

# Churches Housing Action Team



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

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**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. 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.  
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Registered in England No. 030996996.  
Registered Office - Gotham House, Tiverton, Devon. EX16 6LT



## TENANCY SUPPORT

### TENANCY SUPPORT SERVICE

CHAT recognises that running your own home can quite often be difficult and stressful, for example if you are living on a low income, unemployed, leaving prison, going through a difficult time with your partner or family, suffering poor mental or physical health, or have issues with drugs or alcohol.

The Tenancy Support Team will work with you to make sure you either keep your current home or that you can establish a new one.

We believe that everyone has a right to make their own decisions and we aim to support you to do this by:

- ◆ listening to you
- ◆ involving you in planning the service you receive
- ◆ providing a friendly, reliable service that is flexible enough to meet your needs
- ◆ making you aware of your rights, responsibilities and opportunities

Our Tenancy Support Workers can meet you on a regular basis in your own home, at an agreed venue or at the CHAT offices in Tiverton. You will be able to talk to your Support Worker about the support you need and work out with them a plan to suit your situation.

## THE TYPE OF SUPPORT OFFERED

Support offered may include:

- ◆ practical help and advice in setting up your home, such as finding furniture and equipment.
- ◆ basic advice on understanding your rights and responsibilities in relation to your housing, for example, housing benefit and tenancy agreements.
- ◆ working with other agencies on your behalf.
- ◆ applying for grants and loans for which you are eligible.
- ◆ helping you: manage your money, pay your bills and deal with debts.
- ◆ looking for ways for you to increase 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.
- ◆ encouraging you to develop any new skills you would like to; getting back into education or work.

***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.

Referring organisations should use our referral and risk assessment forms which are available through [www.chatmid.org](http://www.chatmid.org)

### REFERRAL PROCESS

After referral we will assess your needs and our ability to meet those needs given our resources at the time. We will either offer support, straight away or at a planned time in the near future, or decline offering support. In this case we will make all efforts to refer you to other appropriate agencies. If an applicant feels that the decision made about their application is unfair, they may request a second interview. This will be conducted as soon as possible with alternative members of staff. The applicant may be accompanied by a support partner for this interview.

If they are still dissatisfied then they should make a complaint through the CHAT Complaints Policy and procedure.

### LIMITS TO SERVICE

- ◆ We work Monday to Friday, 9am - 5pm.
- ◆ We are funded for up to 20 clients who have varying levels of need.
- ◆ We cover the Mid-Devon area.
- ◆ The service may have a waiting list.
- ◆ We are unable to continue working with clients who do not keep appointments or who do not use that time constructively.

### CHAT ALSO OFFERS:

- Housing Advice service
- Young People and Family Mediation service
- Supported Youth Housing Project (in Tiverton)