

 <p><b>NB Housing</b> Flax Foyer</p> <p><b>SUPPORT SECTION</b></p>		<b>DOCUMENT NO: SP/F-18</b>		
		<b>Prepared by:</b>	KQ	
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		<b>Active From:</b>	October 2010	
		<b>Review Date:</b>	Two yearly	
<b>Resident Charter Policy and Procedure SP/F-18</b>				
<b>No.</b>	<b>Change</b>	<b>Approved by</b>	<b>Date</b>	<b>Effective</b>
1	Implemented	Management	October 2010	October 2010
2	Review – Resident Charter and Night time charter amalgamated	Management	November 2013	November 2013
3	Full Review	Management	June 2015	June 2015
4	Review – removed residents under 18 rule.	HMSC	July 2017	July 2017
5	Review	HMSC	June 2019	Aug 2019
6	Review	HMSC	Oct 2020	

## Introduction

This policy outlines the rights and responsibilities of the service and resident's. It is also in place to encourage everyone to respect and consider their neighbours rights.

- Every resident has the right to be treated with respect regardless of Race; Age; Disability; Sexuality; Gender; Nationality; Religion; Cultural Beliefs
- Residents have the right to expect to live in a safe, secure environment without the threat of violence regardless of the source.
- Residents have the right to appeal any decision made concerning them or their circumstances that they feel are unjustified.
- Any resident with a problem can expect assistance from staff and have their confidentiality maintained.
- Each resident will be supplied with a copy of the Foyer rules.
- If any resident has a complaint or grievance there are procedures in place allowing residents to make a formal complaint against any member of staff or another resident.
- In the event of problems arising support staff and volunteers are in place to help residents' access professional/expert assistance in the field required.
- On entry to the Foyer residents will be made aware of the terms and conditions that can result in their being asked to vacate the Foyer.
- Residents have the right to see any information held on file regarding them.
- Residents are encouraged for their input regarding the running/procedures of the Foyer.

- All residents have equal privileges within Flax Foyer unless they lose them due to breaking the Foyer rules.
- Residents should expect noise levels to be kept at a reasonable level at all times. Noise should not be heard outside your window or flat door. There should be no music played after midnight.
- Residents have the right to privacy within their own flats. This will not be compromised by staff unless completely necessary.
- Residents have the right to request a meeting with any member of staff to address any specific issue that is causing them concern.
- After midnight you should only go to another resident's flat if it is necessary and this should be done as quietly as possible.
- Two or more residents going from flat to flat causing noise in the corridors is not acceptable.
- Constant coming and going from the Foyer after midnight should be kept to a minimum. Again, this should be done as quietly as possible.
- Cooking in the early hours and setting off the alarms is not acceptable. Any resident doing so will be expected to give a full explanation as to why this has happened and explain why the cooking process was not properly observed to prevent the alarms being set off.
- Continuous setting off alarms will be dealt with through the warning process as will continually causing noise and disturbing other residents.

**Associated Documents:**

Equal Opportunities Policy – Foyer Specific  
 Safeguarding Children, Young People and Vulnerable Adults Policy  
 Appeals Policy  
 Complaints Policy/Leaflet/Flowchart  
 Warnings Policy  
 Needs Assessment and Support Planning Policy  
 Confidentiality Policy/Data Permission Form  
 Alcohol Policy  
 Drugs Policy  
 Visitors Policy  
 Resident Handbook  
 Licence Agreement  
 Joint Contract