

Housing Support

Team



What is Housing Support?

If you are moving to a new home or not coping well on your own, we may be able to help you with this. We offer advice and assistance to help people manage tenancies and live independently. The Service is free and available to tenants of Dundee City Council, and anyone registered as homeless.

Our aim is to help you get on your feet and live independently - so, after a time, you won't need us any more! But you can always come back if you need help in the future.

What help can I get?

We can offer help in lots of ways, for example:

Setting up and running your home well:

- finding furniture
- sorting out rent and bills
- managing money and claiming benefits
- dealing with debts
- insurance and security
- being a good tenant

Making the most of your local community:

- finding shops and services
- looking for jobs
- training or courses
- making use of leisure time

Getting extra help:

- talking about problems
- getting expert advice on debt,
- mental health, drugs or alcohol
- contacting social work or other organisations



What support will I get?

An officer will visit you in your home, or meet you at an agreed place, to find out what type of support you need.

They will discuss your individual needs and will agree a Support Plan with you. The Support Plan will tell you what support to expect and how often the support officer will visit you.

What support will I get?

If you think we can help, you can contact us directly.

Alternatively if you are involved with any other agencies (e.g. Social Work or Health Services) they can make a referral on your behalf.

The first step is to contact the Housing Support Team by phoning **307357**.

We will then take some details and arrange a time to carry out an assessment with you to establish your needs. We can visit you at home at a time that suits you.

The Housing Support Service is voluntary and it is important that you want to work with us and keep appointments.

All your details are kept confidential and the service is free of charge.

The Housing Support Team can make a real difference to you in managing your tenancy - help is only a phone call away!



How to contact us

Housing Support Team
East District Housing Office
169 Pitkerro Road Dundee
DD4 5ES
Tel: 01382 307357

The Housing Support Team is registered with and inspected by the Care Inspectorate, and must operate in accordance with the National Care Standards. Staff must carry out their duties in accordance with the social service values contained in the Scottish Social Services Council's Code of Practice for Social Service workers.

To access our most recent inspection report, please go to **www.careinspectorate.com** or ask a member of our team for a paper copy.

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