

NUMBER ELEVEN

a guide
to dealing with vulnerable residents

This is number eleven in a series of information leaflets published by Cosmopolitan Housing Association. If you require any further information about this or other services please contact: **0151 227 3716**

This document is also available translated into your own language please see the "Guide to our service leaflets" publication, available from this office, for details.

यह दस्तावेज़ आपकी भाषा में अनुदित रूप में भी उपलब्ध है। विवरण के लिए कृपया इस कार्यालय से उपलब्ध "हमारी सेवा पुस्तिकाओं की गाइड" प्रकाशन देखें।

ਇਸ ਦਸਤਾਵੇਜ਼ ਦਾ ਤੁਹਾਡੀ ਭਾਸ਼ਾ ਵਿੱਚ ਅਨੁਵਾਦ ਉਪਲਬਧ ਹੈ। ਵੇਰਵਿਆਂ ਲਈ ਦੇਖੋ ਪ੍ਰਕਾਸ਼ਨ "ਸੇਵਾ ਸੇਵਾ ਲੀਫਲੈਟਾਂ ਸੰਬੰਧੀ ਗਾਈਡ", ਜੋ ਇਸ ਦਫ਼ਤਰ ਤੋਂ ਮਿਲ ਸਕਦੀ ਹੈ।

یہ دستاویز آپ کی زبان میں ترجمہ شدہ شکل میں بھی دستیاب ہے کتابچہ بعنوان "سہ ماہی پرچے برائے معاری خدمات" (گائڈ تو اور سروس لیفلٹس) دیکھیں

هذا المستند متوفر أيضا رجمًا إلى لغتكم،
للمزيد من التفصيل برجاء إطلاع على نشرة " دليل خدماتنا "
المتوفر مع هذا المكتب

এই ডকুমেন্টটি /লেখটি আপনার নিজের ভাষায় অনুদিত পাওয়া যাবে, 'গাইড টু আওয়ার সার্ভিস লিফলেটস' (আমাদের পরিষেবা পত্রিকার নির্দেশিকা) প্রকাশনা দেখুন, বিশদ বিবরণের জন্য, যা এই অফিসে পাওয়া যাচ্ছে।

這份資料冊已有中文譯本，請參閱《我們的服務
介紹資料冊指引》，請向我們的辦公室詢問這份
摺|之詳情。

Waxaad ka loo heli kataa dukumeentigani oo ku qoran luqaddaada, fadlan waxaad eegtaa "Kaaliyaha xaashida adeegyadana" oo laga heli karo xafiiskani.

Ky dokument është poashtu i përkthyer në gjuhën tuaj, ju lutemi shikoni botimin "Udhëzime për shërbimet tona në fletpalosjet", që mund t'i gjeni në këtë zyrë, për të dhëna.

This document is also available in large print, braille and audio tape on request.



Cosmopolitan House, 2 Marybone
Liverpool L3 2BY

Tel: 0151 227 3716, Fax: 0151 227 4991

www.cosmopolitanhousing.co.uk

Cosmopolitan Housing Association is a Charitable Industrial and Provident Society.

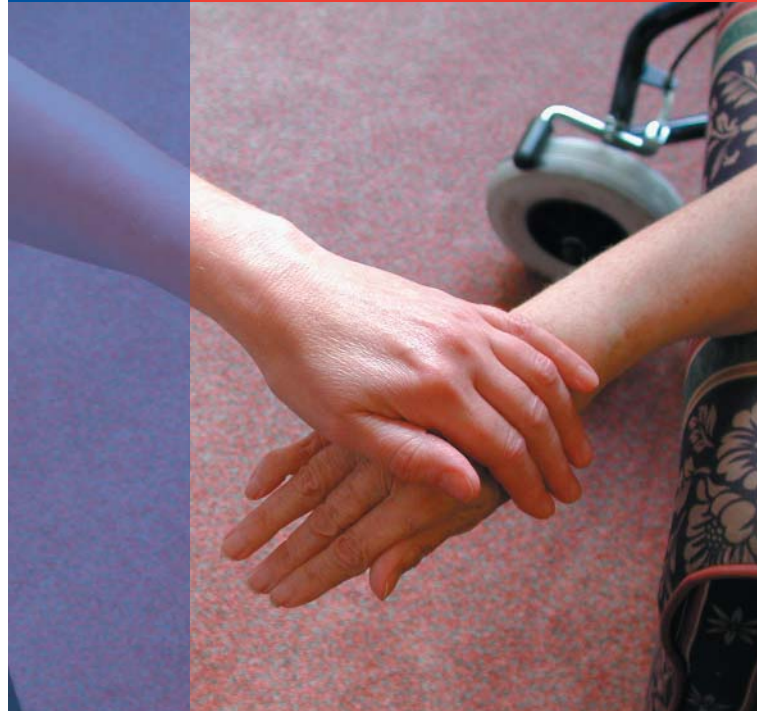


NUMBER

11

in a series of
information
leaflets

A GUIDE
to dealing with
vulnerable
residents



We use the term 'resident' to describe anyone living in one of our homes or receiving one of our services. This includes tenants, leaseholders and shared owners.

VULNERABLE RESIDENTS

At Cosmopolitan Housing Association we aim to treat vulnerable residents sympathetically and sensitively, ensuring that the services offered, timescales for response and levels of action taken are appropriate and reflective of their needs and circumstances.

Policy statement...

In achieving its aims, Cosmopolitan Housing Association will take resident's individual circumstances into consideration.

We will adjust the service we provide in respect of:

- Repairs timescales.
- Rent Arrears, prevention and pursuance.
- Information provided to and by the resident to the Association.

Who is vulnerable?

Residents who are vulnerable may include, but are not limited to:

- Elderly people.
- Residents with disabilities, including physically disabled, suffering with mental illness or learning difficulties.
- Ethnic minorities.
- Residents in receipt of floating support.
- Residents living in one of our Supported Housing Schemes.
- Any other resident identified as vulnerable.

If you feel that you are vulnerable or would simply like to talk to somebody about the support services we may be able to offer or get for you please contact The Support and Allocations Team on:

0151 224 0202