



19

Section 19 —

Contents, word list and quick guide

The main points

- ✓ This part helps you find things.
- ✓ The contents list shows what is in each part of the handbook.
- ✓ The quick guide helps you when something has happened, and you do not know where to look.
- ✓ The word list explains words that some people find hard.

Part 1 — Contents

Part	What it is about
1	Welcome, and how to use this handbook
2	About Harbour Light and your support provider
3	Your tenancy
4	Rent, charges and money
5	Repairs and looking after your home
6	Safety in your home
7	Fire safety and getting out safely
8	Damp, mould and hazards in your home
9	What your home will be like, and making it yours (home standards)
10	Living in a shared house
11	Living alongside other people (anti-social behaviour)
12	Keeping you safe from harm

Part	What it is about
13	Fair treatment, help that suits you, and information you can understand (equality, reasonable adjustments and accessible information)
14	If you are unhappy: complaints
15	Telling us what you think (getting involved and giving feedback)
16	How we use information about you
17	Moving on
18	Useful telephone numbers and addresses
19	Contents, word list and quick guide
20	Things that can help around your home

Information about your own home is not in this handbook. Section 1 explains where to find it.

Part 2 — Quick guide: something has happened, where do I look?

What has happened	Where to look
I can smell gas	Section 5. Telephone 0800 111 999 now.
There is a fire	Section 7. Get out, stay out, telephone 999 .
Somebody is in danger right now	Section 12. Telephone 999 .
Something in my home is dangerous	Section 5. Telephone 0151 909 5919 at any time.
Something is broken	Section 5
There is water leaking	Sections 5 and 20
There is no heating or no hot water	Section 5
I can see damp or mould	Section 8
The smoke alarm is beeping	Sections 6 and 7
Somebody wants to come into my home	Sections 6 and 20
Somebody is at the door, and I do not know them	Sections 12 and 20

What has happened	Where to look
I am worried about my rent or my money	Section 4
I am going into hospital	Sections 4 and 17
I want to put up a shelf or paint my room	Section 9
I want a grab rail or a ramp	Section 13
I want letters in a bigger size	Section 13
I need someone to speak up for me	Section 13
There is a problem with somebody I live with	Sections 10 and 11
Somebody is being noisy or frightening me	Section 11
Somebody is taking my money or being unkind to me	Section 12
I am not happy with something Harbour Light did	Section 14
I am not happy with my support	Sections 2 and 14
I want to tell you an idea	Section 15
I want to see what you write about me	Section 16
I want to move	Section 17
I need a telephone number	Section 18
I do not understand a word	Section 19, the word list below

Part 3 — Word list

These are words used in this handbook, and what they mean.

Adaptation — a change to the building to help somebody, like a grab rail, a ramp or a walk-in shower. See Section 13.

Advocate — somebody whose job is to speak up for you. They are independent. They do not work for Harbour Light or for your support provider.

Anti-social behaviour — behaviour that upsets, frightens or annoys other people. See Section 11.

Appointee — somebody the Department for Work and Pensions has agreed can look after a person's benefits for them.

Arrears — rent that has not been paid and is owed.

Assured shorthold tenancy — the kind of tenancy Harbour Light tenants have. See Section 3.

Awaab's Law — a law that says how quickly a landlord must act when a home has a serious hazard, like damp and mould. See Section 8.

Carbon monoxide — a gas you cannot see or smell. It is dangerous. Alarms are fitted to warn you. See Section 6.

Complaint — telling us that something has gone wrong and you want it put right. See Section 14.

Condensation — water that appears on cold surfaces, like windows, when warm damp air touches them. See Section 8.

Contents insurance — insurance for your own belongings. Harbour Light does not insure your things. See Sections 5 and 9.

Damp — water in a building where it should not be. See Section 8.

Deputy — somebody a court has said can make certain decisions for a person.

Easy read — information written in short simple sentences with pictures.

Emergency duty team — the council team you can telephone about an urgent worry outside office hours.

Extractor fan — a fan, usually in a bathroom or kitchen, that pulls damp air out of the room.

Fair wear and tear — the way things get worn out over time from ordinary use. You are not charged for this.

Fire door — a door made to hold a fire back. It must never be propped open. See Section 7.

Fixflo — the online system used to tell Harbour Light about a repair. Your support worker usually uses it for you. See Section 5.

Hazard — something in a home that could hurt somebody or make them ill. See Section 8.

Housing Benefit — money from the council that pays your rent. See Section 4.

Housing Ombudsman — an organisation that looks at complaints about landlords. You can go to them yourself. See Section 14.

Inventory — the list of the furniture and other things Harbour Light has provided in your home. See Section 9.

Landlord — the organisation that owns or leases your home and rents it to you. Harbour Light is your landlord.

Legionella — bacteria that can grow in water systems and make people ill. Regular checks and flushing help stop it. See Section 6.

Mould — black, green or grey patches that grow where it is damp. See Section 8.

Notice — telling somebody officially, usually in writing, that something is going to happen. See Sections 3 and 17.

Personal emergency evacuation plan — a written plan about how a person would get out of the building if there were a fire. See Section 7.

Property information sheet — a sheet about your own home. We give it to you with your tenancy agreement. See Section 1.

Reasonable adjustment — a change to how we do something, so that a disabled person can manage as well as anybody else. See Section 13.

Registered provider — a housing organisation on the official list kept by the Regulator of Social Housing. Harbour Light is one.

Regulator of Social Housing — the government body that sets rules for social housing landlords and checks that they follow them.

Repair — fixing something that is broken. See Section 5.

Safeguarding — the word used for keeping adults safe from harm, and what happens when somebody is worried. See Section 12.

Service charge — a charge for shared things, like cleaning shared areas or heating shared parts of the building. See Section 4.

Stopcock — the tap that turns the water off in your home. See Section 20.

Subject access request — asking to see the information an organisation keeps about you. See Section 16.

Support provider — the organisation that gives you care and support. It is a different organisation from Harbour Light. See Section 2.

Support worker — somebody who works for your support provider and helps you day to day.

Tenancy agreement — the legal agreement between you and Harbour Light about your home. You signed it when you moved in. See Section 3.

Tenant — a person who rents a home. If you rent a Harbour Light home, you are a tenant.

Part 4 — The main points from every part, in one place

This part brings together the most important line from each part of the handbook. It is for anybody who wants the whole handbook in one look.

Part	The most important thing
1	You do not have to read all of this handbook. Read the part you need.
2	Harbour Light is your landlord. Your support provider is a different organisation.
3	Your tenancy gives you the right to live in your home. Nobody can make you leave without a court order.
4	Housing Benefit pays your rent. Tell us straight away if anything changes.
5	Tell your support worker about a repair. They will report it to us. For an emergency, telephone us at any time.
6	We check your home to keep you safe. Please let us in when we arrange a time.
7	If there is a fire, get out and stay out, and telephone 999.
8	If you see damp or mould, tell us. We will find out what is causing it and put it right. There are rules about how fast we must act.
9	Your home will be clean, safe and in good repair. You can make it feel like yours.
10	In a shared house, your own room is yours. The shared rooms are for everybody.
11	Everybody has the right to feel safe and settled at home. Tell us if somebody is spoiling that.
12	If somebody is hurting you or taking advantage of you, tell somebody. It is not your fault.
13	If you need something done differently so you can manage, ask. You do not have to explain why.
14	If you are unhappy, you can complain. Nothing bad will happen because you complained.
15	Tell us what you think. It helps us make things better.
16	We keep information about you and we look after it. You can ask to see it.
17	You can leave if you want to. Tell us in writing and give us notice.
18	The telephone numbers you might need are all in one place.
19	This part helps you find things and explains hard words.

Getting help to understand this

If any of this is hard to understand, that is OK. Ask your support worker. You can also ask a relative, a friend or an advocate to help you.

You can ask us for this information on paper, in a bigger size, or in another format. Just ask us or ask your support worker.

More detail

This box is for support staff, relatives, advocates and social workers.

Word list. Definitions are written in the same plain English as the rest of the handbook. Where a word has a precise legal meaning, the word list gives the everyday meaning and points to the section, rather than attempting a legal definition. The legal detail sits in the "More detail" boxes.