

Phoenix Futures charity profile and management plan

Planning application for 102a and 102b Marquis Road, NW1 9UB

Phoenix Futures

The Phoenix Futures Group is a charity and housing association that has been supporting people to overcome drug and alcohol problems for over 45 years. We provide prison, community, specialist services, residential rehabilitation and abstinence based housing across England and Scotland, including 73 units of accommodation in London. We work with thousands of people affected by drug and alcohol problems each year, supporting them through their journey of recovery through provision of intensive one-to-one support, group work and peer mentoring programmes.

As the only specialist substance misuse provider and housing association in England, we have developed considerable expertise in provision of recovery-friendly environments. Our model is based on our knowledge of the ways in which stable housing can contribute to an individual's recovery, with service users able to access all, or just one part of our provision in accordance with need. We provide:

Residential Services: Our Therapeutic Community model supports service users to acquire the tools needed to live a substance-free life.

Supported Housing: Helps people to leave the formal treatment setting safely. Provides opportunities to develop life skills and re-integrate back into the community without resorting to using drugs or alcohol. Supported Housing services are staffed during core hours with on-call provision in the evenings and at weekends.

Recovery Houses: Peer-led self-supported environments. Residents are expected to be engaged in meaningful activity and working towards employment. This model enables residents to develop greater independence before moving on to fully independent accommodation.

Independent Living: Our independent living units are designed to house individuals who have the skills to retain their recovery independently, but who would benefit from a landlord who understands their recovery journey and some of the challenges that they may face in day to day life.

102a and 102b Marquis Road

We acquired the Marquis Rd property following a merger with Foundation 66 in 2014. The property has been occupied by individuals in recovery from substance dependency for several years and we do not propose to make changes to its use. However, the property is in need of repair and modernisation and we wish to develop it to:

- bring it in line with our expected housing standards; *and*
- create four independent living units for clients exiting treatment pathways.

Registered Office: 68 Newington Causeway, London, SE1 6DF, Tel: 01603 660070 Fax: 0207 234 9770

Phoenix Futures is a registered charity in England and Wales (No 284880) and in Scotland (No SC039008); Company Limited by Guarantee (No1626869); Registered Tenant Services Authority (No H3795)

In order to enhance building security, the lower ground floor of the property is currently occupied by a Phoenix Futures Service User Council Member. The rest of the property has been vacant since February 2015.

Phoenix Futures Service Users

Tenants in Phoenix Futures properties will typically have successfully completed a period of community or residential treatment for drug or alcohol addiction, but may have been homeless or living in unstable accommodation prior to treatment, or be reluctant, or unable, to return to their local community because of a likely detrimental impact on their recovery.

We will conduct a thorough assessment of each potential tenant prior to offering them accommodation and ensure that they understand our expectations. They will occupy the property under an Assured Shorthold Tenancy Agreement, which will outline the terms and conditions of their stay, and actions Phoenix Futures will take should they breach those terms and conditions. We have decades of experience of supporting our clients to successfully manage their tenancies, supported by a comprehensive range of Housing Management policies and procedures.

Our aim is to provide support and assistance to enable our clients to develop the skills and resilience needed to move on into general needs housing and to learn to cope with everyday challenges while remaining free from drugs and alcohol. Tenants accessing our independent living units will be expected to engage in meaningful activity – volunteering, studying, or providing peer support – and working towards gaining employment where this is appropriate. Phoenix Futures offers a range of opportunities for clients living in our housing schemes, including our award winning Recovery through Nature programme, and we encourage active participation in the local community, recognising the positive impact that connecting with others and developing positive social networks has on an individual's recovery.

Management of the property

The property will be managed day-to-day by our Housing and Finance Officer, whose role is designed to provide an efficient, effective and quality housing management service. Her duties include:

- Ensuring properties are well maintained through regular visits and annual inspections;
- Arranging repairs and day-to-day maintenance;
- Dealing with queries and complaints from tenants and/or neighbours;
- Providing advice and guidance to enable tenants to successfully manage their tenancies;
- Taking appropriate action where terms and conditions of tenancy have been breached.

All tenants will be provided with the Housing and Finance Officer's contact details, and she will visit the property regularly and at least monthly. She will report directly to Phoenix Futures Head of Housing, who is also based in London.

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