

Accessible Homes

Supporting **wheelchair** communities
across London





About us

We have nearly two decades of experience supporting people with diverse housing needs. Our full-service operation supports a range of accommodation to match your tenants' requirements - from temporary and emergency to move-on accommodation, specialist solutions for accessible users, mother-and-baby, care leavers, domestic abuse victims, rough sleepers, LGBTQ+, families and more.

We partner with local authorities, housing associations and charities to provide vital accommodation and services to a wide variety of vulnerable communities. Our 4,300+ units include individual houses, flats, HMOs, and sites.

Exceptional accommodation and management services

We offer total peace of mind that the needs of your tenants are prioritised and supported by our skilled in-house teams. Our properties are selected to ensure suitability and remodelled to our high specifications before being made available for use.

19+ years

Experience and expertise

£940m+

Assets under management

7,500+

Individuals and families supported

125+

Dedicated staff professionals

60+

Housing partners trust us

4,300+

Units under management

A growing need

Disability affects millions of people across the UK, with the demand for accessible accommodation becoming increasingly urgent.

Simultaneously, local authorities face mounting pressure to provide safe and secure housing for society's most vulnerable. With homelessness on the rise, addressing this dual challenge requires innovative solutions and a commitment to fostering inclusive living spaces.

There are **1.2 million** wheelchair users in the UK, which is **1.8%** of the UK population.

Over **66%** of wheelchair users are aged 60 or older.*

7% of all Londoners have a mobility impairment, while **2%** must use a wheelchair every day.**

Source:

* Reference Wheelchair Research Full Report, Department for Transport.

** Understanding the travel needs of London's diverse communities, Transport for London.



Accessible Homes

We understand that different communities have their unique housing requirements, and we remain committed to providing tailored solutions to meet these diverse needs. Our priority is to ensure that every tenant has access to safe, comfortable and suitable housing that enhances their quality of life. With this in mind, we are partnering with our investors to meet the increasing need for accessible and inclusive accommodation.

Our Accessible Homes scheme provides fully refurbished and expertly managed properties to local authorities across all London boroughs. These properties, including HMOs and family houses, are designed to meet the unique needs of disabled individuals and their families.

Our accessible housing provides an improved quality of life, offering enhanced mobility for wheelchair users and fostering a supportive living environment. By enabling full interaction and shared living under one roof, we aim to create socially cohesive spaces that promote inclusion and independence.



400,000

wheelchair users in England live in homes that are not suitable

20,000

wheelchair users are on waiting lists for accessible homes*

7%

Only 7% of homes in England offer accessibility features**

17%

of homeless households have a physical disability***

Source:

*The economic and social value of wheelchair user homes, Habinteg.

**Disabled people in the housing sector, House of Commons.

***Homelessness and disability in the UK, Centre for Homelessness Impact.

Specifications

Accessible kitchen

Our wheelchair-friendly kitchen units are designed to combine functionality and accessibility. With high-quality appliances and accessories, they offer a practical solution to meet the specific needs.

The features include:

- Height-adjustable worktops and surfaces
- Large space for maneuvering
- Wider door frames
- Height-adjustable sink units
- Easy to use controls
- Slip-resistant flooring
- Adjustable hobs



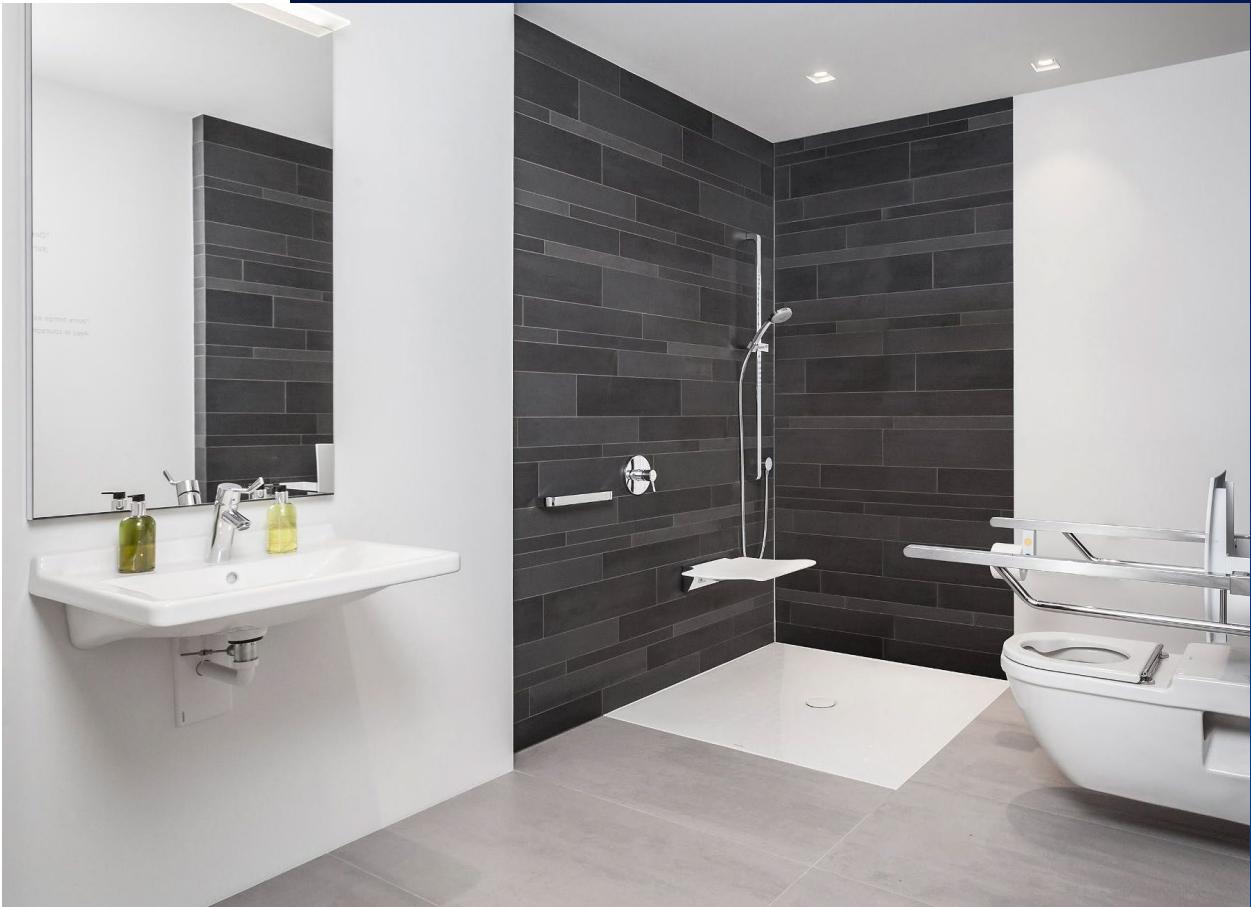
Specifications

Wet room

Our wet rooms provide the ultimate in accessibility, allowing clients to maintain their independence and manage their personal hygiene with ease and dignity.

The features include:

- Full wheelchair access
- Level access showering facility with stability aids
- Low level, pedestal free wash basins
- Grab rails, shelves and mirrors at lower levels
- Large space for maneuvering
- Slip-resistant flooring
- Shower seat
- High-rise toilet



Specifications

Accessible HMO unit

The individual units are thoughtfully designed to provide ample space for maneuvering, ensuring ease of movement.

Each unit is equipped with:

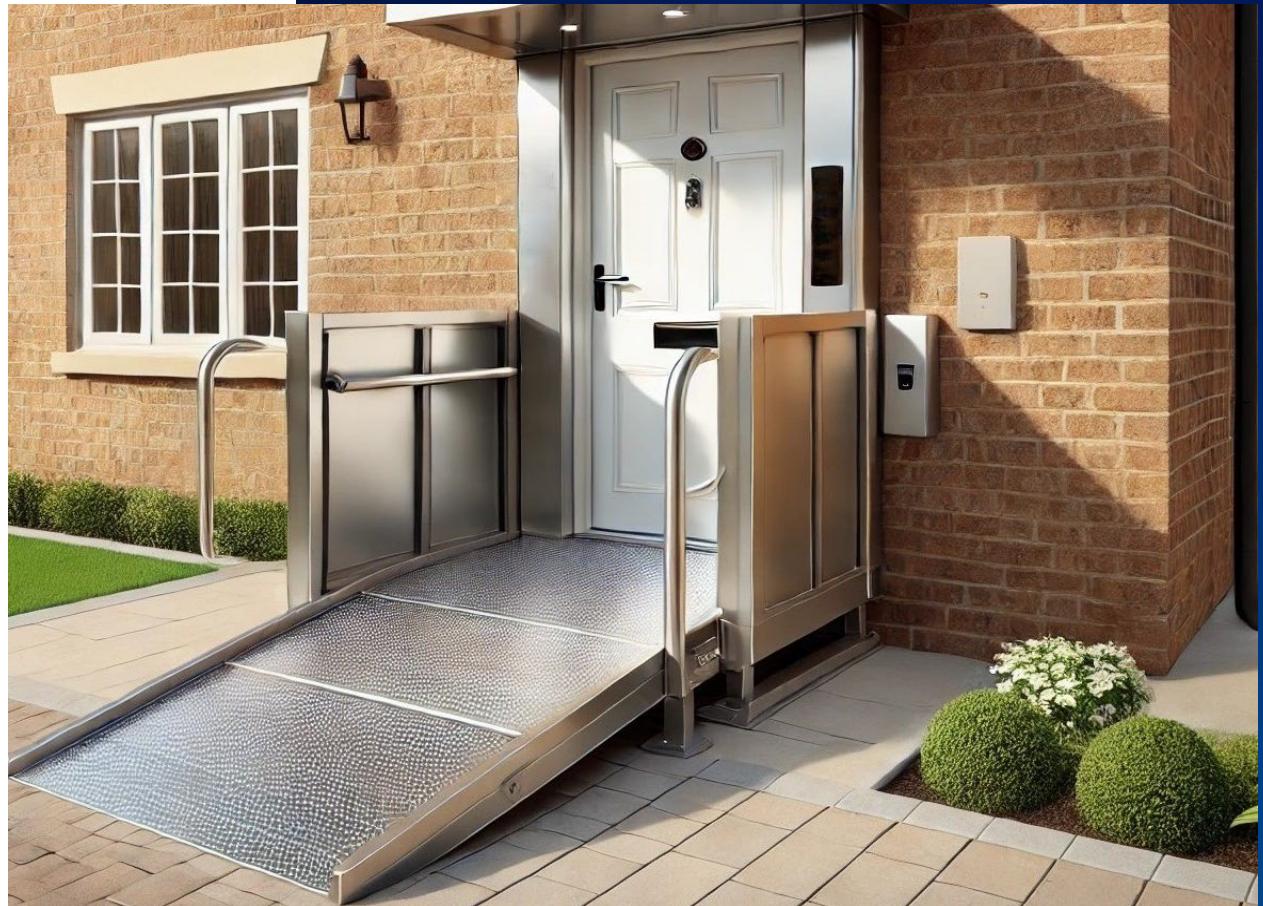
- Bed and wardrobe
- Washing machine
- Fridge
- Hot plate
- Accessible sink unit
- Cupboard storage



Specifications

Disabled access step lift

A wheelchair step lift is a practical solution that supports disabled tenants by providing safe and easy access to their homes.



Specifications

Accessible family house

The accessible family houses are converted to accommodate the needs of all family members, offering practicality and comfort.

The property features a spacious wheelchair-accessible bedroom with ample maneuvering space and adjacent wet room. It also includes an accessible kitchen, dining area and living room. The 2 additional bedrooms provide space for other family members.



STS framework: Setting the standard

We collaborate closely with STS to maintain excellence, compliance and efficiency. By setting high standards, we ensure that properties managed by us adhere to the highest operational and ethical practices. Through our partnership with STS, we are committed to achieving our goals as well as fulfilling your housing requirements.

Our in-house STS team consists of Head of STS, STS assistant and 5 dedicated STS engineers.



Setting the Standard
Temporary Accommodation Inspection Service



Commissioning Alliance



Stef & Philips and STS pre-inspections

Pre-inspections address compliance, safety, functionality and aesthetics to guarantee that the property aligns with STS requirements and tenant satisfaction.

The checklist serves as a structured tool designed to verify that properties meet established standards before undergoing formal inspections.

Benefits:

- Ensures readiness
- Enhances safety and efficiency
- Saves time and cost
- Improves property standards

There for your tenants...

When you place someone in a Stef & Philips property, we make sure their needs and safety are prioritised from day one.



Dedicated housing officers

Personalised check-ins for all tenants, followed by regular visits.



Quick-response maintenance

Repairs, cleaning and gardening are handled by our own specialist teams.



24/7 call centre

Dedicated for emergencies and out of hours repairs.



In-house team offering practical advice & support

Covering council tax, utilities, Universal Credit and more.



Mental health awareness

Our team is trained to recognise and sign-post if a need arises.

...there for you.



Data & insight

Collecting and sharing data to help you better serve your residents.



Constant collaboration

Our committed staff works closely with your housing teams to meet the diverse needs of your tenants at every stage.

The values that drive our team

At Stef & Philips our tenant-first approach is the backbone of our business. From our earliest days as a small family-run firm, our culture continues to drive our determination to succeed, and our people help us get the results.

Our five values inspire our team:



Leading with Integrity

Honesty and transparency lie at the heart of all our relationships.



Determined to make a Difference

Reducing homelessness and creating positive change in people's lives.



Motivated to Understand

So we can deliver the best solution.



In it Together

We may be many people, but we're a single, cohesive team.



Let's work **together**.

We're ready and waiting to **understand your requirements**, devise a solution and work all-out to **make it happen**.

Bobbie Owen | Head of Accommodation | bobbie@stefphilips.com

Tia Andreou | Allocations Manager | tia.andreou@stefphilips.com



Find out more at

stefphilips.com

