

HAIL PRE-TENANCY MEETING: UNDERSTANDING THE SUPPORT AVAILABLE TO ME

PROVIDING HOMES, TENANCY SUPPORT
AND INTEGRATED COMMUNITY LIVING



We wanted to take the time to welcome you to HAIL. Since 1985 we have been welcoming people to their new homes that we hope will be for life. Every tenancy signing is as important as the last.

To support your understanding of your relationship with HAIL, we have a pre-tenancy meeting that we hope answers all of your questions and addresses any of your concerns.

What is HAIL Support:

From the moment you were nominated for a property with HAIL, our support team was busy trying to understand how best to support you.

As we have now connected with your other supports i.e. community supports, mental health supports, primary care supports, we have allocated you a support worker who will work with you around setting up your tenancy. They will also meet with your mental health team to support you with some of your recovery focused goals.

HAIL's housing team are also focused on you sustaining your tenancy. Their role involves managing your rent, responding to maintenance issues (outside of a tenant's responsibility) and meeting with you around issues with your neighbors.

Our housing team will talk to you about tenant engagement and hope to support you around engaging more with your neighborhood community.

What does my support worker do:

Mental Health Tenancy Sustainment Workers work directly with those tenants who need additional support to manage their tenancy. As you have been offered a tenancy with support from HAIL, it is expected that all tenants residing in our supported accommodation link in with our Mental Health Tenancy Sustainment Service.

The tenant is central to identifying their needs and creating a support plan with their Mental Health Tenancy Sustainment Worker. The types of support offered include (but are not limited to);

- Settlement planning and support
- Tenancy Sustainment
- Mental Health Recovery
- Improving independent living skills
- Sourcing education, employment, and training
- Accessing and signposting to statutory and community services
- Integration into the new or existing community
- Engaging with a peer support volunteer.

Our support service will also support you, when the time is right, to meet with our tenant liaison service so that you continue to have a connection with HAIL, should you ever need it.

What does my pre-tenancy meeting involve:

There are two stages to your pre-tenancy meeting. The first is an opportunity to understand your relationship with HAIL's housing team and what signing a tenancy means. This part will involve understanding a tenancy agreement, what to do when a maintenance issues arises, being a good neighbour and your rent with HAIL.

The second part will involve a tenant's understanding of the role of the mental health tenancy support service, signing consent and understanding your support plan agreement. It is important at this point that the tenant understands the unique relationship HAIL will have with their mental health team. The support our service provides to any HAIL tenant is in partnership with your HSE mental health team.

This part of the pre-tenancy meeting will also aim to support your understanding of how your information is managed within HAIL. As protecting your data is of high importance in HAIL, it is important to us that you understand how a tenants information is processed and where it is stored and for how long.

Who will be at my pre-tenancy meeting:

Every pre-tenancy meeting will have a member of the support team and a member of the housing team. In some cases, a manager from the tenant support service or housing will also attend.

Do I have to agree to work with the housing and support team?

Your tenancy with HAIL is managed like any other legal tenancy. Our housing team is responsible for ensuring there are no breaches of your tenancy agreement. At periods throughout the year, our housing team will arrange a date with you to come and visit the property.

As part of accepting an offer for a tenancy with support, you are agreeing to engage with the support service, at different levels, throughout your tenancy with HAIL.

Your support level will change during your tenancy with HAIL and it is natural to begin to see your support worker less and less, that being said, there will always be a connection to the team. Where our support service cannot get in contact with you, we may contact your next of kin, or request that our housing team complete an inspection of the property. Again, as you are accepting a tenancy with support, it is important to understand that you are agreeing to engage with our support service.

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