

Stonham

part of
home



Stonham

Tenancy support service in the
Harrogate district

The Harrogate District Tenancy Support Service could give you a helping hand.

If you feel that you would benefit from support in your home, our free Tenancy Support Service could help.

Who we can help

We can help you if:

- You are a tenant of the local authority, a housing association or a private landlord;
- You are an owner/occupier;
- Or you are about to move into a new tenancy.

You don't have to be in receipt of state benefits to qualify for our help.

You have to be over 16 years old to apply but it doesn't matter if you are working or unemployed.

We also help people with physical and mental health problems.

You will get your own support worker who will discuss your problems with you so that together, you can agree a support plan that suits you. The support plan will let you know exactly what type of support you can expect, and how often we'll visit you or stay in touch. Your support plan can be changed as your needs change too.

We want to help you achieve your goals and live more independently so that after a time, you won't need to rely on our service. You can always come back if you need help after you leave the service.



We can help you:

At home

- Sort out rent and other bills
- Manage your money and benefits
- Look after your home, keep it secure and insure the contents
- Look for jobs and train for work
- Find education courses
- Be a good neighbour
- Get the gas, electricity and water switched on
- Furnish your home

Make the most of your neighbourhood:

- Find the shops and post office
- Contact the doctor, dentist, and other services
- Get the best out of local leisure and your free time

Further help:

- Put you in touch with alcohol, drugs or debt counsellors
- Work with you to get the help you need with other agencies, such as social services and mental health services.

How do I apply?

Ask us for a referral form or ask someone else who is working with you, such as a housing officer, to refer you to us. If you would like any help or advice to complete the referral/application form please ring the office and talk to any member of staff.

What happens next?

We will arrange an interview with you, which normally takes place within your home.

Occasionally after support is offered, there may be a short time before support starts. This will only happen if we are already supporting the maximum number of people possible. Your support worker will let you know how long it will be. Support visits will be discussed and agreed with you and usually take place in your home on a weekly basis at the start of the service.

If we are unable to support you, we will explain why, and we can talk to you about other agencies who we think would be able to offer the type of support you need. If you feel that we have not followed our referral procedures properly, you have the right to appeal.

Contact details

Stonham

Harrogate District Tenancy Support Service
Jennyfields Styan Community Centre
Grantley Drive
Harrogate
HG3 2XU

Tel: **(01423) 556904/561800**

Email: harrogate@homegroup.org.uk

Other literature

If you would like information regarding our services in other formats, such as large print, Braille, audio, audio visual, or another language, please contact us and we will try to obtain it for you.

Stonham Part of Home

Stonham is England's largest provider of specialist housing and support. We have 545 projects across England, helping 15,000 people every year. Stonham's mix of housing services and support can help restore people's confidence and help them live independently. Stonham is the care and support division of Home, one of the UK's leading providers of affordable rented housing, supported housing and low cost home ownership.

For more information visit our website:

www.stonham.org.uk



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