

Community Supportive Housing

Terms & Conditions

Website and service terms governing your use of our site and services

Effective Date: 6 May 2025

communitysupportivehousing.co.uk

1. Introduction

These Terms and Conditions ('Terms') govern your access to and use of the Community Supportive Housing website (communitysupportivehousing.co.uk) and any services we provide. By accessing our website or contacting us about our services, you agree to be bound by these Terms.

Community Supportive Housing provides supported and social housing solutions primarily for benefits claimants and individuals in housing need across Birmingham and the surrounding area. These Terms apply to all website visitors, enquirers, and applicants.

If you do not agree to these Terms, please do not use our website or services.

2. About Us

- Organisation: Community Supportive Housing
- Registered in: England and Wales
- Registered Address: Birmingham, United Kingdom
- Website: communitysupportivehousing.co.uk
- Contact: info@communitysupportivehousing.co.uk

3. Use of Our Website

3.1 Permitted Use

You may use our website for lawful purposes only, including learning about our services, submitting housing enquiries, and accessing support information. You agree not to:

- Use our website in any way that violates applicable law or regulation
- Transmit any unsolicited or unauthorised advertising or promotional material
- Knowingly transmit any data, send or upload material that contains viruses or malicious code
- Attempt to gain unauthorised access to any part of our website or its related systems
- Reproduce, duplicate, copy, or resell any part of our website without our express written consent

3.2 Website Availability

We aim to keep the website available at all times, but we do not guarantee that it will be uninterrupted or error-free. We reserve the right to withdraw, suspend, or modify the website without notice for operational or maintenance reasons.

4. Housing Services

4.1 Application and Eligibility

Submitting an enquiry or completing an application form on our website does not constitute an offer of accommodation. All applications are subject to eligibility assessment, reference checks, affordability review, and availability of suitable properties.

We reserve the right to decline any application at our discretion and are not obligated to provide reasons for a decision.

4.2 Tenancy Agreements

Any offer of accommodation will be subject to a separate tenancy agreement, which will govern the rights and obligations of both parties. These Terms do not form part of any tenancy agreement and

do not create any rights under the Housing Act 1988, the Landlord and Tenant Act 1985, or any other residential tenancy legislation.

Residents are advised to read all tenancy documentation carefully and to seek independent legal advice before signing if they are unsure of any terms.

4.3 Accuracy of Information

We take reasonable care to ensure the information on our website (including property descriptions, availability, and benefit eligibility guidance) is accurate and up to date. However, we make no warranties, express or implied, as to the completeness, accuracy, or fitness for a particular purpose of such information. You should verify all details with us directly before making any decisions.

5. Intellectual Property

All content on this website — including text, images, logos, design, and layout — is the property of Community Supportive Housing or our licensed content providers and is protected by UK copyright law.

You may view, print, or download content for your personal, non-commercial use only. You must not otherwise reproduce, distribute, modify, or transmit any content without our prior written permission.

Our name, logo, and brand identity are not to be used without our express consent.

6. Third-Party Links

Our website may contain links to third-party websites, including government benefit information pages, local authority resources, and partner organisations. These links are provided for your convenience only.

We have no control over the content of external websites and accept no responsibility for them or for any loss or damage that may arise from your use of them. The inclusion of a link does not imply endorsement.

7. Benefits Eligibility Information

Our website may include general guidance on housing benefit, Universal Credit housing costs, and related financial support. This information is provided for general informational purposes only and does not constitute financial, legal, or professional advice.

Benefit entitlements are subject to individual assessment by the relevant authority (such as your local council or the Department for Work and Pensions). We strongly recommend you seek independent advice from Citizens Advice, a welfare rights adviser, or a qualified financial adviser before relying on any benefit estimates shown on our website.

8. Limitation of Liability

To the fullest extent permitted by law, Community Supportive Housing excludes all liability for:

- Any loss or damage arising from your use of, or inability to use, our website
- Any inaccuracies or errors in the information provided on the website
- Any decisions made in reliance on information provided on the website
- Any third-party content or websites linked from our site

Nothing in these Terms excludes or limits our liability for fraud, personal injury caused by our negligence, or any other liability that cannot be excluded under English law.

9. Privacy

Your use of our website and services is also governed by our Privacy Policy, which is incorporated into these Terms by reference. Please review our Privacy Policy at communitysupportivehousing.co.uk/privacy-policy to understand how we collect, use, and protect your personal data.

10. Complaints

If you are dissatisfied with any aspect of our service or this website, please contact us in the first instance using the details below. We aim to acknowledge complaints within 5 working days and to provide a full response within 28 days.

We are committed to resolving complaints fairly and promptly. If you remain dissatisfied after our internal process, you may have the right to refer your complaint to an appropriate regulatory or dispute resolution body depending on the nature of your complaint.

11. Changes to These Terms

We reserve the right to update these Terms at any time. The updated Terms will be posted on this page with a revised effective date. Continued use of the website after changes are posted constitutes your acceptance of the revised Terms. We recommend checking this page periodically.

12. Governing Law

These Terms are governed by and construed in accordance with the laws of England and Wales. Any disputes arising out of or in connection with these Terms shall be subject to the exclusive jurisdiction of the courts of England and Wales.

13. Contact Us

If you have any questions about these Terms and Conditions, please contact us:

- Organisation: Community Supportive Housing
- Address: Birmingham, United Kingdom
- Website: communitysupportivehousing.co.uk
- Email: info@communitysupportivehousing.co.uk