

Welcome Pack

Your guide to moving into your new home.



Contents

- 1. Welcome to Your New Home**
- 3. What to Expect When You Move in**
- 4. Your Rights as a Response Resident**
- 5. Your Responsibilities as a Response Resident**
- 6. Managing Your Money**
- 7. Repairs and Maintenance**
- 9. Health and Safety**
- 10. Your Key Contacts**
- 11. Complaints**
- 12. FAQs**

Welcome to Your New Home

A message from our CEO, Nicola Leavesley

I'd like to extend a very warm welcome to you on behalf of everyone at Response. We're so pleased to have you join our community.



At Response, we truly believe that having a safe and stable home is a vital foundation for good mental health. That's why we're committed to providing not just a place to live, but a place where you can feel supported, secure, and empowered to thrive.

Whether you're moving into one of our 24/7 staffed residences or a self-contained flat with visiting support, we're here to make sure you have the right home at the right time for your journey.

You'll have a dedicated Team who are here to help you feel at home and in control of your living environment. Your support package will be tailored to your individual needs, and our repairs and maintenance service seek to resolve issues promptly. We also carry out monthly health and safety checks to maintain the high standards we're proud of.

Most of all, we hope your new home will be a place where you can feel safe, secure, and supported.

Once again, welcome.

Warm wishes,

Chief Executive Officer
Response

Welcome to Your New Home



We provide person-centred housing and support across Oxfordshire, Buckinghamshire and Berkshire for people with mental health and complex needs.

We have been doing so for over 60 years and have a proud history of innovating, adapting and providing high-quality services.

Response are committed to delivering a recovery-focused approach to everyone who uses our services. This covers all aspects of someone's life – not just their mental health.

Caring

We believe in the power of people, and they are at the heart of everything we do.

Creative

We are continuously looking for opportunities to improve our services by listening and collaborating with those who use and deliver them.

Our Values

Safe

Honest and open relationships help our clients feel safe. We work hard as a team and with the people we support, to develop mutual trust and support people to exceed their goals.

Aspirational

We are striving to support all people in our services on their recovery journeys in the best way we humanly can.

What To Expect When You Move In

Moving into a new home can be a daunting experience, but at Response, we strive to make the process as smooth and stress-free as possible. When you move into one of our homes, you can expect a warm welcome and a range of support services to help you settle in.

All our homes are assessed using the Housing Health and Safety Rating System (HHSRS).








This is a risk-based evaluation tool used in England and Wales to assess potential hazards in residential properties. It focuses on identifying and minimizing risks to the health and safety of occupants, particularly vulnerable groups.



Your Rights as a Response Resident

We're committed to supporting you in a safe, respectful, and supportive environment. While the legal terms of your tenancy or licence may differ depending on the type of accommodation you're in, all residents have the following core rights:

You have the right to:

-  Feel safe, respected, and supported in your home.
-  Live in your home without interference, as long as you're keeping to your agreement.
-  Access housing and support services suited to your needs.
-  Be treated without discrimination.
-  Receive information about your rent, support, and housing responsibilities.
-  Report problems (e.g. repairs or concerns) and have them addressed appropriately.
-  Give feedback and make complaints, and to be listened to.
-  Be consulted about changes to your accommodation or services that affect you.

If you're ever unsure about your rights, your support worker or housing officer is here to help.

Your Responsibilities as a Response Resident

In supported accommodation, you're part of a shared environment where everyone's actions help create a home that feels safe and respectful for all. As a resident in our services, you will be responsible for the following:

In your home:

- Pay your rent and service charges regularly and on time (help is available if you're struggling).
- Keep your room and shared spaces clean and safe – staff can support you with this if needed
- Report any repairs or problems as soon as possible.
- Treat furniture and fixtures with care, and let staff know if anything breaks.
- Let us know if you'll be away from your accommodation for more than a few nights.

With others:

- Treat staff, residents, and visitors with respect.
- Avoid any behaviour that could cause nuisance or harm, including loud noise, drug use, harassment, or violence.
- Don't let others stay overnight unless this is agreed in advance.
- Don't share your key or allow anyone else to live in your home.

With your support agreement:

- Engage with your support plan and key worker as best you can — this helps us help you.
- Let us know if your needs change or you're not coping — there's no shame in asking for more help.

Managing Your Money



Paying Your Rent

Your Housing Officer will support you to set up a Direct Debit to pay your service charge which covers your utilities and WIFI. At this point, you will need your bank details, your ID and proof of National Insurance/National Insurance Number.

Ways to pay your rent:

Direct Debit

**Third Party Deductions
(Housing Benefits)**

AllPay

Bank Transfer

However you pay your rent. Your housing officer/support worker, will offer you all the support needed to get payments in place. Be it housing benefit, universal credit, self funding or other.

Click here to help you work out the amount of money you are entitled to from Housing Benefit and any personal benefits such as Universal Credit.
or search <https://www.entitledto.co.uk>

Advice and Support

We understand that managing your money can be challenging. If you need more advice on managing your money, you can take a look at the websites below:

Step Change
<https://www.stepchange.org/>

Citizens Advice
<https://www.citizensadvice.org.uk/>

Repairs & Maintenance



Whether you're experiencing the standard wear and tear of your home or a bigger issue, our repairs team are here to help you get your home running smoothly again.

Requesting Repairs:

Our online repair request form is an easy and convenient way to report any issues you may have with your home. Fill out the form with your details and a description of the problem, and we'll be in touch to arrange for a repair to be carried out as soon as possible. You can access the form using the button below.

[Repair Request Form](#)

Damp and Mould

Damp and mould is a common issue in UK homes and can cause avoidable damage to properties. It can also pose a serious risk to your health. In this guide, we have included some advice to help you prevent damp and mould from growing in your home.

What is it?

- Damp is caused by excess moisture in the air or water getting into your home.
- Mould is a type of fungus that grows in damp places. It can appear as black or green patches on walls, ceilings, or around windows.

Repairs & Maintenance

Everyday Tips to Prevent Damp and Mould:

Let Air Flow

- Open windows for 10–15 minutes each day to let fresh air in and moisture out.
- Use extractor fans in kitchens and bathrooms, or open a window while cooking, showering, or bathing.
- Don't block air vents or cover radiators.

Keep Rooms Warm

- Try to keep your home at a steady, comfortable temperature – especially in colder months.
- Warm air holds moisture better and reduces condensation.

Dry Clothes Carefully

- Dry clothes outdoors if possible.
- If drying indoors, use a clothes airer in a well-ventilated room with the door closed and a window open.
- Avoid drying clothes on radiators, as this adds a lot of moisture to the air.

Use Lids on Pans When Cooking

- This helps reduce steam and moisture build-up in the kitchen.
- Turn on extractor fans or open a window when cooking.

Keep Furniture Slightly Away from Walls

- This allows air to circulate and prevents condensation forming behind large furniture like sofas and wardrobes.

What to Look Out For

Watch for signs like:

- A musty smell
- Cold or damp patches on walls or ceilings
- Peeling wallpaper or paint
- Black spots, especially around windows or in corners

If you notice any of these, report them to your Housing Support Worker or Property Services team as soon as possible.

Health and Safety



We take your safety seriously. Here's what we do to make sure your home is safe:

Response
will....

- ✓ We follow health and safety laws to make sure our buildings are safe and well looked after.
- ✓ We check for fire risks in every property. This is called a Fire Risk Assessment, and we do it at least once a year (or more often if needed).
- ✓ We check electrical systems (like plugs, wiring and lights) to make sure they are safe and don't cause fires or injuries.
- ✓ We check gas appliances (like boilers and cookers) regularly to make sure they are safe and working properly.

You will....

In addition, you will also take the necessary steps to ensure your own health and safety is looked after.

Follow all fire safety and health & safety rules (e.g. no smoking indoors, no blocking exits).

Don't tamper with safety equipment (e.g. smoke alarms or fire doors).

Avoid bringing in anything dangerous (e.g. heaters, fireworks, or weapons).

Your Key Contacts

Repairs:

To request repairs or contact our repairs team- either fill out the online form found on page 7 or call:

01865 664058

You can also scan this QR code to access our repairs form.



Repairs Out of Hours:

0333 567 2100

Response Head Office

01865 397940

If you are calling Response Head Office out of hours, you will receive an automated message that can direct you to emergency support or repairs.

Your Voice

Experts by Experience (EbE):

Experts by Experience are people we support who are involved in recruitment interviews, focus groups and research opportunities. We value people's voices, so these are compensated opportunities.

The Advisory Board:

This is a group of EbEs who support us with Policies, Procedures, and have direct involvement in the decisions made by the organisation. Their voices shape our services with advice and suggestions going directly to our Executive team.

Co-Production:

In Response, we are proud to introduce co-production values in everything we do. This is not tokenistic; it is central to what we do.

These roles are compensated at Oxford Living Wages and can provide a meaningful opportunity to develop skills and make your voice heard at Response.

Anyone accessing Response services that are aged 18 or over is free to join. Ask your support worker for more details, and a member of the engagement team will reach out to you.

Complaints

We take all feedback seriously.

If something hasn't gone right, please let us know. Your voice helps us make things better.. Most issues can be resolved quickly by talking with your support worker, project manager, or housing officer.



1. What is a complaint?

A complaint is when you're unhappy with the service, actions, or lack of action from Response. You can also complain on behalf of someone else.

2. What isn't a complaint?

Urgent complaints (like safeguarding or safety concerns) must be reported in other ways. Maintenance issues are dealt with through different processes.



3. How it works

Most issues can be resolved locally, quickly, and informally just by having a conversation. If not resolved, our Business support team logs your complaint, investigates it, and responds in a set timeframe.

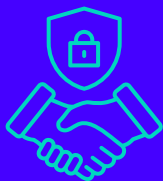
4. How to raise a complaint

If you wish to make a complaint about the support or services you receive, please speak to your support worker, project manager or housing officer. If you'd prefer, you can also email us at complaints@response.org.uk or call 01865 397940.



Our Business Support team will listen, investigate fairly, and respond promptly.

You can also ask for help with your complaint, such as advocacy or translation support.



5. Confidentiality & support

You can ask to stay anonymous, but this may limit how we can investigate.

If you need help to complain (like translation or advocacy), Response can arrange this with services such as Pohwer.

6. What happens next?

We receive and log your complaint.

We investigate fairly and explain what we did and why.

If you're not happy with the outcome, there's a formal appeal process.



FAQs

How do I report an emergency (fire, flood, serious issue)?

In an emergency, always call 999 first. Once safe, please inform a member of staff. For non-life-threatening emergencies (like a burst pipe), use the emergency contact numbers provided in your accommodation.

When are staff available on-site?

Staff availability varies depending on the service. Your support worker will let you know the usual staffing hours and when support visits are scheduled. A rota may be displayed in a communal area.

Can I have visitors or overnight guests?

Visitors are allowed during reasonable hours, but overnight guests may not be permitted. Please check the house rules and speak to your support worker if you're unsure.

What should I do if I lose my key?

Contact your support worker or the emergency line immediately. There may be a charge for lost keys, and we'll advise you on how to get a replacement.

Can I decorate or personalise my room?

Yes! (with consent) You're encouraged to make your room feel like home. Please speak to staff before making any permanent changes like painting or putting up shelves.

What happens if I have an issue with another resident?

If you feel uncomfortable or have a disagreement, speak to a staff member. We take concerns seriously and will help to resolve issues fairly.

What should I do if I feel unwell/need help with my mental health?

Let your support worker know if you're struggling. We're here to support you. You can also contact your GP or local mental health services if needed. In a crisis, call 111 (NHS) or 999 in an emergency.

If you have any more questions about your new home, please speak to your housing officer or support worker.



Response Organisation

AG Palmer House, Morrell Crescent,
Littlemore, Oxford,
OX4 4SU

Find us: www.response.org.uk
Email us: info@response.org.uk
Call us: 01865 397940



Charity No. 1101071
Company No. 4781936 - Limited by guarantee
Registered in England