



Salvation
Army Homes

Residents' Handbook



Lynne Shea - Chief Executive

WELCOME

Welcome to your new home with Salvation Army **Homes. We have been providing safe homes for people for over 65 years and this remains our mission.**

Providing safe homes, and transforming lives is core to what we do, and we want you to be involved with us to help shape the decisions about the services you receive.

We have created this handbook with residents to help you get the most out of living in a Salvation Army Home. You will hopefully find the answer to many frequently asked questions, but we encourage you to feedback to us, we are always keen to hear your thoughts.

Our staff teams are available to talk face to face, online via the portal or over the phone on 0800 970 6363.

ACCESSIBILITY AND COMMUNICATION

We understand not all residents have English as their first language and/or may require alternative formats to meet their specific needs. Salvation Army Homes offers the Resident Handbook in various formats free of charge, including:

- Braille
- Large Print
- Audio (CD / MP3 / DVD)
- Pictorial
- Non-English Languages
- Hard copy upon request

To request any of the above please contact your Neighbourhood Manager, or Customer Services at 0800 970 6363.

که تاسو د ژباړې سره مرستې ته اړتیا لرئ، مهرباني وکړئ
info@salvationarmyhomes.org.uk سره اړیکه ونیسئ یا د پیروډونکو
خدماتو ته په 6363 970 0800 زنگ ووهئ.

تاسو کولی شئ په نورو ژبو کې د معلوماتو لپاره د ژبې کرښې سره هم اړیکه
ونیسئ.
Pashto

Jeśli potrzebujesz wsparcia w tłumaczeniu, skontaktuj się z
info@salvationarmyhomes.org.uk. Lub zadzwoń do działu
obsługi klienta pod numer 0800 970 6363.

Możesz również skontaktować się z Language Line – mogą oni
udzielić wsparcia, udzielając informacji w innych językach.
Polish

إذا كنت بحاجة إلى مساعدة في الترجمة، يُرجى التواصل عبر البريد الإلكتروني
info@salvationarmyhomes.org.uk أو الاتصال بخدمة العملاء على
الرقم 6363 970 0800.

يمكنك أيضًا التواصل مع "خط اللغة" للحصول على معلومات بلغات أخرى
Arabic

اگر در ترجمه به کمک نیاز دارید، لطفاً با
info@salvationarmyhomes.org.uk تماس بگیرید یا با خدمات
مشتریان به شماره 6363 970 0800 تماس بگیرید.

همچنین می‌توانید برای کسب اطلاعات به زبان‌های دیگر با خط زبان تماس
بگیرید.
Farsi

MOVING IN CHECKLIST

Moving in can be a little stressful with everything that need's to be done, we've put together this handy list to help you with some of these things.

Description	Notes:
Create New Customer Portal Account	www.salvationarmyhomes.org.uk/portal
Set up arrangements for paying Rent and Service Charges with Salvation Army Homes	Contact rent@salvationarmyhomes.org.uk or 0800 970 6363 if you need to talk through rent and/or service charges
Notify Electricity company of date moved in and meter reading	Meter Reading Date: Supplier:
Notify Gas company of date moved in and meter reading	Meter Reading Date: Supplier:
Notify Water company of date moved in and meter reading	Meter Reading Date: Supplier:
Set up Broadband and telephone if required	
Notify local dentist and GP	
Notify the Benefits Agency of new address	https://www.gov.uk/report-benefits-change-circumstances
Purchase Home Insurance	Only choose 'contents' insurance. You could also see if SAGIC insurance can provide you with a competitive quote: https://sagic.co.uk/home-insurance/
Notify Royal Mail if you wish to get post redirected to your new address	https://www.royalmail.com/receiving/redirection/concessions
Spare Keys organised / key safe organised	Where can I leave my spare keys – just in case?
Notify the TV Licence service of new address	www.tvlicensing.co.uk
Check parking restrictions with your Neighbourhood Manager	

OUR CUSTOMER PROMISE

Our mission is **Safe homes. Transforming lives.**

Our Customer promise is to:

- Provide a safe, secure and well maintained place to live.
- Actively involve residents in delivering service improvements
- Work in a way, where we take time to understand the person and seek to work with them.
- Positively welcome complaints and feedback as opportunities to learn.

How we'll do this:

- Make it easy for you to speak to us and listen without judgment
- Always be helpful
- Create an environment built on mutual respect, that feels safe and secure
- Do what we say we will



OUR CONTRACTOR PROMISE

Our contractors will:

- Make an appointment with you beforehand to complete your repairs
- Where possible the appointments will be made at a time convenient for you
- Any follow up appointments which are needed will be discussed with you so it can be explained
- Wear ID badges when completing repairs
- Ensure any repairs work will be left in a clean and tidy manner

HOW TO PAY YOUR RENT AND SERVICE CHARGES

You are responsible for paying your rent to Salvation Army Homes in return for living in your home and receiving services.

Your rent is due **weekly / monthly** (based on your tenancy agreement) in advance, every **Monday**. It's important to pay the correct amount on time to avoid arrears.

Salvation Army Homes have partnered up with Voicescape to help increase engagement with tenants and boost our income collection performance. With the implementation of the Voicescape Caseload manager software, a service that utilises a blend of automation technology, behavioural insights, and data science to support our drive to improve our income management service.

Payment Options

- Allpay: Use a swipe-card at any Post Office or local store with the PayPoint logo to pay with cash or with debit card
- CallPay: Call Customer Service or your Income Management Officer to pay with your debit card over the phone
- Direct Debit: Contact Customer Services for a Direct Debit form. Complete and return it, or set it up over the phone with your Income Management Officer
- Housing Benefit Direct: Request Housing Benefit payments to go directly to Salvation Army Homes
- Standing Order: Set up a Standing Order with your bank. Ask us for a form and ensure your resident reference number is included.

Key takeaways

- Pay your rent on time.
- Your rent is usually due every Monday.
- Pay the full amount to avoid getting into debt.
- Choose the payment method that works best for you.
- Ask for help if you are struggling to make a payment.

HOW TO PAY YOUR RENT AND SERVICE CHARGES

Rent Arrears

If you fall behind on rent or struggle to pay, contact your Neighbourhood Manager immediately. If you can't clear the arrears right away, your Income Management Officer will arrange a payment plan.

Your Income Management Officer can also direct you to organisations for benefit advice or debt support. The Salvation Army offers debt advice via email at thqdas@salvationarmy.org.uk.

If we can't agree on a payment plan or if arrears don't decrease, we will serve a Notice of Seeking Possession and may go to court. This could lead to eviction. Let's avoid this by working together to help you stay in your home.

- Contact us early if you're struggling to pay your rent.
- Help and advice are available, including repayment plans and debt support.
- Stay in touch and keep to agreed payments to avoid further action.
- Persistent arrears could lead to legal action and put your tenancy at risk.

TENANCY FRAUD

We're committed to providing affordable homes for people who really need them. Tenancy fraud happens when a home is used in a way that break the tenancy agreement. We take tenancy fraud seriously and will act to make our homes available to those who genuinely need them.

What is tenancy fraud?

Tenancy fraud is when someone occupies a social home unlawfully.

The most common forms of tenancy fraud are:

- not telling the truth when applying for a property - for example claiming to have children when you do not,
- sub-letting a property without permission,
- living in a property after someone has died without the right to do so, and
- leaving a property empty.

Tenancy fraud is a criminal offence that can lead to eviction, a fine or a prison sentence. We'll take legal action to repossess a property if a resident is found to be in breach of their tenancy agreement.

We know reporting tenancy fraud might feel uncomfortable, but it's an important step in supporting us to protect homes for those who need them most.

All reports of tenancy fraud will be handled with care and sensitivity, ensuring that everyone privacy is respected throughout the process.

Key takeaways

- Be honest when applying for a home.
- Do not let someone else live in your home without permission.
- Follow the rules in your tenancy agreement.
- Tenancy fraud can result in losing your home.
- Report concerns to help keep homes available for those who need them most.

SERVICE CHARGES

Some properties have service charges for additional services like communal cleaning and gardening.

These are reviewed annually with your rent. If a change is required, you will be consulted on the services that will be included in the service charge for the following financial year and you will be given four weeks' notice in writing before any changes are made.

We aim to keep service charges as low as possible whilst providing a good service. If you wish to discuss your service charges, please contact your Neighbourhood Manager.

Key takeaways

- Some residents pay extra for shared services.
- Shared services can include cleaning and gardening.
- Service charges are checked every year.
- We will tell you in writing before any changes are made.
- Speak to your Neighbourhood Manager if you need help or more information.

REPORTING REPAIRS

Reporting a repair to us is easy! You can call us on 0800 970 6363, report it online on our website or via the resident portal.

Is it an emergency?

Call us immediately on 0800 9706363

If you are calling after the office closes or at the weekend, please report all repairs and emergencies using the 0800 970 6363 number.

It's important you let the contractors in to complete repairs or checks we need to do.

If you would like to know more about:

- Repair responsibilities
- Redecorating after repairs
- Carrying out your own repairs
- Home improvements and alterations
- Compensation for home improvements
- Adaptations for health conditions or impairments
- Planned maintenance
- External decoration
- Communal area repairs
- Moving out during repairs
- Home loss payments

Please visit salvationarmyhomes.org.uk to view the repairs policy.



Scan to view our policies

REPAIR TIMESCALES

When you report a repair to us it is placed in one of four repair categories, depending on what the repair is.

Below are the timescales for each category.

Emergency attend and make safe	4 hours
Follow on work from emergency	Within 24 hours
Urgent	Within 7 calendar days
Routine	Within 28 calendar days

Key takeaways

- Report repairs as soon as possible by phone, online or through the resident portal.
- For emergency repairs, call 0800 970 6363 straight away, day or night.
- Emergency repairs are made safe within 4 hours.
- Urgent repairs are usually completed within 7 days, and routine repairs within 28 days.
- Please allow contractors access to your home so repairs and safety checks can be completed.

REPAIR RESPONSIBILITIES

What are our repair responsibilities and what are resident responsibilities?

Below are the various repairs for the outside of your home:



Our responsibilities	Resident responsibilities (if the association completes this repair it would be rechargeable)
Drains, gutters and external pipes	Replacing lost or damaged keys.
Outside walls, outside doors, windowsills, windowcatches, sash cords and window frames (including necessary external painting and decorating).	Mortice locks (unless supplied by the Association).
Pathways, steps and other means of access.	Mending fuses/replacing batteries for door bells etc.
Plasterwork.	Broken window panes resulting from resident damage.
Garages and stores.	Removal of garden rubbish.
Keeping boundary walls and fences in a good state of repair.	

REPAIR RESPONSIBILITIES

What are our repair responsibilities and what are resident responsibilities?
Below are the various repairs for kitchens:



Our responsibilities	Resident responsibilities (if the association completes this repair it would be rechargeable)
Tap washers and taps	Repair of any fittings and fixtures that you provided yourself.
Electrical wiring including sockets and switches, gas pipes and water pipes.	Hairline cracks to plaster. (In all the home)
	Plumbing to washing machines

REPAIR RESPONSIBILITIES

What are our repair responsibilities and what are resident responsibilities?
Below are the various repairs for bathrooms:



Our responsibilities	Resident responsibilities (if the association completes this repair it would be rechargeable)
Tap washers and taps	Clearing the waste to a blocked sink, bath, toilet or basin.
Basins, sinks, baths, toilets	Blocked drains - if you caused the blockage.
	Toiler seats.
	Residents' own improvements (in all the home)

REPAIR RESPONSIBILITIES



What are our repair responsibilities and what are resident responsibilities?
Below are the various repairs for inside the home:

Our responsibilities	Resident responsibilities (if the association completes this repair it would be rechargeable)
Fitted fires and flues (In all the home)	Bleeding of radiators.
Space heating, water heating, central heating, gas pipes (in all the home)	Replacing keys and locks to internal doors.
	Repair of any damage caused by you, your family or visitors.
	Repairs to TV aerials (except communal TV aerials, which are Salvation Army Homes' responsibility).
	Eradication of certain types of vermin and insects, such as wasps - your local authority may perform certain services free of charge.

REPORTING DAMP AND MOULD

Damp and mould or condensation is a common problem and can be caused by a repair that needs to be done in your home. At Salvation Army Homes we take damp and mould seriously and want to work with residents to ensure that we make good any issues as quickly as possible.

We are committed to meeting the needs of residents and provide homes that are warm and dry. We understand damp, mould and condensation can be concerning. This can occur as a result of a defect with your property such as a leaking roof, a wall needing repointing, a defective damp proof course or leaking windows.

So, it is important you report any issues when they happen to us, so we can deal with the problem quickly.

You can help to manage condensation in your home by reducing the conditions that lead to condensation. This includes:

- Keeping moisture down - e.g. covering pans when cooking, drying laundry outside or keeping the bathroom door closed when bathing.
- Keeping rooms warm enough - the average recommended temp is around 20 degrees.

Key takeaways

- Tell us about damp and mould straight away.
- We will work with you to fix the problem.
- Damp and mould can be caused by repairs that are needed in your home.
- Try to reduce moisture in your home.
- Keep rooms warm, dry and aired regularly.

REPORTING DAMP AND MOULD

What happens when I report it?

We'll arrange a visit to your home to diagnose the cause of the problem within 5 days.
Contractors may carry out or some initial work to clean up the affected areas within 10 days.
Ultimately, we will look to tackle the root cause of the problem and ensure it doesn't return.

You can read more about how we deal with damp and mould including timeframes on our website.

Key takeaways

- Tell us about damp and mould straight away.
- We will visit your home within 5 days.
- We may start cleaning and treatment work within 10 days.
- We will work to stop the problem from coming back.
- Visit our website for more information.

HOME SAFETY AND ACCESS

Feeling safe in your home is a priority for us and you can help us keep you safe by allowing us access to complete essential safety checks such as gas safety checks. **We will work with you to arrange a convenient time to complete these checks – but remember these are important and need to be completed.**

What to do if you suspect a gas leak:

- Turn off the gas at the meter
- Call National Grid immediately at 0800 111 999
- Inform the Customer Service Centre at 0800 970 6363
- Open doors and windows
- Don't use electrical switches or phones inside.

If you have a water leak or burst pipe:

- Turn off the water at the stopcock
- Turn on all taps to drain the system
- Catch leaking water in a container
- Report the issue to the Customer Service Centre at 0800 970 6363.

For more information on safety at home please visit our website.

Key takeaways

- Allow access for important home safety checks.
- If you smell gas, call 0800 111 999 straight away.
- Open windows and do not use electrical switches if there is a gas leak.
- Turn off the water if you have a leak or burst pipe.
- Report problems to us on 0800 970 6363.

HOME SAFETY AND ACCESS

Key takeaways

- Know how to leave your building safely in an emergency.
- Check your smoke alarm once a month.
- Stay with cooking and be careful in the kitchen.
- Use candles and electrical items safely.
- Keep exits and communal areas free from clutter.



Fire safety general advice:

You should familiarise yourself with your building and have an escape route planned that everyone at your address is familiar with. Some blocks where residents live may have slightly different advice so it is very important that you know the advice for your building. Make sure that everyone in your home knows where the exits are should they be required in the event of an emergency.

- Remember to check your smoke alarm at least once a month
- Close all internal doors when you go to bed.
- Take care in the kitchen, never leave your cooking unattended and take extra care with hot oil.
- Never leave lit candles unattended.
- Make sure cigarettes are stubbed out and disposed of carefully and never smoke in bed.
- Don't overload electrical sockets.
- Keep communal areas free from items.

COMPLAINTS

At Salvation Army Homes residents are at the heart of what we do, and we want to make sure we are providing services that meet your needs, but we know, sometimes things go wrong, and we want to learn from this. We ask you get in touch with us so we can make things right.

We have adopted the Ombudsman's complaint handling code and look to respond to your complaint within 5 working days and to investigate and respond within 10 working days.

You can raise a complaint with us by calling the customer services department on 0800 970 6363, in writing, in person, via email at info@saha.org.uk or on our website.

Key takeaways

- Tell us if you are unhappy with our service.
- We will listen to your complaint and try to put things right.
- You can complain in the way that suits you best.
- We aim to respond quickly to your complaint.
- Contact us by phone, email, in person or through our website.

COMPLIMENTS

We would love to hear from you if you have had a positive experience with us so we can let the team know and look to see how we can incorporate this into our services.

You can submit a compliment by calling the customer services department on 0800 970 6363, in writing, in person, via email at info@saha.org.uk or on our website.



Key takeaways

- Tell us when we have done something well.
- Your feedback helps us improve our services.
- You can contact us in the way that suits you best.
- Call 0800 970 6363 to give a compliment.
- You can also email us or use our website.

RESIDENT INVOLVEMENT

Listening to residents, being accountable and using your feedback to influence our services is at the heart of everything we do.

There are a number of ways you can help us to shape our services ranging from:

T4R- our resident led scrutiny panel take an in-depth look into the services we provide to ensure we are providing services that residents want. These are chosen by looking at the feedback from surveys and resident complaints.

They can make recommendations for change and improvements and ask Salvation Army Home colleagues to attend meetings so they can explain more about how services work. Recommendations are then presented in a report to our Operations Committee.

C4R – a scheme based group of residents who are passionate about their local communities. C4R work with Neighbourhood Managers and the wider Salvation Army Homes staff teams to improve where they live.



Key takeaways

- We want to hear your ideas and opinions.
- You can join surveys, groups and community events.
- You can learn new skills through training and workshops.
- Your feedback helps improve services for everyone.
- Contact haveyoursay@salvationarmyhomes.org.uk to get involved.

If you are interested in being involved, we would love to hear from you. Please contact the Customer Involvement & Insight team at haveyoursay@salvationarmyhomes.org.uk

RESIDENT INVOLVEMENT

You can also get involved with:

- Surveys and Consultations: participation in ad hoc surveys and consultations
- Focus Groups: involvement in discussing specific issues and / or projects
- Community Events: support events to connect with other residents and staff
- Training and Workshops: training and workshops to build skills and knowledge
- Being a member of the Operations Committee

Key takeaways

- We listen to what residents have to say.
- Your ideas can help improve our services.
- You can join resident groups and share your views.
- Residents can help improve their local community.
- Email haveyoursay@salvationarmyhomes.org.uk if you want to get involved.



If you are interested in being involved, we would love to hear from you. Please contact the Customer Involvement & Insight team at haveyoursay@salvationarmyhomes.org.uk

ENJOYING YOUR HOME

We want you to enjoy and feel safe in your home. We will do our best to support you, where we can to make sure this is the case.

Sometimes, this becomes difficult where a neighbour or another person acts in a way that disturbs your right to quiet enjoyment. These acts of nuisance are known as Anti-Social Behaviour (ASB).

What to do if you experience nuisance.

Please keep an initial note of what happened, the time it happened and the impact it had on you. Then, contact your local Neighbourhood Manager to discuss the incident. They are trained in managing such situations and they will listen, understand the issue, offer advice and take any action that they can.

How do I report anti-social behaviour?

If you feel like you're experiencing ASB, you should report it to us as soon as possible by calling customer services team or using the form on our website. Please give us as much detail as possible when filling out the form and remember that we'll need clear evidence of ASB to be able to open a case. If we open a case to investigate, we'll send you an invite to join the ASB App via the Appstore or via the **www.asbapp.co.uk website.**

If you have a smartphone you can download the ASB App. This is a tool that enables you to collect and submit noise recordings, diary sheets, videos, and photographs for us to review. Setting up the ASB App When you report ASB to us, we will send you a link to allow you to register for the app. You'll be prompted to register your ASB App account, and then you will be able to upload any evidence.

Key takeaways

- You should feel safe and comfortable in your home.
- Tell us about anti-social behaviour as soon as possible.
- Keep notes about what happened and when it happened.
- Evidence can help us investigate and take action.
- We may ask you to use the ASB App to send us information.

ENJOYING YOUR HOME

What is a nuisance?

- Unacceptable noise nuisance (such as loud music)
- Fly tipping and dumping of rubbish
- Damage, such as graffiti or dog fouling
- Verbal abuse or intimidation toward a neighbour
- Acts that might constitute criminal behaviour, such as drug dealing, domestic abuse and hate crime

We will treat all reports of nuisance and anti-social behaviour in complete confidence. To take action we may need to disclose information to another agency, like the police, but would only do that with your consent and/or knowledge.

To report issues like those listed please contact us on 0800 970 6363 or you can report anti social behaviour on our website.

Do I need to keep evidence?

To help us to resolve your anti-social complaint we ask you keep any sort of evidence that might help us with the case, but only when it is safe to do so.

What kind of evidence?

- You could take a photo of anything that could be used as evidence
- Make a note of dates and times of when it occurs
- Write down any names of any witnesses
- If you have reported anything to the police, make a note of any reference numbers or the details of the police officers that you spoke to.

If you are in immediate danger please call 999
The non-emergency police number is 101.

Key takeaways

- Tell us about anti-social behaviour or nuisance problems.
- Keep notes, photos or other evidence if it is safe.
- We will take your concerns seriously.
- Contact us by phone or through our website.
- Call 999 if there is an emergency.



SAFEGUARDING

We want everyone to feel safe in their homes, free from harm, abuse or neglect by others. We are committed to safeguarding adults and children who use our services. If you have a concern regarding yourself, someone you know, or a neighbour you can report it to us in the following ways:

- If you feel someone is at immediate risk call 999
- Tell your scheme manager, service manager or another member of staff. If for some reason you cannot tell someone at the service because you think they are involved in some way, contact the Head of Supported Housing by ringing 0800 970 6363 or email: info@saha.org.uk
- You can also call your Local Authority Safeguarding Team. You can find their number on your Local Authority website.

Key takeaways

- Everyone has the right to **feel safe**.
- **Tell someone if you are worried** about abuse, harm or neglect.
- Call **999** if there is an emergency.
- You can talk to a member of staff about your concerns.
- You can also contact your local safeguarding team for help



Social Tenant Access to Information Requirements (STAIRS)

Accessing information about Salvation Army Homes.

From October 2026, residents can access information about the management of social housing:

The information includes different categories like how we are governed, how we spend money and how we manage homes.

Responding to information requests.

From April 2027 residents of Salvation Army Homes will have the right to ask us for information about how we manage homes.

If you need support to find information, wish to make a request or raise a complaint about the management of social housing information, we are here to help: **Contact us at stairs@saha.org.uk**

Key takeaways

- From October 2026, residents can access information about how we manage homes and spend money: www.salvationarmyhomes.org.uk/stairs
- From April 2027, residents can ask for information about the management of their homes
- We can help with additional information you may be looking for, email stairs@saha.org.uk if you have any questions

Data Protection



Your data rights

The Privacy Notice issued at sign up (and available on our website) provides information about how Salvation Army Homes collects, stores and processes personal data.

We understand that you may wish to know what personal information we hold about you and how it is used:

Where to find out more:

- [Data Protection Policy](#)
- [Privacy Notice](#)

Who to contact: Data Protection Officer at
dpo@saha.org.uk

Data Protection Complaints

We recognise that from time to time you may need to raise a concern about how we have handled your personal information.

Find out more

Data Protection Complaints

To contact us, email the Data Protection Officer at
dpo@saha.org.uk

Key takeaways

- You have the right to know how your information is used.
- You have the right of access to your information you can fill in the [Subject Access Request Form online](#).
- Find our [Privacy Notice](#), [Data Protection Policy](#) and [Data Protection Complaints Procedure](#) online for more information.

Helpful policies

On our website you will be able to find out more about:

- Repairs policy – this policy will give you all of the information you need relating to repairs and delivery of the repairs service.
- Support funds – Support offered includes assisting with education, training and employment opportunities, unexpected financial costs that are causing hardship and costs associated with maintaining relationships with children under the age of 17.
- Contact information – you will be able to find all the ways you can get in touch with us.
- Complaints policy – this policy will give you all the information and timescales if you would like to make a complaint.
- Safeguarding policy – this policy will give you all the information you need on how we will deal with reports of safeguarding.
- Equality, Diversity and Inclusion – this policy will outline what we are doing to promote a culture that values, recognises and celebrates differences.
- Resident repair responsibilities



Scan to view our policies