

Stonham HomeStay

Supporting independent living in Harrogate District
and Scarborough & Ryedale Districts



This leaflet tells you how we can help you to stay in your home, find and settle into a new one, and get in touch with us to ask for help.

What is Stonham HomeStay?

Stonham HomeStay is a free and confidential housing support service for people who are at risk of losing their home, or need extra help to maintain their independence.

Some examples of why you may need help:

- You have rent or mortgage arrears, or debt problems
- You are at risk of becoming homeless
- You don't have anywhere that you can call your home
- You are setting up home for the first time
- You are suffering from or are at risk of domestic abuse
- You have physical or mental health problems
- You have drug or alcohol problems
- You need help with living safely
- You have recently had a relationship breakdown or bereavement.

What do we offer?

- ✓ Help with budgeting and debt advice
- ✓ Help with benefits and welfare rights, including help to complete forms
- ✓ Help to understand your tenancy or mortgage responsibilities
- ✓ Help to develop independent living skills, such as how to manage your money
- ✓ Help with settling into your new home, such as sorting out your gas or electricity supplier
- ✓ Help to access training, education, employment and volunteering opportunities
- ✓ Help to resolve neighbour disputes
- ✓ Help with court proceedings, tribunals or appeal hearings.

We cannot help you with:

- X** Counselling
- X** Transport
- X** Personal care, such as giving you your medication
- X** Cleaning, gardening, shopping and cooking
- X** Handling your money.

However, we can try and put you in touch with other specialist services who can help you with these things.

How quickly will you get help?

Priority will be given in this order:

1. Someone who is homeless, about to be made homeless or living in temporary accommodation
2. Someone moving into unsupported accommodation from supported housing, such as a hostel
3. Someone who is at risk of being made homeless
4. Someone who is at risk of not maintaining their independence.

We aim to begin helping you within 10 working days.

At busy times you may have to wait longer and we will keep in touch with you about this.

What will happen once you apply?

- We score all referrals within one day to determine urgency
- We may call you to clarify information on your form, to offer advice and information, or to arrange a meeting with you
- If we can offer help, we may allocate a support worker to visit you, ask you to call in at one of our drop-ins, or support you over the phone
- If we cannot help you, we will signpost you to other services that can help you. You can appeal against this decision, and we will give you information about how to do this.

How do you get help from the service?

- You will need to fill in an application form and send it to us.
Call us on FREEPHONE 0300 555 0515 and we will send you a form to complete
- You can fill it in yourself, or ask someone you know or who supports you to help you
- You can phone us and we will fill the form in for you over the phone
- You can fill the form in online at www.stonhamhomestay.org.uk/northyorkshire

If you are not sure whether Stonham HomeStay can help you, or you would like us to send you an application form, please get in touch:

You can call us on FREEPHONE 0300 555 0515

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