

CASTLEHILL INFORMATION

KEY PROJECT



Key Project

We want you to keep your key - so support is available from the start of your tenancy if you feel you would benefit from it.

The project is free of charge to tenants and is completely confidential.

Housing difficulties can be overwhelming which is why, should you need them, the team can help you at any point in your tenancy.

How it works

Key Project is an integral part of Castlehill and as such is governed by its policies and procedures.

Your support worker will complete an assessment form with you, these answers will enable them to get you the most appropriate support.

Remember you can stop Key Project support at any time.



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Our Housing support service aims to help castlehill tenants keep their key by offering help and support for the following:

- Settle you into a new home, for example sorting out your gas and electricity supplier, source furniture
- Signposting; assisting you to liaise with other individuals or professionals e.g. benefit or debt advisors.
- Support you with reporting repairs, dealing with rent arrears and other tenancy issues such as hoarding.
- Help you to arrange and prompt you to attend appointments and meetings.
- Assist you with filling in dealing with correspondence.
- Support you to engage with leisure skills and employment opportunities.
- Prompt and support you to develop and maintain independent living skills.
- Access trusts and other funding agencies.
- Benefit advice
- General support and guidance

You are in control

Key Project wants to make sure that you stay in control of your support. It is always your decision whether you accept housing support or not, and you can opt to end the housing support contact at any point.

You will always be kept up to date with a housing support plan which will detail support already provided and your future support requirements. We want to find solutions to any issues and help you keep your key.

We aim to do this within 4-6 weeks after our first contact. This will be reviewed every six months until support ends.

Complete confidence and confidentiality

You have the right to discuss matters in confidence and the right to be treated fairly, equally and in the knowledge that your cultural beliefs will be respected. You can request a copy of our Confidentiality Policy if you require further detail.

We will only share information with others if you agree that we can, unless there are concerns about the welfare of a child or where there are serious concerns about an individual's safety.

Care Inspectorate

Sometimes the Care Inspectorate may have access to information but this is only to check that the Key Project is offering appropriate support.

The Care Inspectorate is a national body which makes sure that housing support standards are being met.

The Key Project is registered as a housing support service with the Care Inspectorate. This gives protection to the individual and ensures that the Key Project is offering housing support which meets national standards. You can read the most recent Inspection on our website.

How to complain

We take our role seriously, but should you feel that you have reason to complain about the Key Project housing support service, you can do so through Castlehill Housing Association's complaints procedure.

You will find details of how to do this in the tenants' handbook or on the website www.castlehillha.co.uk.

Or contact the Care Inspectorate at:
Johnstone House, Rose Street, Aberdeen

Please remember Key Project cannot...

- Manage your finances for you.
- Pay your bills for you.
- Handle cash
- Provide personal care or help with washing and dressing. .
- Do housework, cooking, shopping or carry out repairs for you.
- Bring prescriptions to your home or give medicines or tablets.
- Do your washing or ironing
- Go with you on outings or social events
- Provide counselling.
- Settle disputes between you and other people.

