

FCHA Statement to Wrexham Council regarding the proposed refurbishment of 58 Ffordd Glyn, Wrexham

What does FCHA do?

FCHA works in partnership with local authorities across Wales and Shropshire to provide specialist housing to individuals with specific needs. The Local Authority has a statutory responsibility to house people with learning disabilities in appropriate accommodation within their local community. FCHA also provide housing options for veterans enabling a smoother transition from military to civilian life.

Maintenance of the Property

FCHA is responsible for the property and all maintenance and repairs and properties are maintained to a high standard, usually by local contractors. The tenants, usually with the help of their support provider, will ensure that the gardens are well maintained and the house and windows kept clean.

Managing parking

When FCHA refurbish a property, every effort is made to maximise the provision of off street car parking. FCHA have made provision to accommodate up to five cars at Ffordd Glyn for the tenants, support staff and families. Support staff are required to park sensibly and with consideration for neighbours. Neighbours are encouraged to speak to support staff at the property should problems arise, however, should parking become an issue neighbours can contact FCHA by telephone or email and FCHA will liaise with the support provider to resolve the issue.

Management of Tenancies

In most cases, FCHA tenants are issued an assured tenancy agreement, which clearly outlines the responsibilities of both parties. An assured tenancy is for life, unless the tenant chooses to give notice to FCHA or FCHA apply to evict a tenant through the legal process via the court. To date FCHA have never evicted a tenant in its history as a result of our excellent housing management services.

FCHA tenancies are issued via housing Management staff who are highly experienced in dealing with tenancy related matters. The association is regulated by Welsh Government and has the highest achievable grade of standard in its Regulatory opinion. -. When FCHA allocates a property to a new tenant, they are provided with a comprehensive training programme in respect of their rights and responsibilities. As a result of this investment in training, the majority of tenants proudly lead fulfilled lives – for example, by attending day centres or working within the local community, usually on a voluntary basis.

The Local Authority appoints a support provider to enable tenants to maintain their tenancies and assist with everyday activities. The level of support will be determined by the Local Authority Commissioner and reviewed annually in conjunction with the support provider.

FCHA actively works in partnership with the support providers who provide care and support for the tenants and Ffordd Glyn will be staffed over a 24 hour period. FCHA have a Management agreement with both the Local Authority and Support provider which outlines all parties roles and responsibilities in relation to the landlord and support provider functions. FCHA properties are classified as supported living/shared accommodation and under no circumstances will be used as commercial premises or a care home.