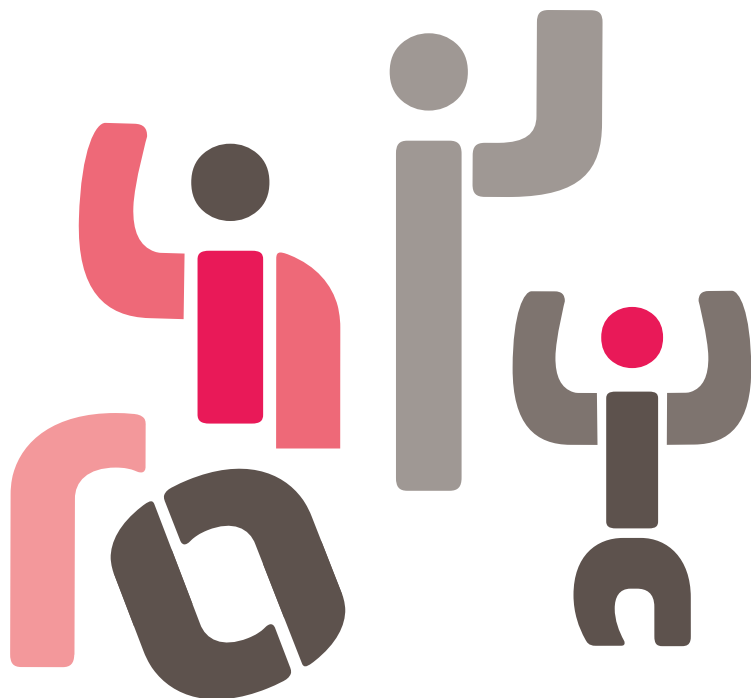


Habinteg

Accessible homes. Independent lives.

Housing support Middlesbrough



Our service

Habinteg housing support provides support and advice to enable people to achieve or maintain independent living in their own homes.

Habinteg has been providing housing and support since 1970 to enable people with physical disabilities or sensory impairment to take part in the mainstream life of the community on an equal level with others.

How does housing support work?

If you would like support, contact us and we will visit you to assess what support needs you have. We will agree a support plan with you, which is regularly reviewed with you.

If our caseload is full, we will try to refer you to another organisation, or add your name to our client waiting list until we are able to assist.

If your support needs are higher than we are able to assist you with, we will also try to refer you to a more specialist organisation.

Service availability

Our service is available Monday to Friday, between 9am to 4pm though times can vary.

The service is available for 52 weeks of the year (excluding bank holidays and weekends).

Please note we do not provide an out of hours emergency service.

The type of support we provide

Our staff can visit you at home and provide assistance in the following areas:

- Assessments of the physical suitability of properties and arranging for aids and adaptations.
- Advocacy with social services or local medical services and assisting you to organise access to other services.
- Arranging referrals to specialist advice agencies such as Citizens' Advice Bureau or debt counselling agencies.
- Maximising your income through identifying which welfare benefits you are entitled to, assisting with filling in claim forms and liaising with benefits departments.
- Ensuring your property is well maintained and helping you arrange visits from plumbers, builders etc or assisting you find someone to service appliances or carry out window cleaning or gardening.
- Help to get home care packages or other services to help you remain in your home.
- Providing information and links to local services.
- Helping you get out and about and make connections in your community.
- Support and advice with neighbour or landlord disputes.
- Assistance with settling in to a new property.

How much does the service cost?

Our housing support service is funded by Middlesbrough Council and is free of charge to clients.

Contact us

If you would like to discuss your requirements and any other aspect of the service or make an appointment, please do not hesitate to contact us.

Our contact details are:

Support team
Julie Patterson and Louise Archer
Habinteg Housing Association
The Office
6 Cresswell Close
Hemlington
Middlesbrough
TS8 9QB

Telephone: 01642 596 947

E-mail: direct@habinteg.org.uk

Website: www.habinteg.org.uk/support

Alternative formats

We can provide this document in other formats including Braille, large print, audio tapes or CDs. Sometimes, we can also help with translations into other languages. Please contact Habinteg Direct, our Customer Service team, if you require this service.

