

JL Homes Enterprises Ltd – Tenant Handbook

1. Welcome to JL Homes

About JL Homes Enterprises

JL Homes Enterprises Ltd provides high-quality supported living accommodation tailored to individuals with a range of needs, including learning disabilities, autism spectrum conditions, and other complex support requirements. We work in partnership with care providers, families, and local authorities to ensure each resident lives in a safe, comfortable, and respectful environment.

We manage each property as a home — not an institution — and believe in building a sense of community, dignity, and independence for all tenants. Our homes are located in residential areas and operate under Assured Shorthold Tenancies (ASTs), offering both security and flexibility.

Our Mission and Values

Mission: To provide secure, welcoming, and homelike supported accommodation where tenants can thrive with dignity, independence, and appropriate support.

Values:

- **Respect** – Treating every individual with dignity and recognising their rights, culture, and identity.
- **Independence** – Empowering tenants to make their own decisions and maintain as much independence as possible.
- **Safety** – Maintaining safe and well-maintained properties, with robust health and safety procedures.
- **Partnership** – Working collaboratively with tenants, families, care providers, and external professionals.
- **Integrity** – Acting honestly, transparently, and fairly in all our dealings.

Your Rights and Responsibilities as a Tenant

Your Rights:

- To live in your home without interference, subject to the terms of your tenancy.
- To be treated fairly and with respect.
- To have your home maintained to a safe and habitable standard.
- To receive clear information about rent, repairs, and tenancy agreements.
- To make a complaint or raise concerns without fear of repercussions.

Your Responsibilities:

- Paying your rent and utility contributions on time and in full.
- Respecting the house rules and the rights of other tenants and staff.

- Not damaging the property or its furnishings.
 - Reporting repairs or safety concerns promptly.
 - Allowing access for maintenance, inspections, or agreed care/support visits.
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2. Your Home

House Rules

You must follow all agreed rules regarding noise levels, cleanliness, visitors, and respectful behaviour toward others. Anti-social behaviour, including verbal or physical abuse, is not tolerated.

Visitors Policy

You are welcome to have visitors during appropriate hours, provided it does not disrupt others. Overnight guests are only permitted with prior approval.

Room Allocation and Communal Areas

You have exclusive use of your room and shared responsibility for communal areas, such as the kitchen and living room. You must keep shared spaces tidy and respect others' use of them.

Pets Policy

Pets are not permitted unless explicitly agreed in writing by JL Homes.

Storage and Personal Belongings

Please ensure your belongings are stored safely. JL Homes is not responsible for loss or damage to personal items.

3. Health and Safety

Fire Safety Procedures

Fire evacuation plans are displayed in each home. You must not tamper with fire safety equipment. Fire drills may be conducted periodically.

Emergency Contacts and Procedures

In case of emergency, dial 999. Out-of-hours support numbers are displayed in your home. Staff will provide additional safety instructions upon move-in.

Security and CCTV Policy

CCTV may be used in communal areas for security. JL Homes complies with GDPR and relevant data protection laws regarding surveillance.

Medication Storage and Administration

If you require help managing medication, this will be arranged through your care provider. Medications must be stored securely.

4. Your Tenancy

Assured Shorthold Tenancy Agreement Summary

You will receive a copy of your AST agreement, which sets out the terms of your tenancy, including rent, notice periods, and your rights.

Rent and Utility Payment and Charges

Rent and utility payments must be paid on time. You will be informed of the amount, due date, and method of payment. Charges for damages or late payments may apply.

Ending Your Tenancy

To end your tenancy, written notice is required. The notice period is defined in your agreement. Exit inspections will be carried out to assess any damages.

Trial Period Information

New tenancies may begin with a trial period to assess suitability and settle into the home. This period is defined in your agreement.

Breach of Tenancy

If you breach your tenancy agreement, JL Homes will take appropriate action. This may include written warnings or termination of tenancy in serious cases.

5. Support and Care

Daily Living Support

You may receive support from a care provider, arranged through the local authority or privately. JL Homes works in partnership but does not provide personal care directly.

Rota and Staff Introductions

If your property is staffed, you will be introduced to the team and receive a rota. Staff may assist with communal tasks, maintenance access, and general wellbeing checks.

Confidentiality and Data Protection

Your personal information is handled in accordance with GDPR. Confidential information will not be shared without consent, unless required by law or safeguarding duty.

Safeguarding and Whistleblowing

Safeguarding is taken seriously. If you are concerned about abuse or neglect, speak to staff or use the safeguarding contact details provided in your home.

6. Repairs and Maintenance

Reporting Repairs

You should report repairs to your housing manager or via the dedicated reporting number/email. Urgent repairs will be prioritised.

What You're Responsible For

You are expected to take care of your room and personal items. You are also responsible for day-to-day upkeep like cleaning and reporting issues early.

Planned Maintenance Visits

From time to time, JL Homes will carry out routine inspections or maintenance. You will be given advance notice, and we will try to minimise disruption.

7. Feedback and Complaints

How to Give Feedback

We welcome feedback to help us improve. Feedback can be given directly to staff, through email, or during tenant reviews.

Making a Complaint

If you are unhappy with any aspect of your tenancy or support, you may raise a complaint. We aim to resolve complaints promptly and fairly.

What You Can Expect from Us

We will listen to your concerns, treat you with respect, and take appropriate action. You will be kept informed throughout the complaints process.

8. Contact Details

JL Homes Enterprises Ltd

116 Headstone Drive, Harrow, HA1 4UH

Phone: 020 8861 3232

Email: bhavesesh@angelcareplc.co.uk

Emergency and Out-of-Hours Contacts

Steve McPherson 07711 471224

Maintenance and Repair Contacts

Email: maintenance@almondcare.org

Phone: 07711 471224