

YMCA

LONDON CITY AND NORTH



Residents' Handbook

For residents at LandAid House, Monarch Court and Crouch End

LANDAID HOUSE
Islington

MONARCH COURT
Hackney Wick

CROUCH END
Haringey

Updated September 2026

Contents

1	Welcome and our values
2	Our accommodation projects
3	Your room and shared facilities
4	Reception, security and visitors
5	Health, safety and fire
6	Safeguarding, equality and respect
7	Your support and pathways
8	Rent, benefits and money
9	Repairs, cleaning and prohibited items
10	Resident voice, complaints and compliments
11	Moving on
12	Useful contacts and project details

Please keep this handbook

Your Licence Agreement, House Rules, fire information and locally displayed notices also apply. If anything is unclear, ask a member of staff.

1. Welcome and our values

Welcome to YMCA London City and North. We provide safe accommodation and support to help young people build confidence, develop skills and move towards greater independence.

Our CREATE values

Our CREATE values guide how we work with residents, colleagues, partners and communities across YMCA London City and North.

C Collaborate We work together, share ideas and build strong partnerships to achieve more.	R Respect We treat every person with dignity, listen carefully and value individual experiences.	E Empower We support people to recognise their strengths, make informed choices and shape their future.
A Accessible We remove barriers and make our services welcoming, understandable and inclusive.	T Transform We create opportunities for positive, lasting change in lives and communities.	E Excellence We aim for high standards, learn from feedback and keep improving what we do.

What you can expect from us

- A respectful, inclusive and psychologically informed service.
- A named Housing Options Officer and access to the Housing Pathways Team.
- Support with wellbeing, benefits, education, training, employment, budgeting and move-on planning.
- Clear information about your rights, responsibilities and how to raise concerns.
- Secure handling of your personal information, subject to safeguarding and legal duties.

What we expect from residents

- Treat residents, visitors, staff and neighbours with respect.
- Follow your Licence Agreement, House Rules and safety instructions.
- Engage with support and take an active role in your goals and move-on plan.
- Pay rent and personal contributions when due, and tell us promptly about changes in circumstances.
- Report repairs, hazards, safeguarding concerns and incidents without delay.

Need help?

Speak to your Housing Options Officer, the Housing Pathways Team or the staff member on duty. In an emergency, call 999.

2. Our accommodation projects

All three projects offer staffed supported accommodation, secure access, communal facilities and resident support. The type of room and catering arrangements differ by location.

Project	Accommodation	Shared facilities	Food provision
LandAid House	146 rooms with own bathrooms	Shared and individual kitchens, laundry, computer area, lounge, courtyard garden	Breakfast packs and food donations when available
Monarch Court	87 rooms with own bathrooms	Communal kitchens, laundry, computer area, lounge, courtyard garden	Breakfast packs and food donations when available
Crouch End	154 rooms with shared shower and toilet facilities	Canteen, laundry, computer area, lounge, courtyard garden and Activity Hub	Breakfast and dinner provision

Project contact details

- LandAid House: 10 Errol Street, London EC1Y 8SE | 020 3886 1000
- Monarch Court: 30-50 Cadogan Terrace, London E9 5EJ | 020 8525 2440
- Crouch End: 184 Tottenham Lane, London N8 8SG | 020 8340 2345

Check local notices

Fire assembly points, visitor arrangements, food times, room access arrangements and local services may differ. Follow the information displayed at your project and instructions given during induction.

3. Your room and shared facilities

Your room

- Keep your room reasonably clean, safe and free from excessive clutter.
- Lock your door and keep your keys or access fob secure. Report any loss immediately.
- Do not make structural alterations or interfere with electrical, fire or security systems.
- Staff may need access for emergencies, repairs, safeguarding or planned room checks. Where practicable, notice will be provided for planned access.
- Tell staff if you will be away from the project for three days or more.

Kitchens, food and laundry

- At LandAid House and Monarch Court, use the designated kitchen facilities and your allocated storage.
- At Crouch End, use the canteen and Activity Hub arrangements communicated by staff.
- Clean equipment and surfaces after use, label food where required and respect other residents' belongings.
- Use laundry facilities responsibly and remove items promptly.

Shared spaces

- Help to keep lounges, corridors, gardens and communal areas clean and welcoming.
- Do not block corridors, stairs, fire doors or escape routes.
- Keep noise to a reasonable level, especially at night.
- Bicycles, e-bikes and e-scooters must only be stored in approved locations and in line with local rules.

4. Reception, security and visitors

Security

- Reception or front-of-house cover is available 24 hours a day.
- Use your own key or fob and never allow another person to use it.
- Do not allow tailgating through secure doors.
- CCTV covers communal areas and supports safety and security.
- Staff and visitors must sign in using the project's visitor management system.

Visitors

Visitor rules vary by project and may be affected by age, risk, safeguarding or licence conditions. Always follow your project's current House Rules and local notices.

- Visitors must sign in and out and may be asked to provide accurate details or a photograph for safety and security purposes.
- You are responsible for the conduct of your visitors.
- Staff may refuse entry or ask a visitor to leave where there is a safety, safeguarding, nuisance or security concern.
- Visitors must not access restricted areas or remain after the permitted time.
- Overnight guests are only permitted where the project rules and the resident's age and licence allow this. Advance approval or a completed form may be required.

Important

Never admit anyone who has been excluded or banned from a YMCA project. Ask the staff member on duty if you are unsure.

5. Health, safety and fire

Everyone has a role in keeping the project safe

- Report hazards, accidents, injuries, faulty equipment and maintenance issues immediately.
- Do not tamper with smoke detectors, alarms, extinguishers, fire doors or CCTV.
- Keep escape routes clear and take part in fire drills.
- Do not bring weapons, illegal drugs, flammable liquids or other prohibited items into the project.
- Smoking and vaping are not permitted in communal areas. Follow your project-specific rules for all other areas.

If you hear the fire alarm

1	Leave immediately by the nearest safe exit.
2	Do not use the lift or stop to collect belongings.
3	Go to your project’s designated assembly point.
4	Call 999 if instructed or if you discover a fire.
5	Do not re-enter until the Fire and Rescue Service or authorised staff say it is safe.

Know before you need it

During induction, identify your nearest exits, alarm call points and assembly point. Fire instructions displayed at your project take priority.

6. Safeguarding, equality and respect

Safeguarding

Abuse can include physical, emotional, psychological, sexual, financial, discriminatory or organisational abuse; neglect; self-neglect; domestic abuse; exploitation; and modern slavery. YMCA London City and North does not tolerate abuse.

- Tell any member of staff if you are worried about yourself or someone else.
- Concerns will be handled sensitively and shared only where necessary to keep people safe or meet legal duties.
- Call 999 if someone is in immediate danger.

Equality, diversity and inclusion

Residents, visitors and staff must not discriminate, harass or victimise anyone. Everyone should be treated with dignity and respect regardless of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, sexual orientation or any other protected characteristic.

Behaviour and professional boundaries

- Bullying, harassment, threats, violence, hate incidents and anti-social behaviour are not tolerated.
- Relationships between staff and residents must remain professional.
- Staff must not accept gifts or personally benefit from their contact with residents.
- Speak to a manager or use the complaints process if you are concerned about staff conduct or professional boundaries.

7. Your support and pathways

Housing Options support

Your Housing Options Officer will work with you on an agreed support plan. Support may include:

- Health and emotional wellbeing
- Benefits, budgeting, debt and money management
- Education, training and employment
- Independent living skills and tenancy readiness
- Access to specialist or statutory services
- Family, relationships and community connection
- Move-on planning and housing options

Housing Pathways Team

The Housing Pathways Team provides opportunities across all three projects, including education, training, employment, life skills, resident engagement and partnership programmes. Ask staff about current activities and how to take part.

Daily wellbeing checks

Some residents may be offered or required to take part in wellbeing checks based on assessed need or risk. Staff will explain the arrangement and keep it under review.

Your voice matters

Tell us what you want to achieve. Your support plan should reflect your goals, strengths, needs and the steps you and staff will take together.

8. Rent, benefits and money

- Rent and personal contributions are payable in line with your Licence Agreement.
- Housing Benefit may not cover all service charges or personal contributions.
- Provide requested identification, income evidence and bank statements promptly.
- Tell the Income Team and your Housing Options Officer immediately if your work, income, benefits, education or household circumstances change.
- Starting a course, especially higher education, may affect Housing Benefit. Seek advice before enrolling.
- If you are struggling to pay, speak to staff early. Do not ignore arrears letters or requests for information.

Protect yourself from financial harm

- Do not share bank PINs, passwords or verification codes.
- Be cautious if anyone pressures you to transfer money, receive money for them or open an account.
- Report suspected fraud, exploitation or financial abuse to staff.
- Ask for help with budgeting, debt advice or benefit applications.

Income Team

For current payment methods, account details or rent queries, use the contact details displayed at reception or ask a member of staff. Always verify bank detail changes before making a payment.

9. Repairs, cleaning and prohibited items

Report repairs

- Use the project repair QR code, reception or a housing staff member.
- Give your name, room number, a clear description and supporting photographs or video where safe and appropriate.
- Report leaks, electrical faults, broken locks, heating failures and fire safety concerns immediately.
- For urgent out-of-hours issues, contact the staff member on duty at reception.

Items generally not permitted in bedrooms

- Cooking appliances such as microwaves, grills, rice cookers, kettles, toasters, hobs and sandwich makers.
- E-scooters and e-bikes.
- Candles, incense, shisha, oil burners and flammable liquids.
- Unauthorised heaters, lighting, multi-way plug adaptors or damaged electrical equipment.
- Weapons, illegal substances and anything prohibited by law, your Licence Agreement or House Rules.

Electrical safety

Only use approved extension leads and electrical equipment in line with your project's current safety guidance. Make personal portable appliances available for testing when requested.

10. Resident voice, complaints and compliments

Ways to have your say

- Attend resident meetings, forums and engagement events.
- Take part in surveys, scrutiny activity or service reviews.
- Speak to your Housing Options Officer, Housing Pathways colleague or manager.
- Use the complaints, compliments and suggestions process, including available QR codes or online routes.

Making a complaint

You may complain verbally or in writing. Explain what happened, when it happened, who was involved, how it affected you and what outcome you are seeking. You may ask for help to make your complaint.

- We aim to respond fairly and promptly.
- You will be told how to escalate the matter if you remain dissatisfied.
- You will not be treated unfairly for raising a genuine concern.
- Safeguarding, fraud or serious misconduct concerns may be handled under a separate procedure.

Immediate risk

A complaint route is not a substitute for emergency action. Call 999 where there is immediate danger, then inform staff as soon as possible.

11. Moving on

YMCA accommodation is temporary. Your support plan should include realistic move-on goals from the beginning of your stay.

- Attend move-on appointments and respond to requests for documents.
- Keep identification, benefit records, references and bank statements organised.
- Save where possible for deposits, rent in advance, travel and essential household items.
- Consider a range of options, including private rented and shared accommodation.
- Develop independent living skills such as budgeting, cooking, cleaning and managing appointments.
- Tell staff immediately if you receive an offer, notice or communication about another home.

Before you leave

- Agree your leaving date and handover arrangements.
- Remove belongings and leave the room in a reasonable condition.
- Return keys, fobs and YMCA property.
- Give a forwarding address where appropriate and update services with your new details.
- Ask about ongoing support, community connections and employment or training opportunities.

12. Useful contacts and project details

Need	Contact	When to use
Emergency	999	Police, fire or ambulance where there is immediate danger or serious risk
Non-emergency police	101	Police advice and non-urgent reporting
NHS urgent advice	111	Urgent medical advice when it is not a 999 emergency
Samaritans	116 123	Confidential emotional support, 24 hours a day
Shelter	0808 800 4444	Housing and homelessness advice
YMCA London City and North	info@ymcalcan.org	General organisational enquiries

Your project

LandAid House

10 Errol Street, London EC1Y 8SE
020 3886 1000

Monarch Court

30-50 Cadogan Terrace, London E9 5EJ
020 8525 2440

Crouch End

184 Tottenham Lane, London N8 8SG
020 8340 2345

Local information

Ask reception for current details of nearby GP surgeries, dentists, hospitals, pharmacies, Jobcentre Plus, Citizens Advice, community organisations and crisis services.

Document control

This edition updates the former North London YMCA handbook for YMCA London City and North and covers LandAid House, Monarch Court and Crouch End. Local House Rules, Licence Agreements, policies and displayed safety information remain authoritative where they contain project-specific requirements.