

Housing Services in North Somerset



"We aim to meet the housing needs of all people in North Somerset by working in partnership and providing an effective value for money service"



www.n-somerset.gov.uk/housing

Housing Services in North Somerset

The **Strategic Housing Service** consist of a number of linked and interdependent teams who are responsible for working with our partners to meet the housing needs of the residents of North Somerset.

Some of the services include:

- Applications for HomeChoice
- Advice on housing options
- Home energy efficiency advice
- Housing Advice and Homelessness
- Grants and loans for adaptations and improvements
- Advice for private landlords
- Advice for private tenants
- Empty Homes
- Park Homes
- Gypsy and Travellers Sites
- Sheltered leasehold properties for sale

This document can be made available in large print, audio, easy read and other formats. It is also available on our website www.n-somerset.gov.uk/housing or can be emailed to you as plain text file.

Help is also available for people who require it in languages other than English.

If you would like us to arrange this for you please contact us on: 01934 426 931.

This leaflet explains more about each of the services above and gives contact details for them.

Unless indicated otherwise, all services can be contacted during normal office hours by phone or email: Monday – Thursday 8:45am – 5pm
Friday 8:45am – 4:30pm.

Please note if you are visiting the Housing Gateway it is only open to members of the public from 9:00 to 3pm each day.

We always welcome customer feedback so if you have any **suggestions**, **compliments** or **complaints** please use our online facility to let us know about our housing services.

www.n-somerset.gov.uk/Your+Council/Communication+and+information

Adaptations and improvements

We can help provide major adaptations for older or disabled people to help them to continue to live in their own home. Adaptations (e.g. bathing, stairlifts, access) are provided through applying for a Disabled Facilities Grant (DFGs).

We also provide grants and/or loans to owner-occupiers whose properties do not meet the Decent Home Standard, requiring essential repair.

Contact: Housing Renewals Team

Telephone: 01934 426 885

Email: housing.renewals@n-somerset.gov.uk

www.n-somerset.gov.uk/Housing/adaptationsandimprovements

North Somerset Care and Repair

North Somerset Care and Repair are a Home Improvement Agency, offering confidential advice and support to help older and disabled home owners to repair and adapt their homes.

A Handy Van Service is also available for minor repairs and small work for older or disabled people.

Contact: North Somerset Care and Repair

Telephone: 01275 858 518

Email: carerepair.northsomerset@hanover.org.uk

Contact times: Monday – Friday 9am – 5pm

www.n-somerset.gov.uk/Housing/adaptationsandimprovements/careandrepair

Home energy

We can provide information and advice on Home Energy Efficiency and reducing fuel bills, (loft insulation, cavity wall insulation etc).

Contact: Housing Renewals Team

Telephone: 01934 426 885

Email: housing.renewals@n-somerset.gov.uk

www.n-somerset.gov.uk/Housing/homeenergy

Private Rented Housing

We offer a full range of advice and guidance to landlords and tenants on best practice in renting properties. We encourage landlords to repair and improve their properties but take enforcement action to ensure that properties meet minimum legal standards if necessary.

If you live in the private rented sector and are concerned about the standard of your accommodation, we may be able to help to encourage your landlord to make improvements.

We have an accreditation scheme to recognise good quality private rented accommodation. We also offer guidance for landlords of Houses in Multiple Occupation as to whether they should be licensed or not.

Contact: Private Rented Housing Team

Telephone: 01934 426 786

Email: privaterentedhousing@n-somerset.gov.uk

www.n-somerset.gov.uk/Housing/privaterentedhousing

Applying for Housing

All housing applications are processed by the HomeChoice Team.

HomeChoice North Somerset advertises properties available in the social rented sector and also provides information on affordable low cost home ownership. For more information on how the scheme works and to apply online, go to www.homechoicensomerset.org.uk or you can contact the Team by phone.

Contact: HomeChoice Team

Telephone: 01934 426 330

Email: homechoiceteam@n-somerset.gov.uk

www.n-somerset.gov.uk/Housing/applyingforhousing

Housing Advice and Homelessness

If you are homeless or about to become homeless we can work with you in order to find a solution. We can provide appropriate advice and assistance and practical help in an attempt to prevent you from becoming homeless.

You can telephone or visit the Housing Gateway. If necessary a home visit can be arranged.

An out of hours emergency number is available if you become homeless outside normal office hours.

We also provide a Tenancy Relations service and can provide information on tenancy law to both tenants and landlords and can investigate claims of harassment and illegal eviction.

The Housing Advice Team is also able to give advice regarding supported housing projects, or on getting support in any accommodation through Supporting People. They can make referrals if appropriate.

Contact: Housing Advice Team

Telephone: 01934 426 330

Out of hours: 01934 622 669

Email: housing.advice@n-somerset.gov.uk

www.n-somerset.gov.uk/Housing/homelessness

Housing and council tax benefit

You may be able to apply for help towards your rent and council tax payments if your household is on a low income. For housing benefit and council tax information:

Contact: Liberata

Telephone: 01934 888 144 (08:00 am to 18:00 pm)

Email: westoncontactcentre@liberata.com

Contact times: Monday – Wednesday 8:45am – 6pm

Thursday 9:15am – 6pm

Friday 8:45am – 6pm

www.n-somerset.gov.uk/Housing/housingandcounciltaxbenefit

Sheltered Leasehold Properties for sale

North Somerset Council owns a number of private retirement properties throughout North Somerset which are available to purchase by people aged 55 or over.

The schemes are well established, purpose built one and two bedroom flats in level positions close to local amenities and shops. There is also a scheme of 2 bedroom bungalows offering a more rural village setting. All properties are connected by intercom to support staff and 24 hour emergency cover is provided by the call monitoring control centre.

For further information visit the councils website

www.n-somerset.gov.uk/housing/olderpeopleshousing/retirementpropertiesforsale

For details on available properties contact our current estate agents Stephens & Co.

Contact: Stephen & Co, Central Chambers, Walliscote Road,
Weston Super Mare BS23 1UP

Telephone: 01934 621101

email: post@stephenand.co.uk

www.stephenand.co.uk/contact.php

Empty Properties

We are working in partnership with organisations and individuals to bring empty properties in North Somerset back into use. Bringing empty properties back into use could provide much needed housing opportunities within North Somerset, as well as financial benefit for the owner. www.n-somerset.gov.uk/Housing/emptyproperties

If you know of a property that has been empty for more than six month or if you would like help and advice on bringing an empty property back into use contact the Empty Property Officer.

Telephone: 01934 426387

Or report it on line at:

www.n-somerset.gov.uk/forms/reportemptyproperty

If you would like to make a comment about any of our services or request information in a different format please contact us by completing the form below.

Your details:

Name _____

Address _____

_____ Postcode _____

Telephone _____

Email _____

Comment/Request/Suggestion:

Other language required? (✓)

- | | | |
|--------------------------------------|----------------------------------|----------------------------------|
| <input type="checkbox"/> Portuguese | <input type="checkbox"/> Tagalog | <input type="checkbox"/> Chinese |
| <input type="checkbox"/> Greek | <input type="checkbox"/> Bengali | <input type="checkbox"/> Polish |
| <input type="checkbox"/> Other _____ | | |

Return to:

**Adult Social Services and Housing Strategy and
Commissioning Team
North Somerset Council, Town Hall
Weston-super-Mare BS23 1UJ**

If English is not your first language and you would like this information translated, please fill in your details overleaf and return this page to the address shown.

Portuguese

Se o inglês não for o seu primeiro idioma, e desejar que estas informações sejam traduzidas, por favor marque a caixinha relevante, preencha os seus dados no verso e envie esta folha para o endereço indicado.

Tagalog

Kung hindi Ingles ang iyong pangunahing wika at iyong nais na nakasalin-wika ang impormasyong ito, i-tick ang nauukol na kahon, sagutan ang iyong mga detalye sa likod nito at ibalik ang pahinang ito sa address na ipinakita.

Chinese

如果英語不是你的第一語言而你想這資料翻譯，請在相關的格子打勾，在後頁填上你的詳情並把這頁寄回所示地址

Greek

Σημειώστε στο κουτάκι αν τα αγγλικά δεν είναι η μητρική σας γλώσσα και χρειάζεστε μετάφραση, συμπληρώστε τα προσωπικά σας στοιχεία στο πίσω μέρος της σελίδας και ταχυδρομήστε την στη διεύθυνση που καταγράφετε.

Bengali

ইংরেজি যদি আপনার প্রথম ভাষা না হয় এবং আপনি আপনার নিজের ভাষায় এই তথ্যের অনুবাদ চান, তাহলে প্রাসঙ্গিক বাক্সে টিক্ চিহ্ন দিন, উল্টো পৃষ্ঠায় আপনার বিবরণ ভরে উল্লেখিত ঠিকানায় এই পৃষ্ঠা ফেরত পাঠিয়ে দিন।

Polish

Jeśli angielski nie jest twoim ojczystym językiem, a chciałbyś otrzymać tłumaczenie podanych informacji, zaznacz odpowiednią kratkę, wpisz dane osobowe na odwrocie i prześlij niniejszą kartkę na podany adres.