# Resident and Staff Expectations

In order to ensure that all residents benefit from their time here, it is necessary to have basic house expectations.

By signing the Accommodation Agreement you are agreeing to abide by these expectations. However, should you feel that any of these expectations are unreasonable, unfair or discriminatory you should discuss the matter with a member of staff. These expectations will be implemented through the Support Intervention Procedure and the Staff Disciplinary procedure.

Staff Expectations

Staff expectations

1. Staff and volunteers will be competent, approachable, friendly and caring, and will have time to listen to you and treat you with respect and fairness.

2. The services offered will be responsive to your current needs.

3. The accommodation where you stay will be safe, quiet, clean, well decorated and maintained, with repairs carried out promptly.

4. You will be given information on how the project works, how it can help you, and what is expected of you.

5. You will have the opportunity to have a say in how the project runs. We will listen and take note of your views.

6. We will treat all information about you confidentially, and will give you access to anything written about you, except third party information, and inform you who else may access it.

7. You will have access to a simple to use complaints procedure, and procedure for appeals against warnings and evictions.

8. We offer help to prepare for resettlement and will give you up-to-date information on finding housing

10. We can help you to develop practical skills to maintain accommodation.

11. We will support you accessing education, voluntary work and/or training in work skills and help preparing to find work.

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| Resident Expectations |

1. No alcohol, illicit drugs, or drugs that cause intoxication (for example, legal highs, spice) are allowed on or off the premises by residents.

2. You will need to consent to a drug or alcohol test under the supervision of staff if requested. *As it is possible for poppy seeds to give a positive result to a morphine test, it is essential that all clients take responsibility for avoiding eating poppy seeds. Stating that poppy seeds have been eaten will not be taken into consideration if a positive test is produced.*

3. Service users are expected to discuss health concerns with staff - self-prescribing is not acceptable. Any prescription drugs or over the counter drugs must be shown to staff prior to consumption to ensure that medication that could test positive to a drug screen are not been used and policies should be followed.

4. It is essential for your progress and consequently compulsory to participate in the support offered. Service users are required to attend all house meetings, one to one sessions and recovery groups unless absence has been agreed by staff.

5. You are responsible for your own behaviour. Physical and verbal aggression will not be tolerated whether towards visitors, other service users or staff.

6. All service users and staff have the right to be treated with respect and dignity regardless of their race, gender, sexuality, religion, gender reassignment, maternity and pregnancy, age, disability, and marriage and civil partnership. These rights are protected under the Equality Act 2010. Failure to uphold the Equality Act will be considered to be a breach of your Accommodation Agreement.

7. Service Users in Prep Housing need to be in the house by 11.30pm on weekdays and 1am at weekends, and may also not *leave* the house before 6am on any day, unless prior arrangements have been agreed by a Support Worker.

8. Service users are responsible for the behaviour of their guests, who must be at least 4 weeks abstinent and must ensure that they also adhere to the House Expectations. Please discuss with your support worker and your peers in your house whether they consent to any visitor before making such an arrangement. Only 2 visitors are allowed in the house at any time. If this is not observed a complete ban will be put in place. No visitors are allowed in bedrooms. No visitors after 10 pm. Former clients who have been evicted are not allowed to visit any Junction Project properties unless by prior agreement with Project Manager/Support Worker. Children visiting the project must be supervised by the person they are visiting and not another resident. Please refer to the guidelines set out in the policies.

9. During your stay at the Junction Project, we want service users to feel like their house is their home. This includes treating the property with respect and so you must participate in the necessary cleaning of the communal and private areas in your house. This includes cleaning your room.

10. Service Users wish to live in safe environment and not only have the right to share any concerns or fears around possible drug/alcohol use in the house but should see this as a positive obligation, and a positive step in keeping your house safe.

11. In the case of serious disruptive or violent behaviour including the use of drugs or alcohol on the premises, the notice given to the service user may specify a shorter notice period than 28 days, provided that the period specified is reasonable in the circumstances.

12. Sexually intimate relationships between residents are not deemed appropriate in this setting. However, if this occurs, please speak with a member of staff so that we can support you.

13. Service users are only allowed to smoke in the designated areas. However, if a service user in the house is pregnant, please take this into consideration as smoking indoors in the house (including out of a window and stood in an open doorway) is not permitted in these circumstances. If you are found to be smoking in your bedroom you will be fined £2 on each occasion.

14. Service users must not undertake any “cash in hand” work. However, you are encouraged to take on voluntary work and/or further education. If you are found to be working, we have an obligation to report this to the Benefits Office.

15. Illegal activity is against the ethos of the Project. If a service user is involved in illegal activity whilst residing in the Project, they are likely to be evicted.

16. Music volumes and personal noise must be kept to a suitable level so that it does not interfere with neighbours or cause disturbance to other service users. No music to be played after 9pm except through headphones. Please do not use the washing machine between 9pm and 7am as it is loud and disruptive.

17. Push bikes must be kept out of the house at all times.

18. So residents can settle within the project, Prep Housing service users must reside at the Junction Project for 14 days before staying away for a night. If on a detoxification programme please discuss with the team regarding staying away from the project. Prep service users may stay away twice in one week but not on consecutive nights. All leave needs to be agreed by a Support Worker first and then discussed in the house group and a plan formulated. Only when it has been agreed by the Support Worker can a resident inform staff of their absence by text. If a service user wishes to stay away from the project for a night they must inform the on-call phone 07500830062 by text before 12 midday (for Prep Housing) or 5pm (for In Treatment) on the day they wish to stay out.

19. Extended leave must be discussed and service users must plan this with their support worker.

20. For safety, betting shops are out of bounds to all service users. Planned activities such as parties and gigs where drugs and alcohol are available, should be avoided and discussed with a support worker.

21. During your time at the house you are encouraged not to have associations with known drinking alcoholics or using addicts. People using drugs and/or alcohol are not allowed in the house.

22. If you are absent without leave for longer than 3 days and we have not heard from you we will assume that you have left the project.

23. When making purchases for household goods that you wish to have reimbursed your receipt can not be accepted if there are personal items on it as well. Ensure that you pay separately for your own personal items. You **must** produce a receipt for items purchased in order to receive reimbursement.

24. You will be expected to pay “top-up” from the 1st day of moving in.

25. Whether your exit is planned or unplanned, you will have a maximum of 28 days to remove all personal belongings from the project. The Junction Project accepts no responsibility for anything left behind by you at the end of your stay. As The Junction Project has no facility to store food, if you choose to leave this on the premises, due to hygiene, it will be destroyed immediately after you have left.

Signed: ...................................................................... Date: ..................................

Witnessed: ............................................................... Date: ..................................

*Last updated: 9thSeptmeber 2020*