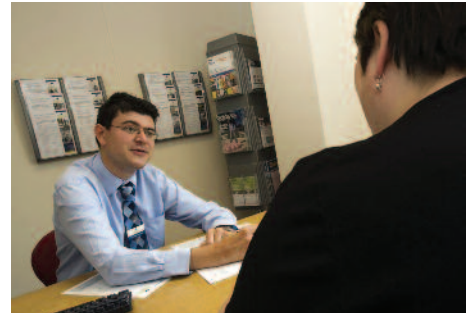


# Hostels service standard

**We provide furnished temporary accommodation for homeless people. We are committed to providing the best possible service to our residents. To achieve this our hostel managers will:**

- ✓ Make you welcome and provide you with a pack which will tell you all the information you need about your hostel
- ✓ Ensure that hostel procedures are clearly understood
- ✓ Invite you to complete a support plan within two weeks of you moving in to help you achieve agreed outcomes
- ✓ Help you obtain welfare benefits
- ✓ Help you get extra support from specialist agencies if needed
- ✓ Respect your right to confidentiality
- ✓ Be contactable between 9am and 5pm weekdays  
4.30pm Fridays (emergency cover at all other times)
- ✓ Listen to your ideas on how we can improve our service to you
- ✓ Aim to make your hostel a safe and peaceful place for you to stay
- ✓ Help you get any assistance you may need to move on to permanent accommodation
- ✓ Offer you an interview when you leave the hostel to assess how the service has benefited you



Building 2  
Riverside Court  
Bowling Hill  
Chipping Sodbury  
BS37 6JX

[www.merlinhs.co.uk](http://www.merlinhs.co.uk)

We want to know when we get things wrong so we can make sure we get them right the next time. If you think you haven't received the best service from us, please let us know. Equally, if you think we've done a good job, please get in touch. There is a range of ways you can make a complaint, give us a compliment or just comment about our services, and more information is available in our leaflet "How to make a complaint or give feedback."

We want to be an organisation that treats everyone fairly. It is vital that you let us know if you feel you have been treated differently by one of our staff because of your gender, race or ethnicity, age, sexuality or ability.

The information on this leaflet is also available in other languages, in larger print, Braille or on audiotape. Please contact your housing officer if you need any of these services.