



## 'Short Term' Housing Support Service

### Short Term Housing Support to help you keep your home

You may be entitled to Short Term Housing Support if;

- You are aged 16 or over
- Live in the Highland Council area
- Are at risk of losing your home or are homeless



### What is Short Term Housing Support?



Our 'short term' Housing Support service is a free service, that can help you sort out a problem with your housing, and / or improve your skills and confidence to -

- ◆ live independently,
- ◆ take back control of your life
- ◆ and help you make decisions about your future.

Your Housing Officer will arrange Short Term Housing Support for you if they think it would help you.

**You** agree your Housing Support plan with the Council and your support worker.

## What our Short Term Housing Support services will help you with;

- Settling into your new home – for example helping you to arrange your electricity and gas supplier;
- Understanding your responsibilities as a tenant; including paying your rent, keeping your house and garden in good condition and getting on with your neighbours.
- Managing your money and bills;
- Reporting any repairs to your landlord
- Prompting and supporting you to develop or maintain skills that will help you to live independently
- Putting you in touch with other services and organisations that can help with any long term issues you have, and helping you to make sure you meet with them.
- Getting the right support and advice in relation to your benefits.
- Accessing support to improve your personal skills, training and employment opportunities and social interaction.
- Referring you to the Council's Welfare Support Team or Citizen's Advice Bureau for help to appeal any benefit disputes or to access money and debt advice.



## Who will support you;



You can get Short Term Housing Support and other support from a range of services and organisations including:

- Your Housing Officer
- The Council's Welfare Support Team and/or Intensive Support Officers
- Citizen Advice Bureaux's Welfare and Money Advice Services
- Housing Support Providers
- Highland 'Move On' Project

You may get help from one or more of these services depending on what you need.

If you think you need longer term support, we can help you arrange it.

## What do you need to do?

- We want to give you the **right** support for **your** needs to make sure you get the best from this service.

### **We would like you to;**

- Work with your support worker. If you are finding this difficult, just let us know so we can make changes to the service you get.
- Meet with your support worker at the times that you have agreed, If you can't meet them for any reason, let them know as soon as possible.
- Tell us and your support worker if your contact details or circumstances change.
- Tell us about any other organisations that are also helping you.
- Let us know how your support is making a difference to you.
- Tell us or your support worker if you need something different.

### **Your commitment:**

You are agreeing to accept and engage with the support you are being offered.

### **Our commitment:**

We want your Short Term Housing Support to really make a difference. If you have any comments or feedback about your service, please contact us at;

- [www.highland.gov.uk/comments](http://www.highland.gov.uk/comments) or
- **speak to your Housing Officer**



### **Sharing your data:**

By accepting support you consent to any relevant personal data being processed and shared with the organisations detailed in this leaflet.