



**SUPPORTED HOUSING
LICENCE AGREEMENT
(June'25)**

Introduction

Our prayer is that you are very successful in living in this property. “Trust in the Lord with all your heart and lean not on your own understanding; in all your ways submit to Him, and He will make your paths straight.” Proverbs 3:5 (The Bible).

We look forward to welcoming you to Transom Trust and hope you enjoy living here. This Licence Agreement contains our rights and responsibilities as well as yours to comply with the Law and do everything possible to ensure your happiness and safety during your stay as well as the happiness and safety of staff, visitors, and neighbours.

By signing this Licence Agreement, we are creating a legal contract with you which means that we both have to abide by the rules it sets out. Please read this Agreement carefully and ask us to explain anything you do not understand before signing it.

If you would like independent help to understand this Agreement you can contact a Citizens Advice Bureau, an advice agency such as a Law Centre or a solicitor. The Contracts (Rights of Third Parties) Act 1999 does not apply to this Agreement is only between you and us and nobody else can enforce the rights and obligations contained in it.

This Agreement is a complete document and replaces any previous conversations, statements or agreements regarding your stay here.

This agreement is between:

LICENSOR

Our Name	Transom Trust
Our Registered Address	c/o The Hastings Centre, The Ridge, Hastings, East Sussex, TN34 2SA
Our Status	We are registered as a Charity under Charity Number 1169244

LICENCEE

Your Name	
Your Address	

LICENCE START DATE

Licence start date	
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Definitions

In this Licence Agreement the following definitions apply:

- The Accommodation (your address) comprising your private bedroom and shared areas - kitchen, lounge, bathroom and toilet, and any outside area (if applicable);
- The Charges - the fees and payments listed in Schedule 3;
- The Contents - the items listed in Schedule 1 which are owned by Transom Trust in the Accommodation;

- House Rules - the rules listed in Schedule 4 and any additional or amended rules which you may be notified of in writing from time to time;
- Housing Benefit - regular payments made by the Local Housing Authority to help individuals with a low income to pay for accommodation;
- Notice - formal written communication affecting your or our rights, obligations or duties;
- Support - the set of supported activities listed in Schedule 2;
- The Term - from the Start Date until termination in accordance with the procedures as set out in Schedule 5 "Ending the Licence Agreement".

Purpose of this Licence Agreement

1. To give you the right to:
 - live in the Accommodation;
 - use of The Content;
 - and access to Support subject to the conditions stipulated in this Licence Agreement for The Term.
2. To provide a legal contract setting out the terms upon which you are granted the right to live in the Accommodation.
3. This Licence Agreement is not a tenancy giving you rights under Housing Act 1988 as:
 - it does not grant you exclusive possession of the Accommodation;
 - a right of access is reserved by us at all times in order to provide you with Support and comply with Our Responsibilities as set out below.
4. Transom Trust are required to follow the procedures set out in Schedule 5 to end this Licence Agreement and seek a court order to evict you should that be necessary.
5. This Licence Agreement may be amended only by agreement in writing signed by us and you with the exception of Charges which may be altered by us after giving you at least 4 weeks' Notice.

Notices

A Notice served by Transom Trust on You will be deemed served and therefore you will be presumed to have received it if it is:

- left at the Accommodation;
- put through any letterbox at the Accommodation or posted by 1st class post to the Accommodation.

A Notice served by You on Transom Trust will be deemed served and therefore we will be presumed to have received it if it is posted by recorded delivery to our Registered Office or emailed to us at transomtrust@outlook.com .

RESPONSIBILITIES

Transom Trust Responsibilities

1. To allow you to occupy the Accommodation and to provide Support to you.
2. To provide you with a set of keys to the Accommodation.
3. To keep the structure, exterior and interior of the Accommodation in good repair and decoration and at all times fit for human habitation.
4. To conduct a weekly inspection of the Accommodation to ensure there are no hazards which may

endanger the health and safety of staff or visitors to the Accommodation.

5. To check and maintain gas appliances in accordance with legal requirements.
6. To check the Contents comply with legal regulations from time to time in force and are fire safe.
7. To keep in good repair and proper working order any installation provided by us for space heating, water heating, sanitation and the provision of water, gas and electricity.
8. To pay any local authority or utility company charges relevant to the Accommodation.
9. To achieve where possible a minimum target of Band C of the Energy Performance Certificate.
10. To comply with the Licence Charge Arrears Policy and Procedure at Schedule 6 should any Charges be late or unpaid.
11. To follow the Complaints Procedure at Schedule 7 should we be notified by you of any complaint regarding the Accommodation, Support or any alleged failure on our part to comply with Our Responsibilities.
12. To comply with the Appeals Procedure at Schedule 8 should we be notified by you that you wish to appeal against any decision we make concerning the Accommodation, your Support, or our procedures under this Agreement.
13. To exercise discretion to move you to a different bedroom within the same property, or to another Transom Trust property, if it is sensible to do so to safeguard you or our other residents.

Your Responsibilities

1. Occupation

- a. To be open and honest in all your dealings with Transom Trust.
- b. Not to leave the Accommodation for any holiday or other reason until your Licence Charge has been fully agreed with Housing Benefit without written permission from us to do so.
- c. To occupy the Accommodation as your main residence.
- d. You must inform us if you are going away from the Accommodation for more than two consecutive nights.
- e. To use the Accommodation as your only home, not to operate a business at the Accommodation and not to use the Accommodation for any illegal purposes **or to hoard/store items**.
- f. To comply with our weekly health and safety check of the Accommodation.
- g. To always allow access to the Accommodation, without notice, for the purposes of delivering support, care or supervision in line with your support plan and cleaning.
- h. Not to allow anyone else to stay overnight in the Accommodation, or to have free access to the Accommodation through the supply of Accommodation keys.
- i. To keep the Accommodation in a good and clean condition.
- j. To tell us immediately if you lose your keys to the Accommodation.

2. Charges

- a. To pay the Charges promptly as detailed in Schedule 3 by standing order from the Start Date until the Licence Agreement is terminated and you have vacated the Accommodation.
- b. To comply promptly with all requirements needed to process any Housing Benefit claim and to immediately notify us if there is a change in circumstances that would affect a Housing Benefit award.
- c. To continue to pay the Charges during any period during your occupation when the Accommodation has been rendered uninhabitable due to any intentional act or omission by you.

3. Support

- a. To accept, fully co-operate with and engage in Support as detailed in Schedules 2 and 10 to this agreement.
- b. To meet with Transom Trust before the Licence Start date to complete new resident paperwork, including the agreement of a Support Plan for you to work towards the specific goals identified.
- c. To meet with your pastoral support volunteer every week.
- d. To attend half yearly meetings to review and update your Support Plan.

4. Antisocial Behaviour

- a. Not to cause or allow visitors to cause a nuisance to neighbours or our staff visiting the Accommodation.
- b. Not to possess, use, produce or supply, or allow visitors to possess, use, produce or supply, any alcohol or legal high, controlled drug or other controlled substance, in or from the accommodation or within a mile of it. This includes taking orders, or allowing visitors to take orders, for the supply of alcohol, legal highs, controlled drugs, or other controlled substances.
- c. Not to commit, or allow visitors to commit, any form of harassment that may interfere with the peace and comfort of, or cause offence to, any visitors, neighbours, or our staff or contractors.
- d. Not to commit any act that results in harm or loss to any visitors, neighbours, or our staff or contractors.
- e. To refrain from any form of violent or aggressive behaviour, whether physical or verbal towards visitors or our staff.
- f. Not to play, or allow to be played, any radio, television, sound recording or musical instrument so loudly that it causes a nuisance or annoyance to neighbours.
- g. Not to make a noise that can be heard outside the Accommodation between 10 pm and 8 am any day of the week.
- h. Not to keep any animals, (including birds, fish and rodents) without our express written permission.
- i. Not to allow any person onto or into the Accommodation whom we have banned from it. We will inform you of any individuals who are banned from the Accommodation and it is your responsibility to remember this.
- j. To comply with any health, safety, or fire instructions we give you and not to engage in conduct that is likely to endanger the health and safety of anyone at the Accommodation or to use any heating other than that provided by us.
- k. To comply with all the House Rules.
- l. Not to park a vehicle in a place which could impede access to the Accommodation or cause a nuisance to Neighbours.
- m. Not to park a vehicle on the Accommodation without written permission from us.
- n. Not to allow any weapons to come into the Accommodation (or within a mile of the property), or use any item as a weapon in the Accommodation (or within a mile of the property). Weapons include genuine or replica firearms, knives, martial art or combat weapons.

5. Maintenance

- a. Not to remove or make alterations to the Accommodation or Our Contents without written permission from us.
- b. To pay for any damage caused by you, or your visitors, the Accommodation or Our Contents.

- c. To report promptly any disrepair or defect to the Accommodation or Our Contents.
- d. To comply with any cleaning rota which may be in force at the Accommodation from time to time.

6. **Moving Out**

- a. To return the keys to us when you move out. You will need to take away all your possessions, clean the Accommodation and restore all fixings and fittings in it to the order they were in at the beginning of the Term.
- b. If you leave any possessions at the Accommodation after moving out we reserve the right to dispose of them following the service upon you of a Notice to collect the items within 21 days from the date of the Notice.

Your Rights

- 1. You have the right to have personal data we may hold about you protected from unauthorised disclosure. We will hold and process your personal data in accordance with Data Protection Act 2018 and our Privacy Policy which is at Schedule 9.
- 2. You have the right to receive information from us about the way we operate the terms of this Licence Agreement and about any of our policies and procedures relevant to the Support service we provide upon written request.
- 3. You have the right to be treated fairly and not to be harassed or discriminated against in our performance of this Licence Agreement.
- 4. You have the right to have an independent advocate or advisor in your dealings with us. At your request we will take reasonable steps to help you find someone to fulfil any such role.
- 5. You have the right to be consulted about any material changes to your Support plan we may propose from time to time.
- 6. You have the right to use the Complaints Procedure at Schedule 7.
- 7. You have the right to use the Appeals Procedure at Schedule 8.

SIGNATURES

The contents of this Licence Agreement have been explained to me and I have understood and accept the terms and conditions set out in this Agreement.

Signed by Transom Trust

Name (Print):			
Organisation:	Transom Trust		
Position:	Operations Manager		
Signature:		Date:	

Signed by you

Name (Print):			
Signature:		Date:	

Signed by Witness

Name (Print):			
Signature:		Date:	

Schedule I – The Contents

This Schedule gives an “example” list of furniture and equipment provided in Trust properties. These items will be owned by the Trust before and after a resident’s license agreement ends.

Bedroom	Bathroom	Kitchen/Diner	Other Items
Bed	Bath	Fitted cupboard units	Vacuum
Wardrobe	Shower	Lighting/ceiling light	Shoe Rack
Fitted carpet/flooring	Sink	Cooker	Mop and bucket
Blinds or Curtains	Flooring	Fridge	Broom
Ceiling light	Ceiling Light	Washing Machine	Iron & Ironing Board
Chair	Mirrored Cabinet	Microwave	Dustpan and brush
Bookshelf	Shower Screen	Electric Kettle	Television
Fitted Sheet	Toilet	Floor covering	Sofas
Duvet	Toilet Brush	Fire blanket	Table and 4 chairs
Pillow		Crockery	Ottoman
Bedding		Cutlery & utensils	Shelves
Towel		Saucepans	
Bedside light		Chopping Board	
Bedside lamp		Dustbin	
		Sink	

Schedule 2 – Resident Support

We will provide the following Care, Support or Supervision to the Licencee whilst residing at the property:

- 1 **General Counselling and Support**
 - Explaining the License and supported living journey
 - Physical, Emotional, Mental Health – registering with a GP and Dentist
 - Managing my own food and maintaining a healthy diet
 - Social Interaction and community living - to grow in confidence meeting new people and building good relationships with my flatmates and neighbours
- 2 **Managing Money** - Budgeting and debt counselling
 - To pay rent every month, keep out of debt, and have enough money to cover priority needs
- 3 **Life Skills - Shopping and Errands**
- 4 **Life Skills - Relationships and Neighbour Disputes**
 - To be a good neighbour, and learn how to manage issues with other residents or neighbours
- 5 **Life Skills - Helping the residents use their domestic equipment & appliances, & support with minor repairs**
 - To use appliances/devices appropriately and safely
- 6 **Life Skills - Encouraging meaningful activity, and engagement with welfare agencies**
 - To be able to contact agencies and professionals when needed, and also attend appointments;
 - To plan time so that resident has positive and enjoyable activities to participate in.
- 7 **Life Skills - Helping residents with benefit claims and other occupancy related calls, letters and e-mails etc**
- 8 **Life Skills - Arranging adaptations to help residents with their disabilities**
- 9 **Managing a Licence Agreement - Property Care**
 - Taking responsibility for matters such as bin collections, keeping communal areas/garden/yard tidy
- 10 **Managing a Licence Agreement - Health and Safety in the Property**
 - Understanding fire safety procedures, how to prevent fires, and what to do in an emergency (including water or electrical issues)
- 11 **Managing a Licence Agreement - Security of the property due to the residents' support needs**
 - Understand responsible use of keys; what to do if resident loses them; and security and access procedures for the accommodation
- 12 **Managing a Licence Agreement - Helping resident clean rooms and windows**
 - Making the bedroom a good place to be; using cleaning equipment; and changing bedding weekly
- 13 **Managing a Licence Agreement - Controlling access to the resident's home]**
 - To be in control of who comes into the house, and keep to the house/Licence to keep everyone safe
- 14 **Move On Support - Resident ready to live more independently, but needs help to achieve this.**

Schedule 3 – Licence Charges

The licence charges for the accommodation consist of the following:

Item	Amount due per week	Who the payment is paid to
Core Rent	£xxx.xx	Normally covered by Housing Benefit and paid directly to Transom Trust
Eligible Service Charges	£xx.xx	Normally covered by Housing Benefit and paid directly to Transom Trust
Ineligible Service Charges (ie your personal rent contribution towards utility costs)	£xx.xx	Paid direct by you to Transom Trust by Standing Order – see below
Total Rent	£ xxx.xx	Set by Green Pastures and paid direct to them by Transom Trust

Payment of Ineligible Service Charge

1. You are liable to pay the Ineligible Service Charges of **£xx.xx every 4 weeks or £xx every month** from the start of the licence agreement.
2. Standing Order details are: Transom Trust, Account number 97752368, Sort Code 09-01-28
3. You will also be responsible for any shortfall of income from Housing Benefit.

Schedule 4 – House Rules

These rules apply to you as a licensee/resident at the premises.

General

1. You are responsible for your own behaviour and the behaviour of your visitors.
2. You must take care of all furniture, fittings and equipment supplied. You will be charged for any damage caused by you or your visitors to the premises, including furniture, fittings and equipment.
3. You are responsible for keeping your bedroom clean and tidy and participating in the communal cleaning rota. You must make your bedroom and communal areas available for deep cleaning at regular intervals.
4. You must not get involved in, or allow, any illegal activity whilst on the premises or garden.

Conduct

1. No alcohol or consumption of alcohol is allowed on the premises.
2. You must not possess, use or deal in New Psychoactive Substances (legal highs).
3. You shall not engage in any form of unlawful discrimination towards another licensee, staff member or volunteer.
4. When requested to do so, you must co-operate fully with staff by agreeing to be breathalysed or providing samples of blood and urine from relevant agencies.
5. You must not enter someone else's room without their permission.
6. You must not move, interfere with, or consume food or drink which is not your own.
7. You must not use, move, or interfere with, another licensee's possessions without their permission.
8. You must not have any parties in the premises or garden. A party is defined by inviting 4 or more people to the premises.
9. You or your visitors shall not bring genuine or replica firearms, knives, martial art or combat weapons or any other kind of offensive weapon into the Accommodation.
10. You must refrain from any form of violent or aggressive behaviour, whether physical or verbal (including threats or harassment) towards Transom Trust staff and volunteers, agents, contractors and visitors to the Accommodation.
11. You may never cause offence to neighbours, staff, agents, contractors or visitors to the Accommodation by engaging in unlawful discrimination towards them on the grounds of race, colour, nationality, sex, age, sexual orientation or disability.

Visitors

1. No visitors are allowed on the premises without our permission.
2. Visitors under 18 years must be accompanied by their parent or legal guardian.
3. No visitors are allowed on the premises between the hours of 10:00pm and 8am.
4. You must not allow any person to stay overnight on the premises or in the garden.
5. You are responsible for your visitors at all times whilst in the Accommodation and you must not leave them unattended whilst they are in the Accommodation.
6. You must not remove the belongings of visitors or staff acting for or on our behalf without the permission of the owner. This also applies to fixtures and fittings which belong to us.

Support

1. You must attend all house meetings as arranged by us. This will happen at the premises on enter day of week and time.
2. You must co-operate with our staff, befrienders/mentors and other agencies working to assist you in the areas of the support listed in Schedule 2 and 10 this Agreement.
3. You must attend all pre-arranged care and support appointments.
4. You are required to engage with the support:
 - provided by Transom Trust, which addresses your needs and helps you to progress towards independent living;
 - which Transom Trust sign-posts you to so you can address your needs and help you to progress towards independent living.

Security

1. You must keep the front door locked and secured at all times.
2. You must never give your keys to the premises to another person.
3. You or your visitors shall not bring genuine or replica firearms, knives, martial art or combat weapons or any other kind of offensive weapon into the property.
4. You must not keep any dangerous or inflammable goods, materials, or substances at the premises or patio apart from those required for household cleaning in small quantities.

Music

1. Music must not be played through speakers on the premises between the times of 9:30pm and 8am.

TV

2. You may place a TV in the lounge on the agreement that you purchase a TV licence in partnership with other residents if they so desire and that you can demonstrate to us that you can afford the financial commitment (TVs in bedrooms require their own separate licence. We recommend you do not take out such a licence for your bedroom but use the TV in the communal area if you decide to purchase a licence as above). Please note that a TV licence is required to watch any live programmes on computers, mobile phone, games console, digital box or DVD/VHS recorder if you watch or record television programmes as they are being shown on TV. We do not accept any responsibility for any fines incurred from the TV licensing authorities as a result of watching live programmes without a licence.

Internet

1. No internet is provided in the property.
2. Internet is provided in the property for educational purposes, for helping you source volunteer opportunities and personal development.
3. The internet is restricted to the hours of 9am to 5pm - Monday to Sunday.

Smoking

1. You must not smoke in any area of the premises, except for on the patio or the back garden. Smoked butts must be disposed of in the receptacle provided for this purpose.
2. You must not smoke outside the front of the premises.

Health and Safety

1. You must participate in the regular fire drills and have regard for the health, safety and security of other licencees and the premises.
2. You must allow one of our team access into your room once a week for a health and safety check.
3. You cannot use chip pans on the premises.
4. You cannot use candles anywhere on the premises.
5. You must not store or use petrol, paraffin or any other inflammable liquid or material in any part of the Accommodation.
6. You must not change light fittings or electrical circuits.

Utilities

1. You must not alter the supplier of electricity, gas or telephone to the premises.
2. You cannot install additional cable/satellite telephone or television equipment to the premises.

Other

1. You must ensure that the bins are put in the correct place on the correct day each week/fortnight to be collected by the local authority as per the local collection.
2. Any rubbish must not be dumped in the back patio or over the back fence.
3. You cannot decorate your room or any communal areas without permission from us.

Finally

1. If you break any of the above rules and inform us within 24 hours of breaking the rule/s, we may deal with you more leniently.

Schedule 5 - Ending the Licence Agreement

You can end this Licence Agreement with us by giving us 28 days warning contained in a Notice.

Transom Trust can end the Licence Agreement with you if:

1. You have failed to comply with or breached any of the conditions of this Licence Agreement or,
2. We deem that the Accommodation is no longer suitable to your needs or,
3. Suitable alternative accommodation has been offered to you or,
4. You have failed to pay The Charges that are due or,
5. You present a serious risk to yourself, our staff or neighbours,
6. We believe that you have abandoned the Accommodation.

For points 2 to 5 above, Transom Trust will use the following procedure unless we consider that there are grounds for immediate termination (see below).

1. **Stage 1: Written Warning:** We will issue a written warning clearly describing the breach of the Licence Agreement, or the conditions that have not been met. You will also be informed of the consequences of any further breaches. A copy will be placed on your file and will remain current for three months.
2. **Stage 2: Final written warning:** We will issue a second written warning. You will be advised that any further occurrence will result in us ending your Licence Agreement. A copy will be placed on your file and will remain current for three months.

You may not accrue more than one written warning at each stage.

3. **Stage 3: Notice ending Licence Agreement "Notice to Quit"**

With all 3 stages, Transom Trust will write a report that clearly describes the breaches of the Licence Agreement that have taken place, quoting the relevant sections of the Licence Agreement and associated schedules, and the reason why ending it is considered appropriate.

Any Notice to Quit will be attached to the report, stating that the Licence Agreement will be terminated 4 weeks after service on you expiring on a Sunday and that you will then be required to vacate the Accommodation.

Should you fail to comply with the Notice to Quit, Transom Trust may start proceedings to obtain a possession order for your removal from the Accommodation unless you are deemed to have abandoned the Accommodation (see below).

Continuation of warnings

Please note any warning, or notice, served by us remains effective irrespective of whether or not we have exercised our right to move your accommodation within the premises or to new premises.

Grounds for immediate termination

Actions or behaviour deemed to be grounds for immediate termination, including gross violations of the House Rules set out in Schedule 4, may result in immediate termination of this Licence Agreement by issuing a Stage 3 Notice to Quit without first issuing either written warning.

Examples of gross misconduct include, but are not limited to, acts of harassment, violent conduct, serious threatening behaviour, wilful damage to the property or illegal activity.

In exceptional circumstances that require immediate action, Transom Trust will seek an injunction to remove you from the Accommodation prior to instigating the procedure for immediate termination.

When a Notice to Quit has been issued every effort will be made to assist you to find alternative accommodation.

Abandonment

You are considered to have abandoned the Accommodation if you do not use it as your only home. Not using the Accommodation as your only home means spending less than 4 out of 7 consecutive nights there. You can be away for longer if there is 'an intention to return' and it has been agreed as part of your support plan.

In considering your abandonment Transom Trust will take into account:

1. Are there personal possessions in the Accommodation?
2. Is your mail being collected?
3. Do you have food in the kitchen?
4. Are you generating rubbish?
5. Our attempts to contact your next of kin.
6. Our attempts to trace you.

If it reasonable to assume that you have abandoned the Accommodation, Transom Trust will serve you with a Notice to quit and unless we hear from you within the 4 full weeks ending on a Sunday after service of that Notice the Licence Agreement will be deemed terminated.

Your Personal Property

If reasonable efforts to trace you in order to comply with clause 6(b) above fail, we will dispose of your goods. This includes an entitlement to sell your goods.

Perishable goods will be disposed of immediately. Other goods will be disposed of after a period of 21 days from the end of the notice period, using the council recycling or waste disposal services.

Schedule 6 - Licence Charge/Rent Arrears Policy and Procedure

It is Transom Trust policy to deal with Licence Charge arrears promptly to avoid the Licence Agreement ending due to arrears.

General Arrears

Arrears must be paid in addition to on-going Charges due.

1. **Stage 1:** Arrears letter 1 is issued when you have 4 weeks of outstanding Charges and gives you 2 weeks to repay the arrears. This letter, where possible, should be issued in person. You should arrange a repayment plan as soon as possible.
2. **Stage 2:** Arrears letter 2 is issued if the repayment plan has not been achieved within the 2 week period that has been granted at Stage 1. This gives you a 2 further weeks in which to make the repayment.
3. **Stage 3:** A Notice to quit is issued stating that the Licence Agreement will be terminated 28 days after service on you and that you will then be required to vacate the Accommodation if the arrears remain outstanding after 4 weeks of arrears letter 1 being issued. This will only be withdrawn on receipt of the full amount owed being paid within 14 days. However, it can be suspended if an agreed repayment plan is being complied with and be re-activated if repayments cease. Any suspension will be in writing.

Should you fail to comply with the Notice to Quit we may start proceedings to obtain a possession order for your removal from the Accommodation unless you are deemed to have abandoned the Accommodation (see above).

All arrears letters and Notice to quit, along with any agreed repayment plans will be copied and kept in the warnings section of your file.

Housing Benefit

If you are eligible for Housing Benefit you are responsible for ensuring that effective claims are made and maintained. Transom Trust will advise and support you to do this.

If you make applications for Housing Benefit you are required to complete an application, via Transom Trust, with all the information they require within 7 days of the date of the start date of your Licence Agreement. If you have not provided this information within 7 days you will be issued with a 7 day Notice to quit which will be withdrawn if the information is provided within the timescale.

If you do not inform Transom Trust of a change of circumstances that will affect your Housing Benefit claim you will be issued with a 28 day Notice to quit. This will be withdrawn providing that your claim for Housing Benefit has been addressed within the timescale.

Arrears persist if you move

If we choose to exercise the discretion it has retained to move the licensee from one premises to another within its stock this shall be without prejudice to the licensee's obligation to pay accrued rent arrears.

Schedule 7 Complaints Procedure

Transom Trust welcome feedback from our residents and encourage you to comment on the standard and quality of the services received. This information can be used to improve the service and to address bad practice.

Complaints can be made for a number of reasons and may include the following:

- substandard quality of service;
- behaviour of a member of staff or volunteer;
- poor attitude of a staff member or volunteer and not providing adequate Support.

Confidentiality will be maintained throughout the Complaints Procedure. Only those staff members, volunteers and trustees that need to know about the complaint will have access to details.

Management support will be offered to you from the outset of a complaint.

Access to independent advice or help may assist you to overcome many of the barriers that you may encounter. This may be from friends, relatives, advice centres or local advocacy group.

All complaints will initially be dealt with by the Operations Manager or a member of the resident pastoral support team.

The complaint will be acknowledged within 3 days of receipt and will be responded to within 10 days. If the matter can be sorted out quickly and to your satisfaction at this stage, it will not be necessary to treat it as a formal complaint.

All complaints, whether formal or informal, are always discussed through the line management and trustee structure and are logged.

If you are not satisfied with the response, you have the right to access the Appeal Procedure at Schedule 8.

Schedule 8 - Appeals Procedure

You are entitled to appeal as follows if you believe we haven't followed our procedures or you disagree with the outcome of a complaint:

An appeal may be made within 5 working days of a warning Notice to be issued. The appeal must be made in writing and will be considered by a manager or trustee. You will be notified in writing of the decision and the reasons for it within 10 working days from your appeal.

If you are not happy with the decision made by us, the final stage of the appeals process is an appeals panel consisting of two trustees.

The appeal will be heard within 14 days from its receipt, and the final decision and the reasons for it will be notified in writing immediately.

Nothing in this procedure attempts to remove your rights at law. Advice at any stage may be sought from any advice agency such as Citizens Advice Bureau, a Law Centre or solicitor.

Schedule 9 - Privacy Policy

For the purpose of the Data Protection Act 2018 (the Act) as amended, the data controller is Transom Trust. The Trust is registered in England and Wales, with the Charity Commission and Information Commissioner's Office.

Transom Trust will:

- collect any information about that we need to help us understand your situation and work with you to help you find the support and services you need. This may include your name, contact details, disability, ethnicity, family circumstances, next of kin and types of support you need, such as drug and alcohol services;
- keep case notes recording work we have done with you. Those case notes together with any correspondence with you will be stored in paper files and or on our database.

The information we hold and handle about you will be dealt with in accordance with General Data Protection Regulations 2018 ("GDPR") and the Privacy and Electronic Communications Policy Regulations 2013.

Transom Trust will also:

- ensure that our staff and volunteers have training about how to handle your information;
- store and transmit your information securely and ensure that no one has access to it who should not;
- obtain your permission before sharing your information unless the law requires us not to such as when there is an immediate risk to health or personal safety, or so that a crime may be investigated;
- hold your information only as long as we need to;
- never sell your information on to anyone.

Sharing your information

In certain circumstances, the Trust may need to share information in your best interest, and may do so to fulfil our duty of care to keep you safe from risk of harm (as required by our Safeguarding Vulnerable Adults policy). For example:

- a copy of your Contact Log and Support Plan is shared with the Housing Benefit Team of the relevant Local Authority/Council as the Trust must provide evidence of supported accommodation for the purposes of claiming housing benefit for you;
- with Green Pastures - The Trust's national partners, who own the supported accommodation;
- with any agencies and organisations that provide additional support for you (eg: NHS; Probation Services; Seaview; CGL Hastings STAR; Bexhill HUG etc).

The information shared:

- must be relevant and specific to the support you need to:
 - engage with under the terms of your supported housing license with Transom Trust;
 - progress towards independent living;
- with Transom Trust, the relevant local councils, and the agencies/organisations that also support you, is in the form of safe and secure Contact Logs and Support Plans, which are both personal to you. You can ask to see your documents at any time;
- enables Transom Trust to:
 - provide the support you need to progress towards independent living, as required by your supported housing license;
 - meet the requirements of the local council's Housing Benefit regulations.

Transom Trust may use your contact details to ask you what you think of our services and how we can improve them.

You or any individuals who are referred to in your case note, such as family members, have the right to request what information Transom Trust hold about them by submitting a Subject Access Request (SAR), amend the information or delete it.

If you would like to make an SAR you should contact your support worker in the first instance.

Any past residents or other individuals who have not accessed Transom Trust services personally should contact us at our Registered Office addressed to the Data Controller.

Schedule 10 - List of Meaningful Activities

Meaningful activity is defined as: volunteering, training, studying, paid employment, learning a new skill or learning or developing a hobby.

Transom Trust will suggest a variety of meaningful activities you could be engaged in locally when we go through your Support Plan with you at the start of this licence agreement).

1. volunteering at allotments
2. gardening
3. dog walking
4. art classes
5. cookery classes
6. cooking for others
7. health and hygiene certification
8. charity shop volunteering
9. maintenance
10. running
11. gym
12. swimming
13. volunteering at a church cafe
14. CV writing
15. painting and decorating
16. electronics
17. IT training
18. music classes
19. any measurable classes or training
20. any other meaningful activities agreed with Transom Trust.