

Let's talk about...

Tenancy Support

We have a range of high quality services that support our tenants and provide a frontline service that is tailored to meet your individual needs



Tenancy Support

Can you or someone you know, answer yes to any of these questions?

- Is this your first tenancy?
- Is this the first time you have lived alone?
- Are you new to the area, or unsure of your surroundings?
- Are you lonely and need help to meet new people?
- Are you concerned about your lifestyle?
- Are you over 60 and your home is too much for you to manage?
- Would it help to receive advice/assistance with benefits, budgeting or debts?
- Do you need advice/support in managing and maintaining your home and tenancy?
- Do you need help or advice from other agencies but don't know where to start?

Yes? - then this leaflet could be of use to you

How can the Trust help?

We have a range of high quality services that support our tenants and provide a frontline service that is tailored to meet your individual needs. This service is available for any of our tenants who are experiencing problems, whether you are just moving in or having difficulties in your current home - maybe experiencing a crisis. This includes:

- Support from your Community Housing Officer/Welfare Benefits Adviser
- Floating support
- Response and monitoring service
- Sheltered Housing for over 60s (or under 60 if a proven need exists)



Community Housing Officer

Your Community Housing Officer is your link to Chester & District Housing Trust. They can help with information about activities in your area, local residents' associations, crèches etc and can direct you to the correct people if you need help with benefits, debts or lifestyle issues.

How can you get this help?

- If you are an existing tenant you may already know your Community Housing Officer and have contact with them. If not, but you would like some advice about a situation that is concerning you, please phone us and ask for an appointment or a home visit.
- If you are a new tenant, your Community Housing Officer will contact you within 20 working days of the start of your tenancy

to ensure you are settled into your new home and to give advice and assistance where necessary. If you want assistance before then, please phone and ask for an appointment or a home visit.



Floating Support

Sometimes you may need extra help to cope with everyday life, and if you feel at risk of losing your tenancy because of a lack of specialist support, our Floating Support team can help you, regardless of your age.



How can you get this help?

- We can take referrals from a range of agencies
- Colleagues from CDHT can recommend you
- You can request the help yourself

We can offer to support you for up to two years and help you build your knowledge and confidence to:

- Develop life skills
- Help you gain independence
- Take control of your life

We can also offer advice on issues such as:

- Employment
- Education
- Benefits
- Budgeting
- General housekeeping
- Or direct you to specialist support agencies

What happens after a referral is made?

- In urgent cases we will visit you at home to assess your support needs within two working days of your request
- We will visit you within five working days if your situation is less urgent
- We will inform you of the level and type of support you will get within ten working days of your request
- We will survey and test satisfaction of all customers using Floating Support services to assess the effectiveness of the service

Response and monitoring service

The 'Lifeline' telephone is available to anyone who wants this service and it can bring peace of mind to you if you are vulnerable. There is a charge for this service and it is provided via Chester Care, a communications centre that operates 24 hours a day, 365 days a year and has been operating in Chester for over 20 years.

- The alarm equipment can be part of your accommodation, such as pull cords in sheltered accommodation
- You can contact Chester Care in an emergency or if you have any concerns, by pressing a pendant or pulling a cord
- It can be installed through a phone line in your own property



Sheltered Housing

If you are 60 or over, we can offer you supported accommodation at a variety of properties across Chester & District. Support is provided via our Choices service.

In all of our sheltered properties we encourage self-help and neighbourliness.

You will be assessed when you move in to determine the correct level of support for your individual needs and this is reviewed annually.

We also liaise with other professional bodies, agencies and if appropriate, your

relatives, in order to improve your quality of life and help you to live independently.



Choices

Choices is a support service which will cover both alarm and support services and will provide:

- Real choice for our customers
- A support service based on your needs and not where you live
- Charges that are easy to understand and reflect the level of support being given
- A flexible service that is clear and meaningful

Choices will provide three needs and risk-assessed levels of support called:

Peace of Mind – annual needs and risk assessment, also updated following any change in circumstances + alarm and mobile response + occasional personal contact by appointment

Choice - annual needs and risk assessment, also updated following any change in circumstances + alarm and mobile response + regular low level personal contact approximately once per week + flexible short term increase in support as required e.g. following hospital discharge

Choice Extra - annual needs and risk assessment, also updated following any change in circumstances + alarm and mobile response + regular higher level personal

contact of two or more times per week

How can you get this help?

If you feel you want more information about **Choices** or sheltered accommodation, please contact any member of the Chester Care Team on **0808 100 7701** to discuss your situation.

If you have decided that you want sheltered accommodation, ask to speak to a member of the Property Options Team about completing an application form for housing in sheltered accommodation.

What happens after I have applied for sheltered accommodation?

You will have chosen the type of accommodation you require and the areas in which you would like to live. You will receive confirmation from us about your banding and areas of choice and then it is a matter of waiting for suitable accommodation to be advertised and then bidding for it. The time this takes will depend on the availability of suitable properties in the areas you have chosen.



If you want to know more,
please contact us:

Online: 

Web: www.cdht.org
Email: info@cdht.org

By phone: 

Freephone: 0808 100 7701
Monday to Thursday
8.00am - 6.00pm
Friday 8.00am - 5.00pm
Fax: 01244 305690
Minicom: 01244 305500
Text: 07800 000 177



By visiting us at:

Registered Office

Centurion House
77 Northgate Street
Chester, CH1 2HQ

Monday to Friday
9.00am - 4.45pm

Neighbourhood Office, Lache

89a Cliveden Road
Lache, CH4 8DT

Mon, Tues, Thurs & Fri
9.00am - 12.00pm

Neighbourhood Office, Blacon

17-18 The Parade,
Blacon, CH1 5HW

Monday to Friday
1.30pm - 4.30pm

Resident Involvement

We know it makes sense to involve our residents to help improve housing services. Here at the Trust we take every opportunity to give residents **a say!** Interested?

Find out how your views can make a change to the way we do things by contacting the Resident Involvement Team on Freephone 0808 100 7701.

Also Available in:

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