

The Derventio Deal

Derventio provides housing, support and opportunities. Part of being a Derventio resident is agreeing to do some things in return. This is our agreement to work together.

Derventio's Part of the Deal



To help you find and keep a home that's right for you

- We will listen to you when it comes to choosing your Derventio home
- We will give you a home for as long as you need it and help you to move on when you are ready
- If it's not working we'll give you the chance to try something else



To believe in you and give you support to reach your goals

- We will support you where you need it
- We will be realistic with you
- We will guide you through changes
- We will see you as a person, not a problem



To listen to you and be there to help you when you need us

- We will give you extra help when you first move into your Derventio home
- We will make sure we are easy to get in touch with
- We will be courteous and compassionate



To provide a high quality service

- We will make sure your home is safe, secure and in good condition
- We will use your feedback and involvement to plan and deliver services that meet your needs



To keep your home clean, tidy and in good condition

- I will look after my home by keeping it clean and tidy
- I will report any damage or repairs needed as soon as possible



To be smart with your money

- I will pay my rent, bills and service charge on time
- I will use my budget to make sure I can always pay my bills
- I will save energy (by turning lights off for example)



To stay in contact and let us in for visits and house meetings

- I will get in touch with Derventio in person, on the phone, by text, email or online with any worries or questions



To respect staff and the people in your home and community

- I will treat other people with respect at all times
- If I see or experience violence, harassment or abuse, I will report it to staff

Signature

Print name

Date
