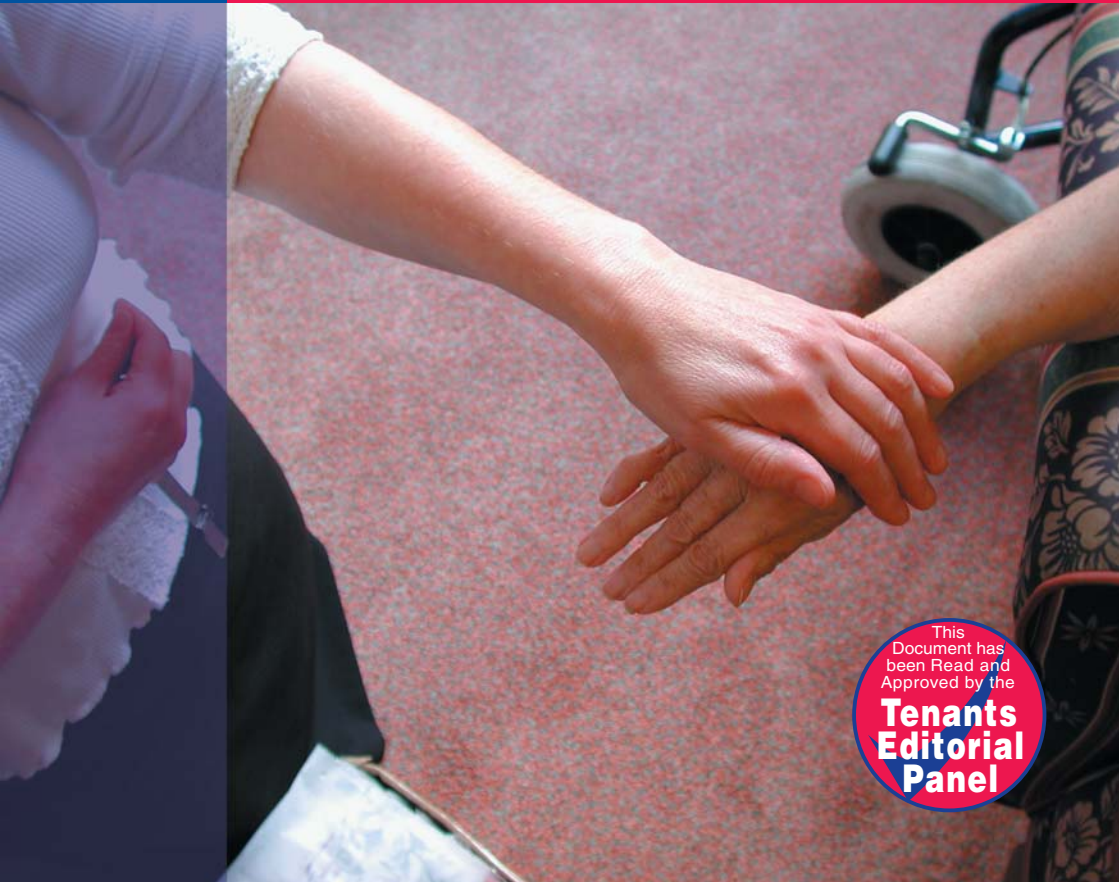


# A GUIDE

## to Vulnerable Residents



This Document has been Read and Approved by the  
**Tenants Editorial Panel**

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** or call into one of our area offices.





**This document is available translated into your own language and in large print, braille and audio tape on request.**

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 "ਸਾਡੇ 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 "ہماری سروس لیفلٹس" دیکھیں۔

هذا المستند متوفر أيضاً رجباً إلى لغتكم ،  
للمزيد من التّفاصيل برجاء إطلاع على نشرة " دليل خدماتنا "  
المتوفر مع هذا المكتب

এই ডকুমেন্টটি /লেখটি আপনার নিজের ভাষায় অনুদিত পাওয়া যাবে, 'গাইড টু অওয়ার 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 kalood heli kataa dukumeentigani oo ku qoran luqaddaada, fadlan waxaad eegtaa "Kaaliyaha xaashida adeegyadena' 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.



Cosmopolitan House, 2 Marybone, Liverpool L3 2BY,  
Telephone: 0151 227 3716 0151 227 4991  
www.cosmopolitanhousing.co.uk

Cosmopolitan Housing Association is a Charitable Industrial and Provident Society.