



South Hams
District Council

Housing Advice Service



Information about the services provided
by the Housing Advice Team and how
to access them

South Hams District Council's Housing Advice Service offers free and confidential advice to people with housing related issues.

The Housing Advice Team is committed to assisting you to resolve your housing problems and help you to secure accommodation that is right for you. The earlier you contact us about your housing problems, the more opportunity we will have to help you.

This leaflet lists some options available to you and gives contacts for people or agencies that may be able to help you.





Housing in the South Hams

High demand for housing in the South Hams has had an impact on both the rental and buying markets. Rents are at a level that many people find difficult to afford and the price of housing in the area means that first time buyers are unable to get on to the property ladder.

As demand for housing rises, waiting lists for social housing increase. All social accommodation in the South Hams is owned and managed by a number of Registered Providers and to apply for social housing you will need to apply to Devon Home Choice, which is a Devonwide choice-based letting system. There are far more people seeking a council or Registered Provider home than there are homes available with over 40,000 households registered with Devon Home Choice.

The easiest way to register is to apply online at www.devonhomechoice.com.

Housing Advice Service

We aim to:

- Assess housing need and provide a range of housing solutions;
- Support people in finding their own solutions to their housing problems;
- Give free, impartial and confidential advice to people who are homeless or threatened with homelessness.

We are happy to answer queries by telephone, in writing or by e-mail or to make an appointment for you to see a Housing Options Officer.

Contact

We are open between 9.00am and 5.00pm Monday to Thursday and between 9.00am and 4.30pm on Fridays.

Housing Advice Team,
South Hams District Council,
Follaton House,
Plymouth Road,
Totnes TQ9 5NE.

Tel: **01803 861260**

Fax: **01803 861479**

Web: www.southhams.gov.uk

Email: housing.advice@southhams.gov.uk

Emergency out of hours number:

01803 867034



Housing Options

We have a Housing Options Information pack giving details of the services we provide which include:

- Helping to find private rented housing;
- Applying to join the Social Housing Register (waiting list);
- Working with landlords and tenants to prevent eviction.

We can give advice and assistance to help you deal with the following:

- Domestic Violence;
- Relationship breakdown;
- Repairs;
- Living with relatives or friends who are asking you to leave;
- Affordability and debt problems;
- Mortgage problems.

If you are having difficulty paying your rent, you may be able to get Housing Benefit – telephone **01803 861234** or email rev.bens@southhams.gov.uk.

We can look at ways of maximising your income via our in-house debt advice service or you could contact the **Citizens Advice Bureau** on **08444 111 444**.

If your property is in a poor state of repair, you should contact the council's Environmental Health Department who may be able to ensure the condition of your property is improved – telephone **01803 861234** or email environmental.health@southhams.gov.uk.

If you are in fear of domestic abuse, we can refer you to the Sanctuary Scheme who can help you to secure your home or assist you in obtaining legal advice to ensure you can safely remain at home.

You may be eligible to access the shared ownership scheme and should contact South West Homes on **0300 100 0021** or visit www.southwesthomes.org.uk for further information.

If you are in social housing and wish to move to a smaller home, you may be eligible for the Tenants Incentive Scheme where a cash incentive is offered to people who are willing to downsize. Contact the Affordable Housing Team on 01803 861234 for further information.

If you are looking for work and would like to find out about current jobs available through the Job centre, call **0845 6060 234**.

List of Useful Contact Numbers

Care Direct	0845 1551 007
Citizens Advice Bureau	08444 111 444
Disability Information Service	0845 155 1005
Domestic Violence & Abuse Service (South and West Devon)	01626 366174
Shelter	0808 800 4444
South Hams District Council	01803 861234
South West Homes	0300 100 0021
Jobcentre Plus Totnes	0845 604 3719



**South Hams
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We acknowledge the diversity of our South Hams community and commit to promoting equality of opportunity for everyone in policy making, service delivery, employment practices, regulation and enforcement.

This document can be made available in large print, Braille, audio formats, or in any other language on request. Please contact us on 01803 861234 or email: customer.services@southhams.gov.uk

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