

Churches Housing Action Team



Our address:

CHAT

Coggan's Well House

Tiverton

EX16 6LU

Telephone number: 01884 255606

E-mail: theoffice@chatmid.co.uk

Website: www.chatmid.org

Office Opening Hours:

Monday to Friday 9.30 am - 4.30 pm

You have the right to ask to see what information CHAT holds on you. You may request this by writing to the Data Protection Officer, CHAT, Coggan's Well House, Tiverton, EX16 6LU or by e-mail theoffice@chatmid.co.uk putting 'Data request' as the subject. CHAT may charge a handling fee, not exceeding £10, for this service. CHAT will respond within 40 days.

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

Churches Housing Action Team (Mid Devon) Ltd. since 1995.
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Registered in England No. 03096996.
Registered Office - Coggan's Well House, Tiverton, Devon. EX16 6LU



TENANCY SUPPORT

TENANCY SUPPORT SERVICE

CHAT recognises that maintaining a tenancy, whether it is social housing or privately rented can often be difficult. If you are living on a low income, unemployed, elderly or disabled, going through a rough patch or suffering poor mental or physical health we may be able to help you.

Our Tenancy Support Workers can meet with you to help with a specific issue, such as rent arrears or a problem with Housing Benefit, or over a longer period if required to support you with a variety of different issues.

We will carry out an initial assessment to ascertain what support is needed and will carry out a plan with you to suit your situation.

Member of

advice UK



THE TYPE OF SUPPORT OFFERED

Support offered may include:

- ♦ practical help and advice in setting up your home, such as finding furniture and equipment.
- ♦ working with other agencies on your behalf.
- ♦ helping you: manage your money, plan a budget and deal with debts.
- ♦ looking for ways for you to maximise your income or benefits.
- ♦ help with filling in forms and making benefit claims.
- ♦ helping you to find out about and contact local services, agencies, community and voluntary groups.
- ♦ Encourage greater independence and life skills

We make every effort to offer you a level of support that is appropriate for you.

REFERRAL TO TENANCY SUPPORT

You may ask for Tenancy Support yourself, or an organisation acting on your behalf can do this. We also run a **drop-in session in Crediton** - please contact the office for exact times and location. Referring organisations should use our referral forms which are available on www.chatmid.org

Please note:

- We work Monday to Friday, 9am - 5pm
- We work in the Mid Devon area only

REFERRAL PROCESS

After referral we will complete an initial assessment and will then advise you what support we can offer. You will be advised if there is a waiting list or if we are unable to offer support. In this case we will make all efforts to refer you to other appropriate agencies.

If you feel that the decision made about your application is unfair you can make a complaint through the CHAT Complaints Procedure.

CHAT ALSO OFFERS

- A Housing Advice Service including a Deposit Guarantee Scheme.
- An Emergency Foodstore.
- Household goods such as bedding & kitchen equipment.