



[www.fairoakhousing.co.uk](http://www.fairoakhousing.co.uk)

# What we do





## Who are we?

Fairoak Housing provide high quality, safe, affordable and suitably adapted housing for our tenants; many of whom are vulnerable or have a learning disability.

We promote the rights, desires and equality of people with disabilities and consistently exceed the high standards required to meet DDA guidance. In addition to providing accommodation, Fairoak Housing Association are also able to advise our tenants on how to obtain the support necessary to live independently within their local community.

## What type of accommodation is on offer?

The accommodation we provide is always of a high standard and, where necessary, adapted to meet the needs of individuals.

Our apartments and shared houses are situated within communities and close to local amenities, something which helps promote independence and social responsibility.

All our properties are well maintained, with tenants fully involved in decisions relating to their homes including interior decoration, adaptations, garden landscaping and choice of support providers.

We provide high standards of safety and security for all our tenants. For added reassurance we also provide an emergency call out system.





## Fairoak Housing offer a range of living styles and options, including:

- **Supported Living**

A small group of people sharing a property, each having their own private areas and use of communal facilities.

- **Independent Living**

Self-contained flats, apartments or small houses suitable for individuals or couples.

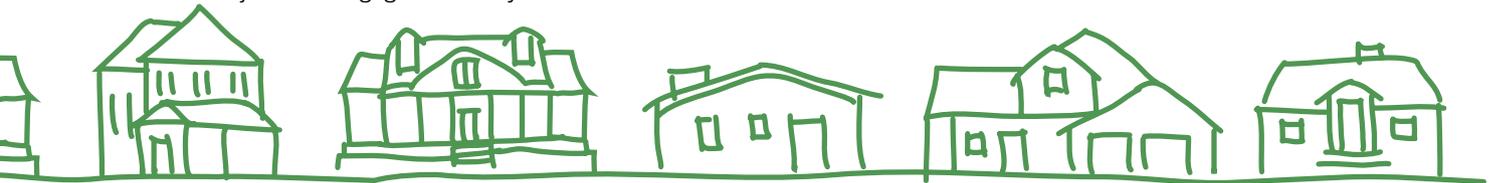
- **Shared Ownership**

People with learning difficulties often have no prospect of owning their own home, usually because of limited income and difficulty raising the money to qualify for a mortgage. Fairoak is able to offer the option of becoming a homeowner through shared ownership\*. This means a property is owned partly by a housing association and partly by an individual.

\*subject to mortgage availability.

## Where is the accommodation?

Currently we have accommodation in the North of England in Cumbria, Northumberland and County Durham. It is our intention to provide additional housing in these and new locations in the future.





“

I would like to express my thanks for all the hard work you have put in to help empower people with learning disabilities in making positive decisions about their future.

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## What will my rent be and who pays for my rent?

Fairoak Housing sets levels of rent which are competitive with the local housing market and which reflect the nature of the specialist accommodation offered. The rental fees are usually met through housing benefits, tenant's personal budgets or individual funds.

If you would like to talk in more detail about the options available, please telephone our team on 01539 720 082.



## Repairs and Maintenance

Fairoak Housing manage a programme of regular repairs and maintenance, delivered by qualified and assured local companies who are sensitive to the needs of our tenants.

Our maintenance programmes include minor repairs, redecoration and ground maintenance as well as specific adaptations to suit tenant's needs. Statutory testing and inspections are carried out on all properties including emergency lighting, gas and electricity safety checks, drainage, heating systems, roof maintenance, fire precautions and security measures.

## Out of Office Hours Repairs

An emergency repair service is available. In addition to emergency repairs, this service covers advice and reassurance to tenants.

## Garden Maintenance

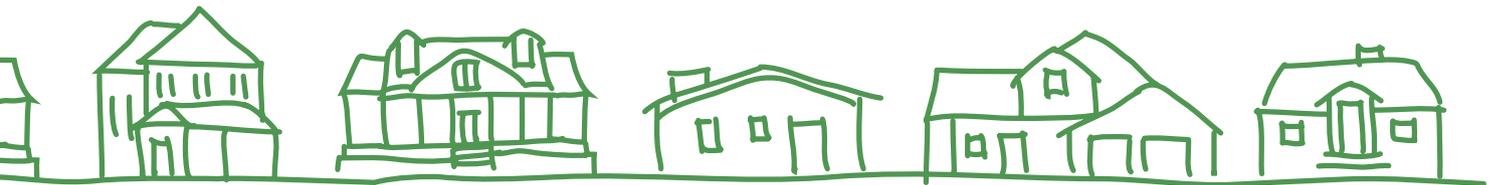
Having a pleasant outdoor space is very important to many of our tenants. Some enjoy being able to undertake the gardening themselves but we are also able to contract local companies to do this if required.

## Repair Requests

Tenants may report any repair that needs our attention by calling us on **01539 720 082** or completing the Repairs Request Form on our website [www.fairoakhousing.co.uk](http://www.fairoakhousing.co.uk)



Fairoak have helped me build up trust and confidence and supported me to move on.





## Support Options

Fairoak Housing recognise that our customers require different levels of ongoing support to maintain their tenancy and live as independently as possible.

We work closely with trusted organisations to meet our tenant's requirements and provide tailored services for supported and independent living.

All our tenants are free to arrange their own support through a provider of their choice.

Fairoak provide additional housing support to all our tenants to enable them to maintain a successful tenancy.

A housing officer will visit tenants in their own homes and provide information, advice and guidance on a wide range of issues including:

- Understanding tenancy responsibilities
- Benefits eligibility and claims help
- Advice on security and safety
- Support with managing repairs
- Promoting independence
- Help with moving on





## Can I apply?

You should be diagnosed as having a learning or other disability and have a need for the accommodation. We also request assurance that you are able to pay the rent for the accommodation through personal funding and/or benefits and/or other funding.

It is desirable that you have personal contacts (family, relatives or close friends) local to the accommodation applied for, or you are currently residing in the same area.

Further information on eligibility can be found on our website, [www.fairoakhousing.co.uk](http://www.fairoakhousing.co.uk) or you can talk to one of our team on 01539 720 082.



I think it's really good that the team put on social events as some of us haven't got the confidence to do so by ourselves.



## Equality Statement

All applications for accommodation follow the same process: Fairoak Housing Association do not exclude from consideration any application on the grounds of degree or type of disability; current living situation; age; race; colour; religion; gender; or sexual orientation.





Anyone can make a referral to Fairoak. You can contact us yourself or ask someone else to help.

- Parent or Carer
- Social Services or Health Authority
- College or School
- Job Centre
- District or County Council
- Independent and Voluntary Organisations

You can contact us and make initial referrals in any of the following ways:

By Telephone: 01539 720 082

By Email: [enquiries@fairoakhousing.co.uk](mailto:enquiries@fairoakhousing.co.uk)

Online: [www.fairoakhousing.co.uk](http://www.fairoakhousing.co.uk)

You can also write to us at:

Fairoak Housing Association,  
48 Stramongate,  
Kendal Cumbria LA9 4BD.

Fairoak Housing Association is a Registered Provider with the Social Housing Regulator. Our registered number is L4535. We are an Industrial & Provident Society.