

Welcome Q&A

Legal stuff

How do I pay for my accommodation?

The easiest way to pay is by setting up a Standing Order. Standing Orders are a safe way to pay because only you can change the amount that is taken from your account.

You can also pay by bank transfer, our bank details are: YMCA South Midlands Receipts Account, NatWest, Account: 68485638, Sort code: 60-14-55. Please use your Timeline number (starting TL-) as payment reference, so the money can be allocated to your account. This will have been given to you when you moved in, or ask any member of staff.

If you prefer to pay by card, you can do so by phoning 01908 295 600. We **cannot** accept cash payments unless in extreme circumstances.

How much do I have to pay for my accommodation?

When you moved in you will have been given an accommodation charges agreement. Please use this as everyone's payment is different. If you have lost it, please ask your Supported Housing Coach or the Income Coordinator for a copy (income@ymcasouthmidlands.com).

What should I do if I haven't got the money?

If you have any problems paying your accommodation charge, please speak to your Supported Housing Coach or our Income Coordinator before your payment is due. We are here to support you.

What if I decide the YMCA isn't for me?

If you don't feel this is the right place for you, please talk to us, so that we can see if there is anything we can do to help. If you are sure you want to move out, please complete a Moving on form, which you can get from any staff member. We will do our very best to support you to plan your move.

Support

I feel worried/scared/unhappy – what can I do?

Moving in to a new place can be daunting – this is normal. Speak to your Supported Housing Coach next time you see them, or whoever is on shift. Remember there are also external agencies that can support you. For example you can call **Samaritans 116 123** anytime.

How can I give feedback about the staff or service?

You can email us at feedback@ymcasouthmidlands.com, or you can get a feedback form from any member of staff. Please fill this in and give it to any member of staff, or take a photo and email it to feedback@ymcasouthmidlands.com.

Activities & employment

How do I sign up for activities?

For most activities you don't need to sign up, just drop in and join in!

Can I get help to find a job?

Our Employment & Activity Coach would be delighted to support you, please speak to her or your Supported Housing Coach to find out how to make an appointment.

Facilities

Where do I take my rubbish?

Please put your rubbish in the commercial skips in the garden area. Staff can show you where these are.

Where are the laundry facilities?

The washing machines and dryer are on floor 2.

- Check inside the drums before use to make sure nothing has been left behind and the drum is clean. You may want to wipe the inside of the drum to ensure it is clean.
- Please only use laundry detergent and laundry fabric softener. Other types of soap (e.g. washing up liquid) can damage clothes or the machines.
- Once you have started the machine, please make a note of the time and make sure you are back to collect your laundry when it finishes. If you find it hard to remember you could set an alarm on your phone.
- If your washing is in a laundry basket please return this when you pick up your clothes.
- If you have a problem please report it to staff so that we can get the machine fixed. However we provide these machines for use free of charge and do not accept responsibility for any damage to clothing.

I've lost my key/fob. How do I get a new one?

A new fob or room key are £5 each, you can get them from staff.



How do I access the Wifi?

The resident Wifi code is **ymca2017**. Please be considerate of other users when using the Wifi Service. You can help ensure good bandwidth for everyone by making sure that any devices you aren't using are disconnected from the Wifi.

All Wifi Services are provided on an "as is" basis. YMCA South Midlands does not warrant that the Wifi Service is fault free or fit for any particular purpose, or that the system is secure. You assume all responsibility and risk for use of the Wifi Service.

We will always try to make the Wifi Service available, but it may be interrupted, limited or curtailed due to maintenance and repair work- where possible we will give you advance notice of service interruption. However, we are not responsible for data, messages or pages that you may lose or that become misdirected because of interruptions or performance issues with the Wifi Service.

Our service provider reserves the right to immediately, and without notice, suspend your access to the Wifi Service if they suspect that you are transmitting a virus (or any other manipulating program capable of modifying other programs and replicating itself) or access illegal material.

Network speed is no indication of the speed at which your device or the Wifi Service sends or receives data. Actual network speed will vary based on unit configuration, compression and network congestion. The accuracy and timeliness of data sent or received is not guaranteed and you accept that delays or omissions may occur.

The Wi-Fi isn't working, what can I do?

First, check your Wi-Fi settings to make sure they are turned on. Also try turning the device off and on again. If you are still having problems, please inform staff that you are experiencing issues with your Wi-Fi.

Where will my post be delivered to?

There are post boxes on the ground floor for each room, your post-box key is kept in the staff office, so please ask for this if you would like to open your post box. Your address is your room number, followed by: 47-49 Derngate, Northampton, NN1 NUE. To make sure everything reaches you in good time, please **put your room number on all parcels and deliveries**, including food deliveries.

Staff will not deliver parcels or grocery shopping to your room. If you are expecting a food delivery, please keep an eye out for when it arrives, at busy times we may not be able to notify you that it has arrived.



Where can I store my bike?

Bikes can be stored in the back garden storage area. **You must use your own lock to lock your bike up.**

If staff find a bike anywhere in the building you will be given one warning to remove it, after this your bike will be removed.

How do I report a maintenance issue?

If you have a maintenance issue, please raise this with staff, who will log it on our Housing Management Database.

How long does it take for a maintenance issue to be fixed?

When you report a maintenance issue, we will categorise it as either “urgent” or “routine”. Examples of urgent repairs are issues that make your property uninhabitable, usually those that relate to water or power. These will be assessed by one of the facilities team within 24 hours of you reporting it to us. Routine repairs will be resolved within 14 days, although usually within 7 days. We will keep you up to date if we can’t fix it on the first visit.

What can I keep in the corridor?

Nothing. Please don’t leave anything in the corridor, this includes doormats, scooters and shoes. We take fire safety extremely seriously. Anything left outside rooms could be a trip hazard for people trying to leave a corridor that was filled with smoke. To keep the building safe we will remove and dispose of anything that we find in the corridors.

Can I have candles or incense sticks?

No. In an old Victorian building like this, we have to take fire safety very seriously. Candles and incense sticks are banned, if we find any they will be removed immediately and disposed of, even if they have not been lit.

Can I bring my own electrical items with me?

Yes. To ensure that we comply with our insurance requirements, we will need to PAT test any electrical items that you bring with you when you move in. We will also PAT test items annually.

Will staff enter my room?

We may need to enter your room for room inspections, planned maintenance or repairs. We will only enter your room without asking if we can’t get hold of you and there is an urgent need - for example if we are very concerned about your wellbeing or there is an urgent repair job (such as a burst pipe).

What should I use to clean my room?

We have a vacuum cleaner available to borrow, please ask a member of staff if you would like to use it. A toilet brush is also provided.



We expect you to provide the rest of the cleaning materials that you will need. Please make sure that the cleaning products you use on chrome items such as the taps and shower are non-corrosive and labelled as suitable for use on chrome.

To clean your chair or sofa, remove dust and crumbs with a vacuum cleaner or soft brush. Wipe clean with a clean damp cloth. Do **not** use cleaning wipes or any household cleaners. These may crack the vinyl. **If this happens you could be charged for a replacement chair/sofa.**

Can I bring my own furniture?

Our accommodation is fully furnished. Generally you can not bring your own furniture. Our insurance covers our standard furniture which is produced to a high fire safety standard. We also do not have any where to store furniture. Small items may be acceptable, but please get written permission from staff before bringing them to the building.

Can I move my furniture?

Please leave the furniture where it is. It is not designed to be moved and is likely to be damaged if you move it. If it is damaged you will be charged for replacements.

