own decision. This experience may seem overwhelming, however, with our support, you can:

- Grow to feel happy and have things to look forward to that you have decided for yourself.
- Use our services and experience to help find the right path for you.
- Access other agencies that can help you move on to independent living.



RP2063 Aspect Housing Hand Book.indd 7 28/04/2026 09:40:56

**What We Can Advise You On**
Some of the things we can give you information and advice on include:

- Helping you to sort out your housing when you move on.
- Sorting out your benefits – making sure you are claiming all the benefits you are entitled to and making the most of your money.
- Home Office – making sure that all the paperwork is in place in relation to your Leave to Remain (if applicable)
- Looking for education, training, or work.
- Helping you get used to living in Birmingham.
- Showing you where shops, social centres, and places of worship are.
- Assisting with referrals to mental health agencies.
- Assisting with referrals to substance misuse agencies.
- Providing you with assistance for appointments.



## Your responsibilities

This part of the Service User Handbook tells you about the responsibilities you have while you are with us.





Although Aspect Housing Ltd is not your landlord, as a tenant you have certain responsibilities to adhere to within your licence agreement. Aspect Housing Ltd can help you meet these responsibilities by providing advice and support. Some of the responsibilities you need to adhere to within your licence agreement are:

- Keeping to the terms of your licence agreement
- Using the accommodation as your home
- Keeping your room/flat in a good, clean condition
- Making sure you or your visitors don't damage the property
- Keeping to the health, safety, and fire rules of the property

If there is anything in this section that you do not understand, please speak to one of our staff members.



RP2063 Aspect Housing Hand Book.indd 8 28/04/2026 09:40:57

# Professional boundaries

Professional boundaries protect both parties by ensuring relationships remain appropriate, transparent and focused on support outcomes. They reduce the risk of misunderstandings, dependency, favouritism or exploitation, and help to maintain trust and professional integrity. By upholding professional boundaries and adhering to safeguarding principles, we create a culture in which safety, dignity and respect are actively promoted for everyone within the service.

**Examples of professional boundaries include:**

- Staff provide support as part of their role and do not form personal or dependent relationships with service users.
- Staff will not share personal contact details (such as personal phone numbers or home addresses).
- Support is provided at agreed times, not outside of working hours.

**Gifts and Money**
Examples of Gifts and Money Include:

- Staff do not give or accept money, loans, or expensive gifts.
- Small tokens (e.g. a thank-you card) may be accepted in line with policy.
- Staff cannot hold money for service users unless this is part of an agreed Support Plan and the correct paperwork is completed.

**Social Media and Online Contact**
Online boundaries are as important as face-to-face ones.
Examples of Social Media and Online Contact Include:

- Staff will not add or accept service users on personal social media accounts.
- Communication takes place through agreed work channels only.
- Staff will not share photos or personal information online without the service user's consent.



RP2063 Aspect Housing Hand Book.indd 9 28/04/2026 09:40:57

**Entering Rooms and Personal Space**
Everyone has the right to privacy and dignity.
Examples of Entering Rooms and Personal Space Include:

- Staff will knock and wait before entering a service user's room. Staff may enter the room if no response is provided.
- Staff are permitted to enter rooms without permission at any time and will exercise this right in consideration of your wellbeing and safety, and the wellbeing and safety of other residents.
- Service users are encouraged to respect staff and other residents' personal space.

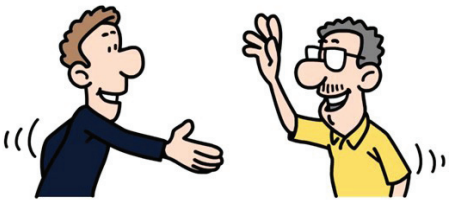
**Consent**
Consent means agreeing freely, clearly, and safely. Examples of Consent Include:

- Staff will explain what support is being offered and seek consent before taking action.
- Consent can be withdrawn at any time.
- Where someone may lack capacity, decisions will be made in line with the Mental Capacity Act 2005 and best interests guidance.

**Respect and Safeguarding**
Boundaries help protect everyone from harm. Examples of respect and safeguarding Include:

- Any behaviour that makes someone feel unsafe, pressured, or uncomfortable should be reported.
- Staff have a duty to act on safeguarding concerns.
- Concerns will be handled seriously, fairly, and confidentially.

**Why Boundaries Matter**
Clear boundaries help:



- Keep everyone safe
- Build trust and respect
- Ensure fair and consistent support
- Maintain a professional and supportive environment



RP2063 Aspect Housing Hand Book.indd 10 28/04/2026 09:40:57

# Food parcels

Aspect Housing Ltd may provide food parcels to service users who are experiencing financial hardship, food insecurity, or other welfare-related concerns. This support forms part of the organisation's commitment to safeguarding, promoting wellbeing, and preventing harm.

Requests for food parcels must be made via your Support Worker or an authorised member of staff. All requests will be assessed on an individual basis, taking into account the service user's circumstances, immediate needs, and any identified safeguarding or welfare risks.

Where concerns are identified regarding a service user's health, safety, or ability to meet basic needs, staff will take appropriate action in line with Aspect Housing Ltd's safeguarding and welfare policies. This may include providing emergency support, making referrals to external agencies, or implementing additional support measures.

Food parcels are intended as short-term assistance and are provided at the discretion of Aspect Housing Ltd, subject to policy guidance and available resources.

# Making comments and complaints

This part of the Service User Handbook tells you about how you can make a comment or complaint. If there is anything in this section you do not understand, speak to one of our staff members.

**Will it make a difference?**
We always want to know how you feel about our service. Your views and comments help us to understand:

- What we're doing well and should keep on doing.
- What we could do better.
- What we need to change or fix.

**How do I complain or make a comment?**
There are several things you can do if you are not happy with any aspect of the support that you receive from us. If you want to complain or make a general comment, you can:

- Speak to your support worker about your concern. If you do not want to do this for any reason, you can speak to a manager at Aspect Housing Ltd.



RP2063 Aspect Housing Hand Book.indd 11 28/04/2026 09:40:57

Aspect
Housing

# Have a complaint?
# SCAN BELOW



**Scan code for complaints and a response within 24 hours**

## WhatsApp us on **07960 337412**

**complaints@aspecthousing.org.uk**

**WE ARE HERE TO SUPPORT YOU**



RP2063 Aspect Housing Hand Book.indd 12 28/04/2026 09:40:57

Any complaints that you do not wish to make in person can also be emailed to **complaints@aspecthousing.org.uk** or sent via text/voice message to the complaints line - **07960 337412**. An Aspect Housing complaints QR code within your property can also be scanned to fill in a complaints form.

All the relevant details regarding the complaints process are displayed on your property notice board.

If you are not happy with the way the complaint has been dealt with, you can make a complaint directly to the Registered Social Landlord (RSL). Aspect Housing welcomes feedback and is committed to responding to complaints fairly, respectfully, and in a timely manner.

## Utilities management

Some properties at Aspect Housing Ltd are self-managed and some properties operate on a top-up basis for electricity and gas. Aspect Housing Ltd will aim to meet your maintenance needs on the same day.

## Service charge

**What is a service Charge?**
A service charge is a payment service users make in addition to their rent to cover specific services provided by the landlord. These services often include things like cleaning, communal area maintenance, support staff, security, and utilities.

Eligible service charges are covered by benefits, meaning Aspect Housing Ltd can deduct this from your benefits payment to cover the eligible service charge. However, ineligible service charges must be paid by the service user from their own money. The ineligible service charge ranges between £15.00 and £35.00 per week; this is, however, dependent upon which Registered Social Landlord you are assigned to.

Managing your money and paying any service charges on time is important to make sure your accommodation and support can continue smoothly.



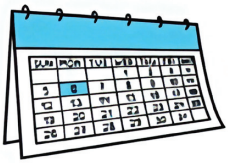
RP2063 Aspect Housing Hand Book.indd 13 28/04/2026 09:40:57

**How Service Charges Are Collected**

1. **Part of a Weekly Payment**



- At Aspect Housing Ltd, the service charge is due by the end of the week.
- The specific amount and what it covers should be listed in your licence agreement.
- If you receive benefits (such as Universal Credit), eligible charges will be covered by a Housing Benefit claim made on your behalf. However, each tenant is responsible for paying a £18–£25 per week service charge (dependent on the RSL and property).



- Payment is usually made either by cash or by standing order set up by the tenant.

If you are struggling to pay Service Charge and need Support
If you ever find it difficult to pay, you are not alone, and support is available:

- Talk to staff early – Let your Support Worker know as soon as possible. This helps us work with you to find a solution.
- Payment plans – Aspect Housing Ltd can discuss flexible ways to help you catch up with service charges and arrears.
- Financial advice – Aspect Housing Ltd staff can direct you to free money advice services, benefits support, or debt management help.
- No automatic penalties – Our goal is to support you, not to punish you. Action is only taken if concerns are not addressed, and we will always work with you first.
- Further Action – Continued failure to make service charge payments could mean your support placement needs to be reviewed and further action may be taken.

We understand that money difficulties can happen. If you fall behind with your service charges, we will always aim to support you.

It's important to remember that staying in touch and seeking help early can prevent small problems from becoming bigger ones and ensures your housing and support remain secure. Aspect Housing Ltd is funded by Birmingham City Council. To continue receiving support, we ask that all



RP2063 Aspect Housing Hand Book.indd 14 28/04/2026 09:40:57

service users follow the agreed rules and expectations. If difficulties arise, staff will work with you to find solutions, but continued serious breaches of these expectations could mean your support placement needs to be reviewed and further action may be taken.

## Unacceptable behaviour

Listed below is unacceptable behaviour either at our office or at your accommodation which may result in termination of your support being provided.

- Causing distress through substance misuse

  This means that you have the responsibility not to participate in substance misuse, including alcohol, drugs, and other substances which can affect your mind, your actions, and the safety of other service users/staff. We strongly prohibit the misuse of substances for the welfare and safety of our service users.

- Causing a nuisance to others

  This means that you have the responsibility not to do anything which would be a nuisance to or annoy other service users or employees of Aspect Housing Ltd.

- Causing racial and/or other harassment, including violence

  This means that you have the responsibility not to harass or cause violence to any service users, Aspect Housing Ltd staff members, or anyone else on the grounds of their race, colour, religion, sex, sexual orientation, or disability.

  It also means that you must not interfere with the peace and comfort or cause offence to any other service users, visitors, or employees of Aspect Housing Ltd.

- Causing unacceptable noise and inappropriate language

  This means that it is your responsibility to ensure that no inappropriate language is used either at our office or your accommodation when support is being provided to you. It is also your responsibility not to disturb the office environment or other service users through noise whilst receiving support.



RP2063 Aspect Housing Hand Book.indd 15 28/04/2026 09:40:57

## Access by staff to rooms / flats

Support Workers will need to visit you at your property to carry out your support activities at a prearranged time. It is your responsibility to ensure access is available, as according to the licence agreement our staff can enter the room. Staff may enter your room if no response is provided to ensure your wellbeing and safety.

## What is abuse?

Abuse can take a number of forms, which are set out as follows:

- **Physical**: Hitting, slapping, restraining, locking in, pushing, burning, over-medicating, or inappropriately medicating.
- **Psychological**: Humiliating, ignoring, swearing, shouting, threatening, and blaming.
- **Discriminatory**: Racism, sexism, homophobia.
- **Financial**: Theft of money or valuables, unauthorised use of property, alteration of a will under duress or forgery, withholding of pension books, cheque books, or other financial documentation.
- **Neglect**: Where someone is deprived of food, heat, light, clean and dry clothing, hygiene and comfort, social contact, stimulation, medical attention, or where their physical needs are ignored.

Abusers can be anyone, but in the context of supported accommodation, the following are in positions of trust and have access to vulnerable people:

- Health, social support, or another professional visitor
- Staff or management
- Volunteers
- Service users

**Reporting suspected Abuse**

Aspect Housing Ltd treats all types of abuse with the utmost seriousness and seeks to actively promote a robust response to abusive situations, whether they affect service users and/or staff members. All staff members and service users should therefore feel able to report any suspected cases, either in person, by telephone, or in writing/email.



RP2063 Aspect Housing Hand Book.indd 16 28/04/2026 09:40:57

Service users should initially report their concerns to their respective Support Workers. In a situation where a service user feels uncomfortable reporting a concern or abuse to a Support Worker, they are encouraged to report directly to the Support Manager.

## Breaking the rules – what happens?

If you break the rules, we will always try to deal with the situation in a way which reflects how serious the problem is. Please see below our procedure:

**Addressing a concern**
When a concern is first identified, Aspect Housing Ltd will usually begin with a discussion with the service user. This conversation aims to understand any difficulties, remind the service user of agreed expectations within the supported housing service, and offer appropriate support to help resolve the issue at an early stage.

**Letter of Concern**
If the concern continues or requires formal recording, a letter of concern may be issued by Aspect Housing Ltd.

**First formal Warning**
Where concerns persist, a first warning (formal warning) may be issued.

**Second formal Warning**
If there is no improvement, a second formal warning may be issued.

**Third formal Warning**
If you are still reluctant to cooperate, a third and final written warning may be given.

**Further Action**
Where concerns remain unresolved, further action may be taken in line with UK housing legislation, such as eviction.



RP2063 Aspect Housing Hand Book.indd 17 28/04/2026 09:40:57

# Serious incidents

Some situations are so serious that we may ask you to leave the residence immediately. Such cases include incidents where you have:

- Been violent or threatening to any service user or staff member.
- Caused or attempted to cause damage to Aspect Housing Ltd or to put at risk the health or safety of Aspect Housing Ltd staff or service users.

If you are involved in a serious incident, you will receive a written notice telling you that you must leave the supported service, and you will have a right of appeal against this decision.

**Your right of appeal**

You have a right to appeal against decisions made by Aspect Housing Ltd. This means you can appeal against:

- A warning given to you.
- A notice terminating your support.



If you want to make an appeal, you should inform a staff member within:

- 1 hour if you have been asked to leave the residence immediately.
- 24 hours if you have been asked to leave within 7 days.
- 48 hours if you have been asked to leave within 8–28 days.

The Support Worker will arrange for you to meet with a manager. You will have the right to be accompanied and/or represented at this meeting.



RP2063 Aspect Housing Hand Book.indd 18 28/04/2026 09:40:57

# Appeals process

Appeals should be submitted within 5 working days of the warning/ eviction being issued. Appeals can be made in writing to a designated complaints manager. The appeal will be reviewed by a manager who is not directly involved in the original decision, where possible. Complaints will be acknowledged within 3–5 working days. The acknowledgment confirms receipt, provides the name of the person handling the complaint, and gives an estimated timescale for a full response.

The full investigation and written response is generally expected within 10–20 working days. However, the timeline for responses relating to warning appeals and eviction appeals may differ. In cases where the behaviour or incident is extremely serious, an eviction appeal may take longer as it will require a more detailed review.

The outcome will be communicated in writing. If the complaint is complex, the service will inform the complainant of the reason for the delay and provide a revised timescale for the outcome.
You can request our complaints policy from a member of staff.

# Getting involved

This part of the Service User Handbook tells you about how you will be involved with decision-making while you are receiving housing support. It also tells you about how you can get involved in the wider work of Aspect Housing Ltd now or at any time in the future.



If there is anything in this section you do not understand, please speak to one of our Workers.

**Getting involved in a bigger way**
Aspect Housing Ltd values the participation and involvement of service users in its work and believes that this involvement can help ensure that:



RP2063 Aspect Housing Hand Book.indd 19 28/04/2026 09:40:57

- Service users are empowered to make decisions about things which affect them directly
- Service users can contribute their unique perspectives
- Service users contribute to improving the delivery of services

Aspect Housing Ltd will support service users to enable their voices to be heard and taken into consideration. This will include practical assistance such as travel expenses as well as other assistance such as advocacy. Periodically, we will ask for representatives to join Aspect Housing Ltd.'s meetings and decision-making forums. You are encouraged to do so.

## Policies & procedures – consulting and involving service users

**Purpose:**
To set out the approach of Aspect Housing Ltd in relation to consulting and involving service users in the development and delivery of services.

**Introduction**
This document contains a policy statement and procedural guidance. The functions of each are set out briefly below.

**Policy Statement**
The policy statement sets out the broad framework of principles within which this particular area of work will be carried out. It sets out the organisation's broad style and approach to the issue, including any aims and guiding principles.

**Procedural Guidance**
The procedural guidance sets out the details that staff will require to carry out their duties in this particular area of work. It also sets out the specific tasks involved in undertaking this area of work and identifies who is responsible for carrying them out.



RP2063 Aspect Housing Hand Book.indd 20 28/04/2026 09:40:57

**Policy statement aims and principles**
Aspect Housing Ltd values the participation and involvement of service users in its work and believes that this involvement can help ensure that:

- Service users are empowered to make decisions about things which affect them directly
- Service users are able to contribute their unique perspectives
- Service users improve the delivery of services

The following groups of service users can become involved in the operational and strategic work of Aspect Housing Ltd:

- People who are currently using Aspect Housing Ltd services.

Service users will be consulted and involved on any issues which significantly affect their lives or their comfort. Such issues may include (but are not necessarily limited to):

- Changes to their service delivery.
- Changes in the level of service provided by Aspect Housing Ltd (either increases or decreases).
- Changes to which services are provided (either services to be added, retained, or removed/replaced).
- Changes in how the service being received is managed by staff, including property rules and any rotas which involve service users.
- Changes to the information produced by Aspect Housing Ltd about the services offered, including:
    - Any aspect of the Service Description as found in the policy and procedure on Informing Service Users.
    - Any promotional information or literature used by Aspect Housing Ltd.
    - The Service User Handbook.



RP2063 Aspect Housing Hand Book.indd 21 28/04/2026 09:40:57

Aspect Housing Ltd has initiated various processes to enable service user input to be embraced and welcomed, such as:

- Feedback/Suggestion Box.
- QR code and a dedicated complaints line for complaints.
- Tenant surveys.
- Open communication with Aspect staff.

House meetings will also be used to encourage and take on board comments, compliments, and criticisms.

Although support planning will continue to focus upon the developing needs of service users, it can also be a very useful feedback tool regarding operational and inspirational views of service users.

The office of Aspect Housing Ltd is relatively easy for service users to visit and share their views on an ad-hoc basis in planned or unplanned 1:1 meetings with Support Workers or the Support Manager.

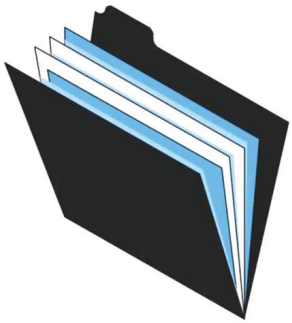
**Our visitor policy**

Aspect Housing's office visitor policy is in place to ensure a safe, professional, and respectful working environment for staff, residents, and external partners. All visitors are required to sign in on arrival and sign out when leaving, and may be asked to provide identification where appropriate. Visitors should wait in the designated reception area until collected by a member of staff and must be accompanied while on the premises unless otherwise agreed. We ask that all visitors conduct themselves in a respectful manner and adhere to health and safety requirements at all times. This approach supports confidentiality, safeguarding, and the overall security of the office environment.



RP2063 Aspect Housing Hand Book.indd 22 28/04/2026 09:40:57

# Service users rights and responsibilities summary



This part of the Service User Handbook tells you about the rights you have while you are receiving housing support. You need to remember that your rights are balanced by your responsibilities.

If there is anything in this section that you don't understand, speak to one of our staff members.

**Your right to confidentiality**
We understand that confidentiality is important and we will always work to safeguard confidential information about you.

This means that:

- We will not share information about you or your children with anyone else unless we have your permission first. This is why we ask you to sign a disclosure form.
- This rule may only be broken if there is a concern for your safety or well-being and we believe intervention is necessary.
- We will keep any information about you securely stored and restrict access to people with a need to know. This will include your Support Worker and any other people supporting you.
- We will always work strictly in line with our Confidentiality Policy and the requirements of the Data Protection Act 2018.
- If you would like to see a full copy of our policy, please ask one of our staff.

When providing support at our office location, we will always ensure that we use a separate room to allow for more privacy, particularly when discussing sensitive issues or completing a risk assessment. We may also notify you by phone prior to visiting you at your accommodation.
To see your own information, you would need to make a Subject Access Request (SAR). Please ask a member of staff for further information.



RP2063 Aspect Housing Hand Book.indd 23 28/04/2026 09:40:57

# Making a request for personal information

All service users at Aspect Housing Ltd have the right to see the personal information which the company holds about them. Service users can request to see their personal information in writing, by email, or with staff help. We will usually provide your personal information within one month. Aspect Housing Ltd may ask for ID to check it is really you.

- You have the right to information about your case file, your Support Plan, and policies and procedures on consultation.
- You have the right to be consulted and informed regarding the support provided to you.
- You have the right to have your skills and aspirations taken into account when we formulate your Support Plan.
- You have the right to access your personal information in accordance with Aspect Housing Ltd's procedures.

Once the access request is granted by a senior member at Aspect Housing Ltd, service users can see their own support records, licence agreement information, and communications about themselves. You cannot see other service users' information or records that are legally restricted.

If you are unhappy with our response, you can ask for a review by a senior manager. Aspect Housing Ltd staff are available to help you make a request or understand your information.

**Please send your request to:**

Support Services Manager,
Aspect Housing Ltd,
171 Alcester Road
Moseley,
Birmingham B13 8JR



RP2063 Aspect Housing Hand Book.indd 24 28/04/2026 09:40:58

# Take-up or refusal of service

You have a number of responsibilities in respect of the take-up or refusal of our service. The Supporting People programme is designed for service users such as yourself. If you accept our service, you are responsible for working towards developing your skills so that you can live independently in private accommodation.

This means that any needs, issues, or risks identified by the Support Worker in conjunction with you must be worked on, and any goals or aspirations progressed. This is a two-way process. Aspect Housing Ltd staff will endeavour to help you achieve the above. However, it is your responsibility to make yourself available for support sessions, 1-2-1 meetings, open days, service user representative meetings, or appointments booked by your Support Worker.

This is important because your permission to receive support only lasts as long as you need the support we are providing.

However, if you are refused our services, you have the right to appeal. You will be given a written reason for refusal. You may wish to appeal against this decision, and if so, please refer to the right to appeal process. We will also refer you to other providers who may be able to meet your needs.



RP2063 Aspect Housing Hand Book.indd 25 28/04/2026 09:40:58

COST OF LIVING/SUPPORT & ADVICE

https://www.aspecthousing.co.uk/s/AH-Cost-of-Living-Information.pdf

REFUGEES AND MIGRANT SUPPORT SERVICES

https://www.aspecthousing.co.uk/s/AH-Cost-of-Living-Information.pdf

SUPPORT SERVICES DIRECTORY

https://www.aspecthousing.co.uk/s/Support-Services-Directory-March-2026.pdf

WELLBEING SUPPORT AND COMMUNITY PROVISION

https://www.aspecthousing.co.uk/s/AH-WELLBEING-AND-COMMUNITY-SUPPORT-SERVICEs.pdf

**QR Codes for Aspect Housing's resident information booklets**



RP2063 Aspect Housing Hand Book.indd 26 28/04/2026 09:40:58

# Key contacts

| Service | Contact Number |
|---|---|
| Office | **0121 792 5342** |
| Out of Hours | **07852 825175** |
| Complaints | **07960 337412** |
| Emergency Services | **999** |

| Organisation | Contact Number |
|---|---|
| CGL | **0121 227 5890** |
| Birmingham Mind | **0121 608 8001** |
| Samaritans | **116 123** |
| Feedo Needo | **0300 311 1312** |



RP2063 Aspect Housing Hand Book.indd 27 28/04/2026 09:40:58

Aspect Housing

171 Alcester Road,
Moseley,
Birmingham
B13 8JR

**Tel: 0121 792 5342**

www.aspecthousing.co.uk

referral@aspecthousing.org.uk

SCAN ME

