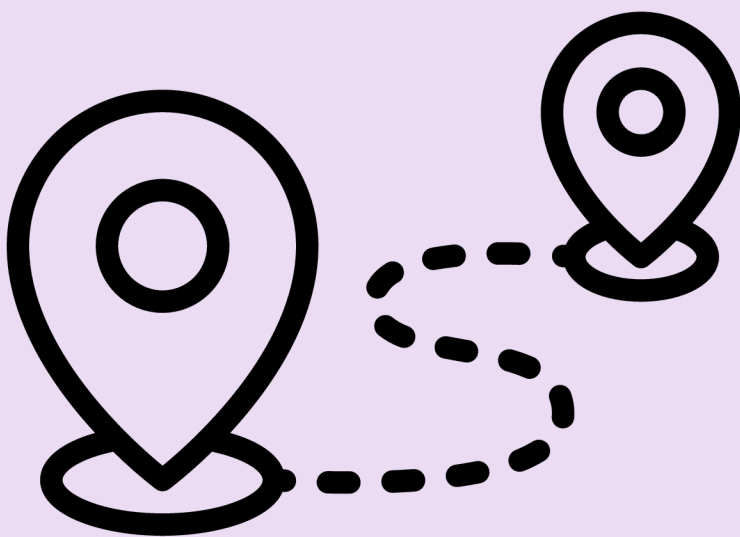


RESTART HOMES  
SUPPORT CIC

# Housing & Support Guide



# WHY RESTART HOMES SUPPORT CIC?



## Because We Are All One

At Restart Homes Support CIC, we believe that what unites us is greater than what sets us apart. Everyone deserves a safe, affordable place to call home — a space where they feel valued, secure, and supported.

We're here to walk alongside you through life's difficult moments, offering tailored support that meets your individual needs, when you need it most.

By focusing on your strengths, not your setbacks, we help you build confidence and independence, empowering you to thrive and feel truly part of your local community.

# ABOUT US

We are a new, dynamic, and innovative Community Interest Company (CIC) working across the UK. Our mission is to provide safe, stable housing and meaningful support to those who need it most. We aim to house 1,200 people within the next 12 months and 2,500 in the next two years!

We are a step-down service, helping you move towards more independent living. We provide supported accommodation tailored to each individual's journey. Our team works closely with local authorities, referral partners, and community organisations to ensure every person receives the practical support and encouragement they need to rebuild their lives.

We focus on creating safe, nurturing environments where people can grow in confidence, develop life skills, and work towards independence.

Whether someone is leaving care, overcoming homelessness, or facing personal challenges, we offer more than just a place to stay — we offer a fresh start.





# Our Values

## **Compassion**

We put people at the heart of everything we do, treating each individual with dignity, respect, and care.

## **Empowerment**

We believe in building on people's strengths, giving them the tools and support to thrive and take control of their future.

## **Honesty**

We are open, transparent, and accountable in all that we do — with the people we support and with our partners.

## **Innovation**

We embrace creativity and forward thinking, always looking for new ways to create meaningful and lasting impact.





# OUR PROPERTIES

We don't just talk about quality — we deliver it. See the standard of our fully refurbished properties for yourself. Depending on the location, we offer a mix of high-quality shared houses and self-contained accommodation, all designed to provide comfort, safety, and dignity.

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## OUR LOCATIONS

While we work across the UK, our main areas of focus are London, Manchester, and Liverpool. Contact us today to check availability and get full details of the properties we currently have on offer.



# WHO CAN APPLY?



Low to Medium  
Mental health

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Care leaver aged 18+

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Survivor of domestic  
abuse

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Substance misuse or  
recovery challenges

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Refugee



Asylum seeker

Referred by a local authority, social worker, key worker, NHS or charity organisation.

# WHAT HAPPENS WHEN YOU APPLY?

- └ Once we receive your application, one of our Housing Support Officers (HSOs) will review it to see if our service is the right fit for your needs.

If we believe we can help and have a suitable property available, we'll invite you to an appointment. This may take place in person, over the phone, or via video call — whichever works best for you.

During the appointment, we'll ask you some questions to make sure the accommodation and support we offer is suitable for you. You'll also have the chance to ask us any questions you may have.

We may ask for your permission to contact your current landlord or housing provider, if you have one. You're welcome to bring someone with you for support — perhaps someone from where you're currently staying.



SUPPORT

# IS this RIGHT FOR YOU?

## ↘ **Is Restart Homes Support CIC Right for You?**

If we believe our service is the right fit — and you agree — we'll invite you to view a suitable property. Once you've accepted it, you'll be allocated a named Housing Support Officer (HSO), who will arrange your move-in date and support you through the process. In some cases, if there are no properties available immediately, you may be placed on a waiting list. We aim to keep waiting times as short as possible.

## ↘ **If Restart Homes Support CIC Isn't the Right Fit**

If we're unable to offer you suitable accommodation or support at this time, we'll explain the reasons clearly and honestly — both over the phone and by email. In some cases, we may reconsider your application in the future.

If you disagree with our decision, you have the right to appeal. You can raise your concerns directly with our Housing Support Manager, who will review your case.



# What Support Can You Expect?



Once you've moved in, your named Housing Support Officer (HSO) will meet you at your new home to introduce themselves and help you settle in.

They'll guide you through the practical steps of starting your tenancy, support you in accessing any benefits you're entitled to, and connect you with any specialist services you may need — including mental health support, education, employment, or wellbeing resources.

Your HSO will also clearly explain your rights and responsibilities as a tenant, and what you can expect from us as your housing provider.

At Restart Homes Support CIC, we're here to support you every step of the way.

# Ongoing Support

Your Housing Support Officer (HSO) will work with you throughout your tenancy, providing regular support to help you manage and maintain your accommodation.

This is part of what we call Intensive Housing Management — a proactive, personalised approach to ensure you feel safe, secure, and supported in your home.

Your HSO will visit you at least once a week to check in, carry out a weekly health and safety check of your room and shared areas, and discuss any areas you may want support with — from budgeting and wellbeing to personal goals and independence.

Our aim is to help you feel settled, safe, and in control of your journey.



# SUPPORT WORK

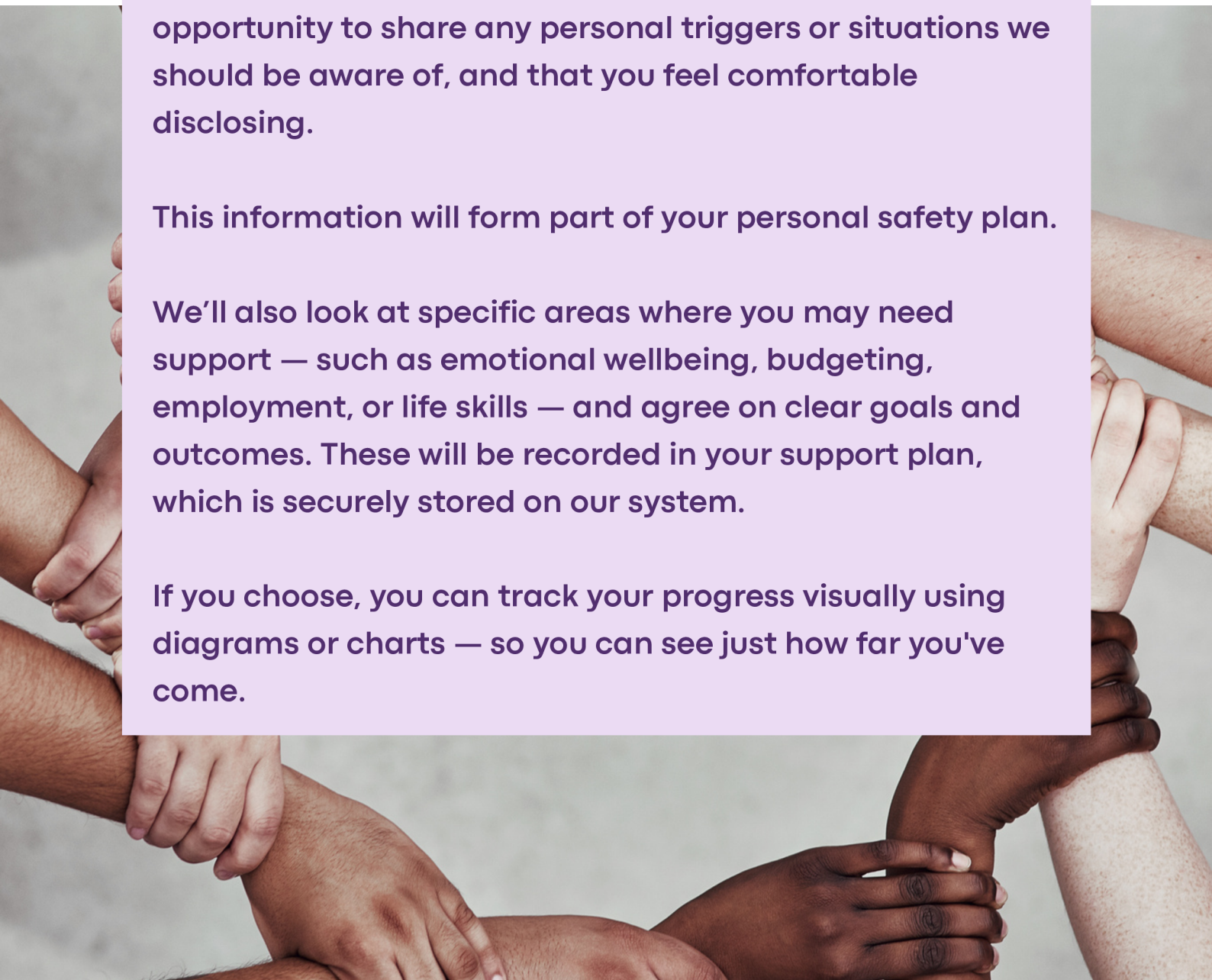
Your Housing Support Officer (HSO) will work with you to complete an initial assessment, ensuring the support you receive is tailored to your individual needs and goals.

As part of this, we'll also talk with you about how to keep yourself — and those around you — safe. You'll have the opportunity to share any personal triggers or situations we should be aware of, and that you feel comfortable disclosing.

This information will form part of your personal safety plan.

We'll also look at specific areas where you may need support — such as emotional wellbeing, budgeting, employment, or life skills — and agree on clear goals and outcomes. These will be recorded in your support plan, which is securely stored on our system.

If you choose, you can track your progress visually using diagrams or charts — so you can see just how far you've come.





# LICENCE AGREEMENTS



You will be asked to read and sign a licence agreement. This legally gives you the right to stay in our property. The document is quite detailed and explains your rights and responsibilities, as well as the services and support you can expect from us.

Please make sure you have read it or had it explained to you before signing.

If you break the rules or don't pay your rent, you may be asked to leave. For serious issues, this could happen quickly or through a court process. We will do everything possible to avoid this, and we hope you will too.

NB: Pets are not allowed.



# TELL US WHAT YOU THINK?

At Restart Homes Support CIC, we listen first. We're committed to understanding your needs, creating homes you feel proud to live in, and offering support that truly makes a difference. If we ever fall short, we want to know — so we can improve and make it right. Your feedback helps shape our service.

Comments or suggestions?

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We're here to hear them.

Alternative - you can:

Call us - 0203 535 5557

Email us - [admin@restarthomes.co.uk](mailto:admin@restarthomes.co.uk)



# Contact Information

**Office :**  
London, United Kingdom

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**Company Number :**  
15275466