



Resident Charter

Velour Housing Ltd | 07526 602376 | enquiry@velourhousing.co.uk

What this charter means

This is a plain-language statement of Velour Housing's service commitments. Read it alongside your licence or tenancy agreement and support plan. It does not replace those documents or independent advice.

A secure, well-kept home

You should feel safe in your accommodation. We aim to keep your home in good repair, carry out regular checks and respond to maintenance issues. Tell us promptly about anything affecting your safety.

Respect and fair treatment

Your background, culture, beliefs and choices matter. We listen, treat residents with dignity and do not accept discrimination.

Privacy and personal information

We handle personal information carefully and share it only where there is a lawful basis, including consent where appropriate or a safeguarding or legal responsibility.

Support shaped around you

Your named key worker works with you on a personal support plan, with regular opportunities to review your goals and progress.

Clear information

Your agreement, support arrangements, charges and responsibilities should be explained in a way you understand. Ask if you need another format or help understanding something.

A voice and a way to challenge

You can give feedback, ask questions, seek independent advice and make a complaint. Raising a concern in good faith will not lead to unfair treatment or reduced support.

Looking after one another

Respect other residents and staff, take care of shared spaces, follow your agreement and report repairs or safety concerns. Speak to your key worker if you need help.

Speak to us

Contact your key worker, call 07526 602376 or email enquiry@velourhousing.co.uk. Ask about a printed copy, an accessible format or help with translation.