

# Churches Housing Action Team



**Address:** CHAT  
28 Gold Street  
TIVERTON  
EX16 6PY

**Telephone: office** 01884 255606  
**housing advice** 01884 250910

**Fax:** 01884 258030

**E-mail:** [theoffice@chatmid.co.uk](mailto:theoffice@chatmid.co.uk)

**Website:** [www.chatmid.org](http://www.chatmid.org)

**Office Hours:** Monday 10.30am - 5pm  
Tuesday 9am - 5pm  
Wednesday 9am - 5pm  
Thursday 9am - 5pm  
Friday 9am - 4pm

**CHAT is dependent on funding** from churches, individuals and grant making trusts for this service. If you are able to give financial support please send donations to the above address.

**Thank you.**

***CHAT believes everyone is entitled to decent, secure and permanent housing - somewhere to call home.***

**Churches Housing Action Team (Mid Devon) Ltd.** since 1995.  
A Registered Charity No.1049478. A Company Limited by Guarantee.  
Registered in England No. 030996996.  
Registered Office - Gotham House, Tiverton, Devon. EX16 6LT



## HOUSING ADVICE and DEPOSIT GUARANTEE SCHEME

***We provide free, impartial  
and confidential Housing Advice.***

### HOUSING ADVICE

Having difficulty paying your rent or mortgage?

Problems with benefit claims?

Difficulties with your landlord?

House in disrepair?

Threatened with eviction/repossession?

**If you have a housing issue and would like advice, CHAT is here to help.**

**CHAT holds Housing Advice sessions in  
Tiverton, Crediton and Cullompton.**

## WHAT CAN CHAT OFFER YOU?

- ◆ We will give you advice about your current situation and discuss your possible options.
- ◆ We will assist with defending evictions, making homeless applications and appealing decisions.
- ◆ We give advice about your eligibility to local housing allowance and other housing related benefits.
- ◆ We can also give you some assistance in finding suitable accommodation.

When attending Housing Advice please bring with you all relevant documents, letters etc.. You may also seek advice by email - but please provide us with as much information about your circumstances as possible (e.g. your age, type of tenancy, how long you have lived there, income status, who lives there). Please also give us a contact telephone number.

## DEPOSIT GUARANTEE

In certain circumstances CHAT may be able to guarantee the deposit on your behalf by providing a Deposit Guarantee, by agreement with your landlord. If you think you need help with a deposit you should attend a Housing Advice interview for an assessment of your situation and to determine all courses of action available to you. Anyone provided with a Deposit Guarantee will be required to save up for their deposit using the CHAT Deposit Savings Scheme.

## TENANCY SUPPORT

We can also provide support throughout the tenancy to enable you to maintain your tenancy successfully. **Please ask for a leaflet about our Tenancy Support service.**

## IMPORTANT NOTE FOR LANDLORDS

*No duty of care shall exist or arise between CHAT and the landlord in relation to the suitability or otherwise of any tenant to whom the landlord is introduced. The decision to let the property to the tenant(s) is the landlord's alone.*

## HOUSING ADVICE SESSIONS

Our dedicated Housing Advice drop-in times are as follows:

### TIVERTON

CHAT Offices,  
28 Gold Street,  
Tiverton,  
Devon  
EX16 6PY

<b>Monday</b>	<b>10.30am - 4pm</b>
<b>Tuesday</b>	<b>9am - 4pm</b>
<b>Wednesday</b>	<b>9am - 4pm</b>
<b>Thursday</b>	<b>9am - 4pm</b>

### CREDITON

Council Offices,  
Market Street,  
Crediton,  
Devon  
EX17 2BN

<b>Tuesday</b>	<b>2pm - 4.30pm</b>
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### CULLOMPTON

Community House,  
1a Church Street,  
Cullompton,  
DEVON  
EX15 1JU

<b>Monday</b>	<b>2pm - 4.30pm</b>
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Alternatively you can phone  
01884 255606 to speak to an advisor  
Monday to Thursday, 9am - 4pm.

