



WE ARE COMMITTED TO MAINTAINING THE DIGNITY, INVOLVEMENT AND INDEPENDENCE OF ALL TENANTS AND DEMONSTRATE INNOVATION AND FLEXIBILITY IN OUR SERVICES TO MEET THEIR DIVERSE NEEDS.



WHO ARE WE?

First Choice Housing Association was set up in 1988 and specialises in the provision of accommodation for vulnerable adults. Located in Cardiff, South Wales, First Choice is a not-for-profit organisation with charitable status.

We have continued to work with Local Authorities to give more people with a learning disability the opportunity to live independently in their own home.

First Choice provides supported living accommodation solely for vulnerable adults including veterans and individuals with a learning disability who may have additional physical or sensory disabilities.

We manage properties and provide housing for over 800 tenants in Local Authority areas throughout Wales and Shropshire to deliver well-designed homes adapted specifically for individual needs.

The association works in partnership with Local Authority Social Services departments in the identification and planning of accommodation and with a wide range of Support Providers who provide care to the tenants. These Support Providers are contracted and monitored by the Local Authority.

The Local Authority Social Services department is responsible for nominating all of the Association's tenants. First Choice has written agreements with Local Authorities and Support Providers which outline the respective roles and responsibilities of each party.

Our properties are bespoke, designed to meet the individual needs of tenants to enable them to live fulfilling and independent lives as valued members of the local community and all properties meet WHQS and DQR.

All properties are maintained to the highest standards and First Choice regularly monitors the satisfaction of our services through surveys, quality assurance, tenant engagement and other methods to ensure we continuously improve.

TENANT PARTICIPATION

Tenant Newsletters are produced four times a year in conjunction with our tenants through a newsletter group.

Regional Ivor Voice Clubs are held three times per year in South, Mid and North Wales, which aims to consult with tenants on the associations' policies, procedures and working practices.

Tenant Discos & Social Events are held annually in North, Mid and South Wales.

Regional Tenant Workshops are run to enable tenants to discuss tenancy related issues with other tenants and the Association's staff.

Conferences / Tenant Involvement Days focus on Health & Well-being and workshops, which include, Crime Prevention and Personal Safety, Fire Safety in the Home and Dance and Music workshops.

Summer BBQ's are held annually in South Wales by the coast.

HOUSING MANAGEMENT

Our Housing Management department deal with all aspects of the Tenancy Agreement, including issuing Tenancy Agreements to new tenants, terminating tenancies for tenants who are leaving, breaches of tenancy, instances of anti-social behaviours, informing tenants of their rights and responsibilities and dealing with complaints around issues such as tenancy or maintenance.

Our Housing Department deals with rent and service charges for each property, conduct annual reviews to monitor our services and provides training for support providers of First Choice properties.

First Choice recognises the rights of our tenants to not only learn about housing issues but to also be involved in consultation on relevant strategies and policies in tenant participation events.



INTEGRITY - OPENNESS, HONESTY, SINCERITY, DOING THE RIGHT THING FOR THE RIGHT REASON

EQUALITY - TO PROVIDE EQUAL OPPORTUNITY FOR ALL

EXCELLENCE - INVESTING IN, RESPECTING AND DEVELOPING STAFF TO ENSURE WE STRIVE FOR EXCELLENCE IN ALL WE DO

PASSION - DOING THE BEST FOR ALL OUR TENANTS

Our values





IMPROVING QUALITY OF LIFE THROUGH PROVISION OF QUALITY, BESPOKE ACCOMMODATION THAT ENABLES TENANTS TO ACHIEVE INDEPENDENCE, FULFIL THEIR POTENTIAL AND OPTIMISE ENJOYMENT OF LIFE, AND ALLOWS STAFF AND FAMILY TO BE PART OF THAT JOURNEY.

Our mission statement



Building Independence

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OUR AWARDS

IIP Gold • Silver Armed Forces Defence Recognition • Positive About Disabled Living Wage Employer
Small Workplace Health Award Gold • TPAS Award Service User Involvement

Registered with charitable status under the Co-operative and Community Benefit Societies Act 2014 Number 26118R.
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Building Independence

FIRST CHOICE HOUSING ASSOCIATION
PROVIDING ACCOMMODATION SOLUTIONS
EXCLUSIVELY FOR VULNERABLE PEOPLE

