

Housing Solutions



United Response supports young people and adults with life changing conditions to take control of their lives. These include people with learning disabilities, mental health needs, physical disabilities and dementia.

We can support you to find suitable housing and will work with you to understand and explore different options and then secure housing that best suits your current and future needs.

We offer a flexible approach and have successfully supported people to:

- secure a rented property and manage their own tenancy
- buy their own home
- move on from residential care homes or shared housing into a home of their own.

We work in partnership with a large number of landlords and reputable property developers.

We own, lease and manage accommodation and work with people, their families and our housing partners to get the right housing solution for people.

We can support you to:

- live on your own or with others
- find the right kind of housing in the right location
- be as independent as possible and do the things you want to.

Identifying and understanding housing options

We will work with you to help you understand your individual housing needs and all of the different housing options available to you. This will include finding out:

- If you want to live alone, or with other people
- Where you want to live.
For example do you want to live:
 - close to friends or family?
 - close to your job?
 - in a quiet place or in the city?
 - near the places where you enjoy social activities?
- If you want to live in a flat or a house
- If you want to rent or buy
- If your property needs to be adapted to meet your physical needs.

We will provide you with the information you need in a way that is easy for you to understand - this could be in easy read format, Braille or in a different language.

Once we have helped you identify a range of suitable housing solutions for you, we can then help you to find a home that meets your needs if you would like us to.

Finding a home

United Response works with many different housing providers and property developers and we can help you find the right property.

We will talk to private and social landlords that we know, who work in the areas where you want to live, find out what suitable properties are available. We would also talk to property developers to see if they can provide a property that is right for you.

If buying your own home is the right solution for you and you can afford the costs involved, we can support you through the process. This includes putting you in touch with specialist mortgage advisors who will help you secure a mortgage and find the right property.

We will keep you informed about the progress we are making as often as you want us to.

Once you have found a home

Once you have decided on your preferred housing solution and we have found a home for you, we can offer you advice about how to get ready to move in.

Costs involved

We charge a set fee for working with you to understand your housing needs and identifying a housing solution that works for you now and in the future. We will produce a report that sets out the options and our view of the right solution.

If you also want us to find a property that meets your needs and requirements, we charge a separate set fee for this but you only pay this if we are successful in securing a property.

If we face barriers that prevent us from supporting you to secure the accommodation you need, we will tell you in good time and will sit down with you to discuss the best way forward



Case Studies

We had supported Anthony* in 2001 and although this had not worked out, we had stayed in touch with him and were aware of his problems in securing appropriate accommodation.

Anthony had lived in 28 locations within 18 months and he decided that purchasing a home of his own was the right long term solution and initially worked with a local housing association. However, although the housing association purchased a property, it was in the wrong location and he decided not to proceed. Following this, we agreed with Anthony that we would act as his shared ownership partner. He looked at a number of properties with support and once he had found

a place that he was happy with, which we agreed was a good investment opportunity, our housing department arranged to buy the property.

After a couple of false starts, Anthony arranged a mortgage through an independent mortgage advisor and was able to purchase 59% of the property. He eventually moved in December 2005.

Anthony's mortgage is being paid Support for Mortgage Interest (SMI) and his rent through housing benefit. He is very happy in his home which has given him more control over how he wants to live his life.

**Name has been changed*

Whilst Steve was very happy where he lived, his person-centred plan noted that he wanted to live somewhere that was still homely but where he could have more space of his own. However, we knew that he couldn't afford to live by himself.

When the situation at his current home changed, we started looking at how we could fulfil his dream. He had been sharing with Michael for 10 years and they got on well, so we suggested that they moved together. As both Steve and Michael lacked the capacity to make decisions, we worked closely with all the parties involved - psychologists, psychiatrists, speech therapists and especially families who were the key drivers throughout the process.

We had to look within a very small catchment area as it was important for Steve and Michael

to live in an area they were familiar with and where they knew people and also keep the same staff team who they had developed strong connections with. Eventually, we saw the ideal place. It was a large house where they could spend time together, but also had enough room where they would have lots of personal space. The local authority agreed that it was the right property and, very importantly, we could provide it for a rent that was affordable. We put a business case together and our Trustees agreed that our Housing Department could buy the property for Steve and Michael to rent.

We adapted the property to meet Steve and Michael's specific needs and they have now moved into their new home.

**Name has been changed*



How we work

United Response works in a person centred way which means your support is designed around your individual and specific needs, changing when your needs and wishes change.

If you need continuing support to help you live happily in your home, you might wish to look into other types of support provided by United Response. Apart from personal care, getting out and about, finding a job or learning new skills, we can also work with you, and your family, to help you understand your rights and responsibilities as a tenant, understand your obligations under any lease or advise you about benefits to help you pay your rent and mortgage costs.

More information

If you are interested in discussing this further, please contact

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