



RHONDDA CYNON TAF

# Housing-Related Support

How can we help you?



## How can we help?

**Housing-Related Support Services can help you to gain the skills needed to live independently within your community. This does not just mean having somewhere to live but being able to live there safe and happily.**

It can support you in your current tenancy, moving into a new tenancy, if you don't have a tenancy of your own and also offers supported accommodation.

### Support can include:



Support to settle and maintain your home, including managing a tenancy.



Support with budgeting, debts (e.g. rent arrears), benefits, managing money and maximising income.



Support to develop practical living skills.



Signposting and support to link with other agencies such as Drug/Alcohol Services, GP, Mental Health etc.



Support looking for work, training, volunteering or finding activities in your local area.



Advice on housing issues, arrears, eviction etc.



Help filling in forms or reading forms (e.g. letter and bills).



Support to move and look for alternative accommodation.

## How to apply

**A referral form needs to be completed.**

A referral form is available by contacting:

✉ **Housing Support Grant Team**  
Sardis House, Sardis Road  
Pontypridd CF37 1DU

☎ **01443 281482**

✉ **HSGTEAM@rctcbc.gov.uk**

**A referral form can be completed by you or someone else.**

If you have support from another worker (e.g. social worker, probation officer etc.) or family member they can complete this form with you.

If you are completing the form on behalf of someone else, please discuss the referral with them and ensure that they are happy to receive support and give their consent.

### What happens next...

**If you have applied for supported housing:**

Once we have received your referral form it will be passed to a support provider, who will contact you within 15 working days, to complete an assessment.

**If you have applied for general housing support:**

Once we have received your referral form it will be passed to a support provider, who will contact you within 5 working days, to complete an assessment.

## How much will it cost?

**Housing-Related Support Services are free of charge. We fund support providers to deliver the support.**

However, if you are accessing supported housing, sheltered housing or refuge accommodation there may be some charges that you will have to pay. Please discuss this with the support provider if you have been accepted onto a scheme.

# What if I am not happy?

If you are not happy with the outcome of your referral or how we have dealt with your application for support, please contact the Housing Support Grant Manager.

By Letter: ✉ **Housing Support Grant Team**  
**Sardis House, Sardis Road**  
**Pontypridd CF37 1DU**

By Telephone: ☎ **01443 281482**

By Email: ✉ **HSGTEAM@rctcbc.gov.uk**

## **If you are unhappy with the SUPPORT SERVICE you receive...**

Please inform the support provider, all organisations have their own complaints procedures.

If you are unhappy with the outcome of your complaint to the support provider or have been unable to complain please contact the Housing Support Grant Team.