

Who is eligible for Housing Link support?

You are eligible for Housing Link support if you live in Dacorum and are:

- Facing current difficulties in maintaining your tenancy, or at risk of developing tenancy difficulties if left unsupported
- Experiencing tenancy problems that are linked to mental health needs, a learning disability, drug and alcohol use, or a combination of these issues

How do I access the service?

The service is open access, which means any individual with a learning disability, mental health need or substance misuse issue is welcome to refer themselves – or your family, carers and representatives can do so on your behalf. Referrals can also be made by any agency operating in the area.

Please contact us directly on: **01923 805604** to find out more about the service and how we can help you.

Access to files

The project operates an open file policy. This means that service users can access their personal files if they wish. The only exception to this is information given by a third party or about a third party. Confidential information is held separately unless specifically released by the provider.

Contact us

Call us now to find out more about the **Housing Link service** on:

Tel & Fax 01923 805604

Housing Link

The Centre for Well Being
501 St Albans Road
Watford
WD24 7RQ

email housinglink@turning-point.co.uk

You can find out more at:

www.hertsmh-turning-point.co.uk

www.turning-point.co.uk

About Turning Point

We turn lives around every day, by putting the individual at the heart of what we do. Inspired by those we work with, together we help people build a better life.

Established more than 40 years ago, Turning Point is the UK's leading social care organisation. We provide services for people with complex needs, including those affected by drug and alcohol misuse, mental health problems and those with a learning disability.

Confidentiality

All staff adhere to strict ethics on client confidentiality under the Data Protection Act 1998.

Turning Point is a registered charity, no.234887, a registered social landlord and a company limited by guarantee no.793558 (England & Wales). Registered office: Standon House, 21 Mansell Street, London, E1 8AA

FSC
MINIMUM AREA
INC CLEAR SPACE



Housing Link Dacorum



Supporting people with mental health needs, substance misuse issue and those with a learning disability to maintain their tenancy



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Housing Link have always looked at the whole picture; they helped me find and keep my own tenancy and sorted out my right to benefits. My project worker helped me when I was struggling to live on my own, and put me in touch with local drop in services and art courses.

Turning Point service user

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About Housing Link

Housing Link provides individually tailored community support for adults living in Dacorum who face difficulties maintaining their tenancy or are finding it hard to cope on their own due to mental health needs, a learning disability, drug or alcohol use, or a combination of these issues.

Our service can be accessed directly; you don't need to go through another agency to get help from **Housing Link** and we offer emotional and practical support that helps you tackle challenges including paying rent and bills, budgeting, doing repairs, applying for benefits and attending appointments.

At **Housing Link** we support people who slip through the net of traditional care services, offering professional, caring support tailored to each individual's unique needs. If you have already been assessed by other mainstream services, but you do not meet their eligibility criteria, or you have experienced difficulties accessing or engaging with these services, we may be able to help.

How does Housing Link work?

At **Housing Link** we work hard to build trusting and consistent relationships with the people we work with. We will visit you in your home or within the community on a regular basis to help you **resolve** your **housing difficulties**. We will offer advice and practical, hands-on support and we work closely with other organisations in the area to ensure you receive all the **support** you need to **improve** the **quality of your life**.

Following an **assessment** to confirm your eligibility for Housing Link support, one of our project workers will develop a **support plan** with you based on your **unique needs**.

Focusing on the needs identified in your support plan, our one-to-one support package can include help in the following areas:

- Maintaining your tenancy
- Arranging repairs & maintenance
- Support and access to mediation if you are experiencing difficulties with neighbours
- Budgeting
- Applying for benefits
- Access to employment
- Access to college & voluntary work
- Attending important appointments
- Building social & life skills
- Accessing other services within the local community

In addition to our one-to-one support, we also run a weekly tenancy support group. This is a good opportunity for you to meet other Housing Link service users and make friends while sharing skills and experiences.