



Strive Living

**STRIVE LIVING**

Tenant & Resident Handbook

Supporting Independence • Promoting Wellbeing • Enabling Choice

## **1. Welcome to Strive Living**

Welcome to Strive Living. This handbook explains the accommodation, support, rights, and responsibilities for tenants and residents living in Strive Living accommodation.

Strive Living provides supported accommodation for adults who require additional support to live safely, independently, and with dignity within the community.

## **2. Our Purpose and Values**

Our purpose is to provide safe, high-quality supported accommodation that enables individuals to build independence, confidence, and positive life outcomes.

Our values are independence, choice and control, dignity and respect, safety and wellbeing, and partnership working.

## **3. Accommodation We Provide**

Strive Living offers a range of supported accommodation including shared houses, self-contained flats, and supported living schemes. Accommodation is designed to be safe, comfortable, and homely.

## **4. Your Support**

Support is provided by commissioned support providers based on your assessed needs. This may include help with daily living skills, health appointments, emotional wellbeing, and community engagement.

## **5. Moving In**

When you move in, you will sign a tenancy agreement, receive keys, and be supported to set up utilities and Housing Benefit where applicable.

## **6. Your Tenancy Agreement**

Your tenancy agreement explains your rights and responsibilities as a tenant. Staff can support you to understand this document.

## **7. Your Rights**

You have the right to live safely, be treated with dignity, have repairs completed, and make choices about your life and home.

## **8. Your Responsibilities**

You are responsible for paying rent, looking after your home, reporting repairs, and respecting others.

## **9. Health, Safety and Security**

Please follow fire safety guidance, keep communal areas clear, and report any safety concerns immediately.

## **10. Repairs and Maintenance**

Report repairs to staff as soon as possible. Emergency repairs are responded to urgently.

## **11. Rent and Charges**

You are responsible for paying rent. Staff can help with Housing Benefit applications.

## **12. Complaints and Feedback**

You have the right to raise complaints. These will be handled fairly and sensitively.

## **13. Safeguarding**

Strive Living is committed to safeguarding. If you feel unsafe, tell staff immediately.

## **14. Moving On**

Four weeks' notice is usually required when moving out. Staff will support your move-on plan.

## **15. Contact Details**

Strive Living  
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