

Support during your tenancy

আপনার টেন্যান্সী থাকাকালীন সহায়তা
在租約期內支持你

তুমারী টেনন্সী দরম্মান ডেকো

Pomoc w czasie Twojej dzierżawy

کرایہ داری کے دوران آپ کی مدد



The Government Standard

Support during your tenancy

If this is the first time you have had a home of your own, you may want some help to understand all your rights and responsibilities; how to manage your money to ensure you can pay all the bills; and how to cook and clean.

Or you may be disabled in some way and need some extra help, so that you can stay independent in your own home.

We work with Gloucestershire County Council and other Supporting People partners to provide a range of support services to tenants living in our homes.

For a full list of all providers please contact

us. Or you can contact Gloucestershire County Council Supporting People Team on 01452 426548. You can download the Gloucester Supporting People Provider Directory at www.gloucestershire.gov.uk

Advice and support to help find and keep a home

The following agencies provide advice and support

for people to find and keep a suitable home:

For care leavers

Solutions

Anne Penniket House
Bristol Road
Gloucester
GL2 5DH
Tel: 01452 427796
www.gloucestershire.gov.uk

For people of working age (aged 16-59)

Futures at Knightstone
Supported Housing Team
Knightstone Housing
Association
Suite 6
Avionics House
Kingsway Business Park
Gloucester
GL2 2SN
Tel: 01452 881650
www.futures.org.uk/

For people of retirement age (aged 60 and above)

Guideposts Trust
St James Court,
285 Barton Street,
Gloucester
GL1 4JE
Tel: 01452 410101
www.guidepoststrust.org.uk

Other types of support

For people with a physical disability

Q-Care provides support for people with sensory disabilities, in the home, getting access to other services, managing finances and advice and advocacy.

14 The Lancaster Centre
Meteor Business Park
Cheltenham Road East
Staverton
Gloucester
GL2 9QL
Tel: 0845 688 6672
www.qcare.co.uk

Gloucestershire Lifestyles

Lifestyles Office
Hatherley Day Centre
Hatherley Road
Gloucester
GL1 4PW
Tel: 01452 530184
www.gloslifestyles.co.uk

Living Independently in Gloucestershire runs a direct payment scheme for disabled people. The scheme allows you to buy services you need to help you stay independent in your own home.

Tel: 01452 426548.

For people with mental health needs

2gether NHS Foundation Trust Let's Talk service can provide advice and support.

Rikenel
Montpellier
Gloucester
GL1 1LY

Tel: 0800 073 2200
www.talk2gether.nhs.uk

Rethink Community Support Service provides help on a one-to-one basis.

8 Tewkesbury Road
Gloucester
GL2 9PG
Tel: 01452 730929.

For people with a learning disability

Care Connections provides support at home including advice on managing money, cooking, cleaning, advocacy, medication, shopping and health.

Kestrel Court
Waterwells Drive,
Waterwells Business Park,
Quedgeley,
Gloucester
GL2 2AT
Tel: 01452 886 448
www.careconnections.co.uk

For people with a drug or alcohol addiction

The Independence Trust provides advice, information and support in getting access to services for people affected by their own or someone else's drug or alcohol use. They also provide advocacy services.

Tel: 0845 8638323

www.independencetrust.co.uk

We will:

- interview you before you accept a tenancy to find out how much support you need
- complete a Household Assessment Form at various stages of a

tenancy to assess how much support you need

- with your permission, refer you to external agencies to give help and support where needed
- liaise closely with support providers in both long and short-term cases
- hold regular meetings with support agencies to maintain excellent links and working partnerships
- when a tenancy is failing (e.g. due to rent arrears) make a compulsory referral to a relevant advice agency who can help you help maintain the tenancy.

For more information please contact us or visit us at www.gloscityhomes.co.uk or GCHTV on the Looking Local service.

Contacting us

Customer Services Team, Gloucester City Homes, Atlantic Suite,
Southgate House, Southgate Street, Gloucester GL1 1UB

Customer Services Line: 0800 408 2000 (freephone)
or 01452 530626 (normal call charges apply)

Text: 0778 148 2656 **Fax:** 01452 396599 **Minicom:** 01452 396161

Email: customer.services@gloscityhomes.co.uk

Web site: www.gloscityhomes.co.uk **Digital TV:** GCHTV on Looking Local

You can also contact us using our online reporting forms. Our website is speech enabled and you can adjust the size of the text and translate it to other languages.

If you would like any part of this document explained, translated or provided in another format such as large print, audio or Braille, please contact us.

আপনি যদি এই ডকুমেন্টের কোন অংশের ব্যাখ্যা, অনুবাদ অথবা বড় অক্ষর, অডিও অথবা ব্রেইলের মত অন্য কোন ফরম্যাটে চান তাহলে দয়া করে আমাদের সাথে যোগাযোগ করুন।

Bengali

如果您希望我們解釋、翻譯本文檔，或提供大字體、音頻或盲文等其他版本，敬請聯繫我們。

Chinese

જો આપને આ પુસ્તકમાંના કોઈપણ ભાગની સ્પષ્ટીકરણ જોઈતી હોય અથવા આ પુસ્તક અન્ય ભાષામાં અથવા રૂપમાં જોઈતી હોય, દાખલા તરીકે, મોટા અક્ષરોમાં, ઓડીયો પર અથવા બ્રેઇલમાં, તો કૃપા કરી અમારા સાથે સંપર્ક કરો.

Gujarati

Proszę zgłosić się do nas po uzyskanie wyjaśnień, przetłumaczenia względnie uzyskania niniejszego dokumentu w większym druku, w postaci dźwiękowej lub języku dla niewidomych.

Polish

اگر آپ اس دستاویز کے کسی حصے کی وضاحت، ترجمہ یا کسی اور شکل میں جیسے کہ بڑے حروف، آڈیو یا ابھرے حروف میں حاصل کرنا چاہتے ہیں، تو براہ مہربانی ہم سے رابطہ کریں۔

Urdu