



Your Homes
Newcastle



Extra support for
tenants

This information is about Your Homes Newcastle's advice and support services, which aim to prevent homelessness and help people sustain their tenancies. If you need this in a different language phone 0191 278 8633.

This information is also available in easy read, large print, Braille and audio tape. We can also arrange for you to see a British Sign Language interpreter.

<p>বাংলায় Bengali</p>	<p>এই তথ্য হল ইউর হোমস নিউক্যাসল এডভাইজ এবং সাপোর্ট সার্ভিস সম্বন্ধে যারা লোকজনের হোমলেস (গৃহহীন) না হবার এবং ভাড়াটে হিসাবে বসবাসের অধিকার সংরক্ষনের লক্ষ্যে কাজ করে। এই তথ্য যদি <বাংলায়> অথবা অন্য কোন ভাষায় প্রয়োজন হয় তাহলে এই নাম্বারে ফোন করুন- ০১৯১ ২৭৮ ৮৬৩৩</p>
<p>普通话 / 国语 Chinese Simplified</p>	<p>这是有关 Your Homes Newcastle (您的纽卡斯尔住房) 咨询与支援服务的信息, 此服务旨在防止发生无家可归的情况和帮助租客维持他们的租赁。如果您需要此信息的普通话版本或其它语言版本, 请致电 0191 278 8633 索取。</p>
<p>廣東話 / 粵語 Chinese Traditional</p>	<p>這是關於 Your Homes Newcastle (您的紐卡素住房) 諮詢與支援服務的信息, 此服務旨在防止無家可歸的情況發生和幫助租客維持他們的租賃。如果您需要此信息的廣東話版本或其它語言版本, 請致電 0191 278 8633 索取。</p>
<p>فارسی Farsi</p>	<p>این اطلاعات در مورد بخش مشاوره و راهنمایی در سازمان «خانه های شما در نیوکاسل» است که هدف از آن جلوگیری از بی خانمان شدن افراد و کمک‌رسانی به مستأجران برای حفظ مسکن آنهاست. در صورت نیاز به این اطلاعات به زبان فارسی یا زبان‌های دیگر با شماره تلفن ۰۱۹۱۲۷۸۸۶۳۳ تماس بگیرید.</p>
<p>Français French</p>	<p>Ces informations concernent le service de conseil et d'accompagnement de Your Homes Newcastle, dont le but est d'éviter que des personnes se retrouvent sans domicile et de les aider à conserver leur location. Si vous avez besoin de ces informations en français ou dans une autre langue, téléphonez au : 0191 278 8633.</p>
<p>کوردی سۆرانی Kurdish</p>	<p>ئهم زانیاریانه سه‌بارته به خزمه‌تگانی پشتگیری و راوێژکاری Your Homes Newcastle⁴ به مه‌به‌ستی به‌ریگری له لانه‌واز بوونی کەس و یارمەتی به‌وانه بۆ درێژه‌ی کرێشینی دەدرێت. ئەگەرچەزۆن له‌وه‌گرێتی ئهم زانیاریانه به‌زمانی کوردی یا هەر زمانیکی دیکه هه‌یه به‌ ژماره‌ تەلەفۆنی 0191 278 8633 پێوه‌ندی بکرن.</p>
<p>Português Portuguese</p>	<p>Esta informação refere-se ao serviço de Aconselhamento e Assistência da Your Homes Newcastle, que ajuda a evitar situações de sem-abrigo e ajuda as pessoas a manterem os seus arrendamentos. Se precisar desta informação em <português> ou noutra língua, queira ligar para o 0191 278 8633.</p>
<p>русском Russian</p>	<p>Информация о службе предоставления консультаций и поддержки Your Homes Newcastle, целью которой является предупреждение безприютности и предоставление помощи с арендованным жильем. Если Вы нуждаетесь в этой информации <на русском> или другом языке звоните по тел. 0191 278 8633.</p>
<p>Español Spanish</p>	<p>Ésta es información sobre el Servicio de Adaptación Your Homes de Newcastle y el servicio de apoyo que tiene como objetivo evitar que haya personas sin hogar y ayudar a los inquilinos a mantener su arrendamiento. Si necesita esta información en español o en otro idioma, llame al 0191 278 8633.</p>

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Extra support for tenants

Everybody needs help sometimes. We provide a range of support and care services to help tenants manage their tenancies successfully and live independently.

Our specialist teams can help people at all stages of their tenancy, from finding and moving into a home to getting extra support to help them stay in their home. We can also help our tenants get support to help them get furniture for their homes, manage their money and run their homes well.

We work with Newcastle City Council, other housing providers and private and voluntary organisations to make sure our tenants get the support they need.

As well as dealing with any questions you have about your tenancy, your local community housing team can give you information about the support services that are available. Wherever possible, your community housing team will refer you to the extra support you need.

This booklet gives you information about our services which may be able to support you. All of these services have been awarded Charter Mark or Customer Service Excellence accreditations.

Advice and Support Service



Our Advice and Support Team can help you stay in your home if you are having problems. An advice and support worker can help by:

- giving you advice on budgeting, debt and benefits;
- helping you set up and run your home well;
- helping you get access to other services; and
- helping you to get involved in your local community and make a positive contribution.

There are three teams within the service.

The Outreach Team works with current tenants and people hoping to become tenants to help them set up or manage a tenancy. There is an advice and support worker based in every community housing office to help you.

The Refugee Move On Team works with people who have been given permission to stay in the UK and have to leave their asylum accommodation. The team can help people:

- find accommodation;
- apply for benefits; and
- find out about the local community.

The team can also refer them to education, training and employment opportunities.



The Pathways Team is a housing-related support service which aims to help people to live independently and prevent people from becoming homeless. The team offers a number of services. We can help people who:

- are currently in hospital but will need other accommodation when they come out of hospital;
- are currently living in supported accommodation move on to their own tenancy;
- are in drug or alcohol abuse programmes and need to prepare to move into their own home;
- need to access private-rented accommodation or who are currently living in private-sector accommodation (including leaseholders); and
- have mental-health problems and who may be in hospital or who need some housing support while living at home.

The Advice and Support Service is free. If you want to use the service, contact your local community housing team (see the phone numbers in the 'Useful addresses' booklet).

Young People's Service

The Young People's Service provides support to young people in Newcastle between the ages of 16 and 25 who have experienced being homeless. The service also provides support to families through the Family Intervention Project, which helps families who could be evicted because of antisocial behaviour or who have difficulties due to crime or poverty.

The service prevents young people becoming homeless and promotes positive lifestyles for young people through a range of housing and support services, as follows.

- **Counselling** – young people can receive confidential counselling to help them feel better about themselves and deal with their problems.
- **Family Intervention Project** – works with families who are facing issues such as poverty, crime and antisocial behaviour to help them make positive changes to their lifestyles.
- **Floating Support** – provides practical and emotional support to help young people develop the skills they need to live positive lifestyles and manage a home successfully.
- **Preventing people becoming homeless** – we assess 16- to 17-year-olds who come to the Housing Advice Centre and tell us they are homeless and, where possible, we arrange for them to go back to their families or we refer them to the appropriate support service.
- **Supported accommodation for 16- to 21-year-olds** – this gives vulnerable young people a place to stay in emergency situations and prepares them to live independently in the long term.
- **Youth Voice** – gives young people who have been homeless the chance to have their say about the things that matter to them and gain accreditations for being involved in education and volunteering activities.

For more information, please contact:

 **Young People's Service**
Gosforth Community Housing Office
Gosforth High Street
Gosforth
NE3 1JL.

 Phone: 0191 277 1190
 Email: youngpeoplesservice@yhn.org.uk

Newcastle Furniture Service (NFS)



NFS can help you settle into your new home by providing you with a furniture package. The choice of furniture available ranges from sofas, beds and washing machines to microwaves, crockery and cutlery. The package will be leased to you, and we will add the charge to your rent.

The amount of the charge depends on the amount of furniture we provide. If you claim Housing Benefit, this may cover the weekly charge.

When you sign up for your tenancy, we ask you if you want to receive a furniture package. If you say yes, NFS will arrange to deliver the furniture to your home at a time and date you have agreed. They will put together any items, fit your cooker safely and make sure any electrical items are working properly. Within eight weeks of delivering your furniture, we will visit you at your home to make sure everything is alright.

We advertise some properties as 'fully furnished'. This means that the furniture package will be in place when you sign up for your tenancy.

Who is responsible for maintaining the furniture?

If you have a problem with any item we have supplied, let us know. We will arrange for it to be checked and, if necessary, we will repair or replace it. If any item of furniture needs changing due to wear and tear, we will replace it within five working days of you telling us about it. If you have a faulty electrical appliance, we will repair or replace it within two working days of you telling us about it.

What happens when I no longer need the furniture?

If you want to return your furniture, you should contact your local community housing team to end the agreement. You can only do this if your rent payments are up to date. We will then call at your home to check and collect the furniture within five working days of you asking us to.


Child-safety equipment

NFS can also provide free child-safety equipment such as baby gates and fireguards. This service is available to families with children under five who have been referred by the health services.

Garden care

The Garden Care Team can help you maintain your garden by visiting you 11 times over the year to work in your garden. The services provided include cutting grass, weeding, trimming hedges, pruning shrubs, maintaining borders, picking up litter and planting bulbs. You pay around £7.66 a week for this service, and we add this to your rent.

For more information, please contact:

 **NFS**
Unit 1
Wincomblee Road
Walker
Newcastle upon Tyne
NE6 3PF.

 Phone: 0191 278 1888

Community Care Alarm Service (CCAS)

The Community Care Alarm Service (CCAS) helps vulnerable people, for example people who are older or disabled, to live independently in their own homes. CCAS provides alarm equipment which allows you to call for help at any time of the day or night, no matter where you are in your home. If you fall, feel unwell or unsafe, or you are worried by callers or strangers at your door, you can call for help simply by pressing a button.

Anyone living in Newcastle can join the service, no matter what type of accommodation you live in or who owns your home.

How does it work?

We fit a special alarm unit in your home which automatically connects to our 24-hour response centre when you press the alarm button. We also provide a personal pendant (a portable alarm button you can wear round the home).

When you press your alarm button, our team in the response centre can speak to you through your alarm unit. The operator will know your name, address and any other information you have given us. They will then call for any help you may need (for example, your doctor, a relative, a friend or an emergency service) or send a mobile warden to your home.

What type of alarm equipment do you fit?

We can fit a range of equipment, depending on your needs. All you need for the equipment to work is a plug-in phone socket and an electric plug socket nearby. All types of equipment come with an alarm that you can wear around your neck.

Telecare equipment, which detects specific risks in your home, is also available. The equipment is made up of sensors which can detect dangers such as fires or floods or health-and-safety risks like falling or forgetting to take medication.

What levels of service can I choose from?

There are three different levels of service you can choose from, depending on your needs. The service charges vary depending on the level of service you get and the number of Telecare items you choose. The lowest charge at the moment is about £3.36 a week, and the highest charge is about £8.55 a week.

You may be able to get funding from Supporting People to pay the cost of the service. This depends upon your income and whether a place is available through this funding. We will let you know about any changes in the charges. We have to keep to government rules when setting our charges, but we will try to keep the charges as low as possible.

For more information, please contact:

Community Care Alarm Service

YHN House
Benton Park Road
South Gosforth
Newcastle upon Tyne
NE7 7LX.

 Phone: 0191 278 8699
 Fax: 0191 278 7755
 Textphone: 0191 278 7754
 Email: commcarealarmservice@yhn.org.uk

Sheltered housing

We have 26 sheltered-housing schemes which allow older people to live independently in their own flat within a sheltered-housing scheme.

All schemes have a Sheltered Housing Officer who works on-site, and is on duty between 8am and 4.30pm Monday to Thursday, and 8am to 4pm on Fridays.

Some of our schemes have facilities such as controlled door-entry systems, fire-safety equipment, a shared lounge, laundry facilities and a guest bedroom that your visitors can use for a small charge.

All homes and shared areas in schemes are also linked to the Community Care Alarm Service, which means that you can call for help when your Sheltered Housing Officer is off duty.

How much does the service cost?

The service costs about £12 a week. This does not include the charge for general maintenance of the building such as cleaning the shared areas. We include the cost of the service in your rent. We will tell you if we change the charge. We try to keep the cost as low as possible.

For more information, please contact:

Sheltered Housing Service

YHN House
Benton Park Road
South Gosforth
Newcastle upon Tyne
NE7 7LX.

-  Phone: 0191 278 8585
-  Fax: 0191 278 7755
-  Textphone: 0191 278 7754
-  E-mail: shelteredhousing@yhn.org.uk

Concierge Service

The Concierge Service provides safety, security and reception services to people who live in mid- and high-rise blocks in the city. This can include:

- 24-hour monitoring of CCTV, door access, fire and intruder alarms;
- challenging unauthorised visitors to blocks;
- cleaning shared areas and making sure that contractors acting on our behalf provide the expected level of service;
- carrying out daily safety and security inspections, reporting repairs and responding to problems when necessary; and
- acting as a good neighbour (for example, keeping keys, accepting parcels, changing light bulbs, giving wake-up calls, reporting repairs).

How much does the service cost?

There is a charge for this service. The charge is about £14 a week over 49 weeks, depending on the block you live in.

Other support services we provide



The Health and Welfare team assesses and supports people with medical or welfare needs to help them find the most suitable housing through Your Choice Homes and other appropriate providers.

The Asylum Seekers Unit helps asylum seekers by supporting them while the Home Office makes a decision about their application. The unit works with a wide range of partners, including Newcastle City Council, neighbourhood staff and voluntary organisations.

The Adaptations Service provides physical adaptations to the homes of people with disabilities to help them to stay in their homes. We work with Adult Services to assess the needs of customers and recommend appropriate solutions.



Other organisations

We work with other organisations to combine skills, knowledge and resources where possible. These organisations include the following.

Newcastle City Council's Strategic Housing Service covers homelessness, health and social care. The homelessness part includes a Homeless Person's Unit which works with our staff to provide tenancies for homeless people and to assess appropriate support needs. The health and social care part provides partnership links with social services, the primary care trust, NHS acute trusts and care providers.

Newcastle City Council Social Care and Health Services includes the Supporting People Team and services to provide help to vulnerable groups. Our staff maintain close links through training and awareness schemes, and through joint help provided to individual tenants who have difficulties with their tenancies.

Supported housing providers have entered into a number of partnership arrangements with the city council, including receiving grant aid and leasing properties to provide support for vulnerable groups or those with special needs. Our staff work closely with these providers by referring people in need and making joint working arrangements.

How do I give you a compliment, complaint or comment?

We are committed to providing an excellent service to our customers. We would like you to tell us any compliments, complaints and comments you have about our services. Your feedback helps us to find ways to improve services.

For information about how you can give us a compliment, comment or complaint, please see the 'What to do if I have a complaint' section in the 'Welcome to your new home' booklet.



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