

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

HousingTenancyManagement@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.