

Support and Advice for Hjalmland Tenants



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What Hjaltland Can Do	Other Sources of Advice & Support
<p>Communication Needs</p> <ul style="list-style-type: none"> • We can communicate with tenants in a variety of ways including by letter, email, text or face to face meetings. These meetings can take place in the office or at your home • Where required information can be provided in large type face, braille, different languages as well as utilising the services of language interpreters. • Our website has google languages facility, browse aloud and large type face options • If a tenant wants us to discuss their circumstances or wishes us to communicate via a third party we will do so as long as we have written permission from the tenant concerned and the third party is willing to act in this way. 	<p>If you have communication needs there are a variety of local agencies that can provide you with assistance and advice. Detailed below are some options</p> <p>Disability Shetland Market House Lerwick 01595 743752</p> <p>Advocacy Shetland Market House Lerwick 01595 743929</p> <p>Shetland Mediation Market House Lerwick 01595 743934</p> <p>Adult Literacy Adult Learning Hut Lovers Loan, Lerwick 01595 743888</p>
<p>What Hjaltland Can Do</p> <p>Support with settling into your new tenancy</p> <ul style="list-style-type: none"> • When you sign your new tenancy we will provide you with a range of information including council tax forms, direct debits forms, discount vouchers for local firms 	<p>Other Sources of Advice & Support</p> <p>Detailed below are a number of agencies that can assist you when moving to a new property.</p> <p>Items for your property</p> <ul style="list-style-type: none"> • If you are in receipt of welfare benefits you may be

- A referral can be made to our in-house Housing Outreach Worker who can assist you with completion of benefit forms, budgeting advice and eligibility for white goods. They can also refer you to Home Energy Scotland to provide you with advice about energy efficiency, suppliers and tariffs. If you would like to be referred please contact the Outreach Worker, on 01595 694986 and they will assist you.
- Settling in visit by your Housing Officer will take place 2 weeks after you have moved in to assist you as a new tenant. This will help to ensure there are no outstanding repairs, your arrangements for paying rent are in place etc.
- Technical induction – this will be undertaken after you move in to provide you with support and advice on how your heating system works and any other technical advice you may need. This will normally be within 2 weeks.
- If you are a Hjaltland Sheltered Tenant you will be introduced to the Association's Housing Support Worker who will assist you in settling into your accommodation.

eligible for financial assistance through the Crisis and Community Care Grants for assistance. You can contact the Council Housing Benefit Section on 01595 744682.

- Locally there are a number of ways of accessing second hand furniture etc.

COPE Ltd – Shetland Home Co.

Gremista Business Park
Lerwick
01595 693336

Shetlink website has a classified section where people advertise items for sale. www.shetlink.com

Charity shops – there are a number of charity shops in Lerwick, Aith and Whalsay.

In the Shetland Times and on shops advertising boards.

(you should take care to ensure that the items you buy meet existing fire standards and are in a safe working order)

Other useful contacts

TV License information - www.tvlicensing.co.uk

Re-directing mail - www.royalmail.com/Redirect

Home energy Scotland – advice about energy efficiency, suppliers and different tariffs - www.greenerscotland.org

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<p>Rent Payments, budgeting & arrears</p> <ul style="list-style-type: none"> • Ensuring your rent is paid is vital so we will help you in the following ways <ol style="list-style-type: none"> 1. You can pay your rent in a variety of ways; <ul style="list-style-type: none"> • Direct debit or standing order • Cash or cheque • Debit card at the office or over the phone. <p>The Housing Officer who signs the tenancy agreement with you will discuss which option is best for you and assist you in implementing this.</p> <p>You can change the way you pay your rent at any time, please contact your Housing Officer to discuss the options open to you.</p> <ol style="list-style-type: none"> 2. You can be referred to the in-house Outreach Worker who can assist you with welfare benefit and UC claims as well as budgeting. Call the Outreach Worker on 01595 694986 3. If you have arrears please don't ignore them. We can help you by establishing a payment plan to clear this debt – contact the office on 01595 694986 to speak with your Housing Officer or Arrears officer 	<p>There are a number of agencies that can provide you with advice and assistance with these issues</p> <p>Shetland Islands Council Housing Benefit Section 01595 744682</p> <p>Shetland Islands Council Council Tax Section 01595 744683</p> <p>Universal Credit help line 0345 600 0723</p> <p>DWP – all DWP benefits apart from UC ESA (new claims) 0800 055 6688 D.L.A 0345 712 3456 P.I.P 0800 917 2222 Tax Credits 0345 300 3900</p> <p>Shetland Citizen Advice Bureau 14 Market Street Lerwick 01595 694696</p> <p>The National Debtline 0808 808 4000</p> <p>The Money Advice Service 0300 500 5000 www.moneyadviceservice.org.uk</p>

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<p>Understanding your tenancy responsibilities</p> <ul style="list-style-type: none"> • At the start of your tenancy the Housing Officer will advise you on the Association's rights and responsibilities towards you as a tenant as well as your rights and responsibilities as a tenant. • At any stage of your tenancy you can contact your Housing Officer at the office on 01595 694986 to ask for clarification or further information. • If you are experiencing anti-social behaviour from your neighbours please contact your Housing Officer who will assist you to resolve these issues. The Association works jointly with the Council's Anti-Social Behaviour Team. • If you would like to alter your property in any way please contact the Association and we will be able to advise you about what action and permissions you might need. 	<p>There are a number of agencies that can provide you with advice and assistance with these issues</p> <p>Shetland Citizen Advice Bureau 14 Market Street Lerwick 01595 694696</p> <p>Advocacy Shetland Market House Lerwick 01595 743929</p> <p>Shetland Islands Council Anti-social Behaviour Team 01595 744374</p> <p>Shetland Mediation Market House Lerwick 01595 743934</p> <p>Shetland Islands Council Housing Support – Shetland 01595 744360</p> <p>Shelter Scotland www.scotland.shelter.org.uk 0808 8004444</p> <p>Shetland Tenants Forum 1a Water Lane, Lerwick 01595 695197</p>

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<p>Other support needs</p> <ul style="list-style-type: none"> • If your present accommodation is unsuitable we can assist in the following ways <ul style="list-style-type: none"> - A Housing Officer can explore the housing options available to you including social rented, mutual exchanges and shared equity options - Assist you with completion of a housing application for a transfer, medical forms etc. - Assist you with a referral to the Occupational Therapy Service run by the Council to assess whether any aids or adaptations to your property would assist you - With your agreement contact Social Work to ascertain whether you have an up to date WYFY (With You For You) assessment and where appropriate refer for an assessment to be undertaken to access social care services. - In the event that you are facing homelessness we can explore with you ways that you may be able to avoid becoming homeless. In addition, we can refer you to the Council's Housing Services who will assess your situation - In the event that there is child protection, vulnerable adult or domestic abuse concerns we can refer you to social work for assistance and advice. <p>Please note that the list of support and agencies available is not exhaustive. There are other local and national organisations available.</p>	<p>There are a number of agencies that can provide you with advice and assistance with these issues</p> <p>Shetland Islands Council Housing Services 01595 744360</p> <p>Shetland Islands Council OT service Independent Living Centre 01595 744319</p> <p>Shetland Citizen Advice Bureau 14 Market Street Lerwick 01595 694696</p> <p>Shetland Women's Aid 01595 692070</p> <p>NHS Substance Misuse Recovery Services 01595 743673</p> <p>Duty Social Work 01595 695611</p> <p>Advocacy Shetland Market House Lerwick 01595 743929</p> <p>Mind Your Head – mental health awareness www.mindyourhead.org.uk 01595 745035</p>

Knowing the needs of our tenants and referral to the Outreach Worker service

At the start of every tenancy we will undertake a 'Knowing the Needs of Our Tenants' assessment. This assists in ensuring that we can support our tenants through the services we provide but also by sign posting them to other agencies that can assist them with their needs.

This 'Knowing the Needs of Our Tenants' assessment can be undertaken at any time where a tenant feels that their needs may have changed. Likewise if you feel that you need assistance with budgeting, support with your rent payments you can be referred to our Outreach Worker service.

Please contact the office or complete the form below if you would like to be referred to these.

I would like to be referred for the

1. Outreach Worker service for support with budgeting, benefit claims and maintaining rent payments

2. 'Knowing the Needs of Our Tenants' assessment

Tenant Name:

Address:

Telephone Number:

Please return to : Hjalmland Housing Association
2 Harbour Street
Lerwick
Shetland