

## Our promise to you

We aim to provide you with an excellent service and promise to help you adhere to the terms of your tenancy agreement.

## We aim to help you:

- Enable you to stay in your home
- Following assessment—offer housing related advice
- Promote effective customer and agency involvement
- Promote independence
- Work with local agencies
- Promote equal opportunities for all

## Other ways we can help:

- Access other services
- Maintain good relationships with your neighbours
- Manage your household finances and budget for bills etc
- Put together an action plan
- Achievable goals
- Accessing Learning and Skills and employment opportunities

Contact your local **HOUSING PLUS** office:



## HOUSING PLUS TEAM

Town Hall  
Feethams  
Darlington  
DL1 5QT

01325 405333

[HousingPlusTeam@darlington.gov.uk](mailto:HousingPlusTeam@darlington.gov.uk)

## Opening Times

Monday - Wednesday:

8.30am - 4:45pm

Thursday: 9:30am - 4:45pm

Friday: 8.30am - 4.15pm



You're in good  
hands with

**HOUSING+PLUS**

## What is **HOUSING+PLUS**?

**HOUSING+PLUS** is a proactive service that aims to provide additional help to Darlington Borough Council tenants to successfully manage their home and tenancy.

Starting a tenancy is a big step and things can easily go wrong.

We are here to make sure you have the access to the correct benefits, your home conditions are to a habitable standard and you have a clear understanding of your tenancy agreement.

The **HOUSING+PLUS** service is here to assist you through these difficult times.

## What type of services do we provide?

### We will:

- help you understand the requirements of your tenancy agreement and how to keep to it
- advise you on how to make rent and council tax payments
- advise you on how to look after your property
- provide help and guidance on how to claim the benefits you are entitled to.
- assess whether you need additional support and if you do put you in touch with agencies that can help

The service will provide you with a personal **HOUSING+PLUS** Officer who can offer you help for as long as you need it.

Your **HOUSING+PLUS** Officer will be in regular contact with you, they will develop an action plan and help you achieve your goals.

## How do I access the service?

- Self referral (*please see back of leaflet for contact details*)
- Through your Management Officer.
- Through your housing application

## Is there a charge for the service?

Yes. There is a weekly charge which is added to your rent.

## Can I get help to pay for the service?

Yes, if you receive Housing Benefit or Universal Credit you could be eligible.

## How do I know if I will qualify for the service?

A Housing Plus officer will carry out a simple assessment based on your needs.