

Our Stage 2 Deal

What we offer

At YMCA South Midlands we make a “deal” with every young person that joins us. This deal is about the accommodation and services that we offer you, the community that you will become part of and the conditions that are linked to that accommodation that keep it safe for all of us.

If you do not stick to this agreement, then you risk losing your accommodation.

Our side of the deal...

Accommodation

1. We provide you with **high quality furnished accommodation**, including an en-suite bathroom and kitchen area.
2. **High quality common areas** for you to relax in – the stage 1 kitchen-diner.
3. **Free WiFi** is provided throughout the building (subject to a fair use policy).
4. Common areas are **kept clean and well maintained**.
5. We provide a **safe and secure environment**, including a 24hr support service.

Support

6. We provide you with a **dedicated Supported Housing Coach** to support you during your stay.
7. We provide a **wide range of activities tailored to your interests** by our Employment & Activity Coordinator.
8. We will **support you to find meaningful employment**.
9. **Your voice will be listened to**, if you have any concerns you can speak to staff or complete a feedback form.

Your side of the deal...

(these areas are all explained in your license agreement)

To ensure our community remains a friendly and safe place for everyone, we expect you to keep to the following:



Accommodation

1. **Please respect your fellow residents, staff and the building.**
2. Fire safety in a building an old Victorian building like this must be taken extremely seriously. A fire in the building would pose a threat to the lives and possessions of everyone. For this reason:
 - a. **No smoking or vaping anywhere in the building**, including bedrooms & bathrooms. The smoking area is in the garden at the rear of the building.
 - b. **No naked flames such as candles or incense sticks**. If staff see these items they will be removed and disposed of.
 - c. **Smoke detectors must not be covered or tampered with**, this would mean they couldn't alert us to a fire.
 - d. Anything left outside rooms could be a trip hazard for people trying to leave a corridor that was filled with smoke. For this reason, **corridors must be kept completely clear**, this includes shoes and doormats.
 - e. **Only glass or plastic containers should be used in microwaves** – putting metal in a microwave can cause fire.
3. We all keep different hours and have different taste in music. Please show respect to your neighbours by being **considerate with the volume of your music or TV**.
4. A cooker, microwave, kettle and toaster are provided. If you want other electrical cooking equipment, **please check with staff before buying**. Deep fat fryers are not permitted.
5. 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. Please do not bring any furniture into the building without written permission from YMCA MK & N, because these can present a fire hazard.
6. If you decide that our accommodation is not right for you, please make sure you complete a moving on form and give us **the correct notice**.

Support

7. During the week (Monday - Friday), we would like you to **take part in our Activity Programme**. We offer various activities - arts/crafts, physical activities, cooking, employment etc. This will also be when you will meet with your Supported Housing Coach for one to one support.
 8. Your Supported Housing Coach is here to support you. Please engage with them to **develop and progress your personalised support plan**.
 9. We accept that young people use substances, but we do not want to see it. If you are concerned about your use we can help you. We **do not tolerate drug dealing**, or personal drug use that affects others.
 10. As a staff team, we care. Please keep us informed. If we haven't had contact from you, **we may report you as a missing person**.
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