



The Action Group

 Housing Service

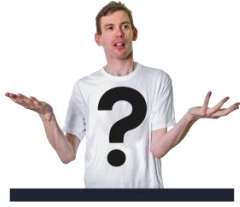


This guide tells you about:

-  The Action Group's Housing Service
-  The different ways we can help you with your home



What you will find in this guide



Why do we have a Housing Service?



Housing providers we work with



How to contact the housing service



Who works on the housing service



Things we can help with



What are furnishing and renewals

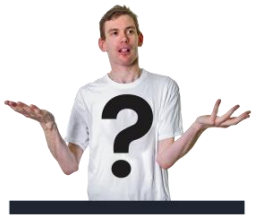


What happens if I want to move?



Giving feedback to the housing team





Why do we have a Housing Service?

Some people need extra help to

- find a house or a flat that is right for them. Houses and flats can also be called properties.
- speak to housing providers that offer houses or flats to live in.

The Action Group work in partnership with some housing providers.

This means the housing provider gives The Action Group properties that people we support can live in.

There can be a lot of different things to think about when moving into one of these houses or flats.

The Action Group's Housing Service are here to help.





Housing Providers we work with



Bield Housing Association



Cairn Housing Association



Wheatley Group



Harbour Homes



How to Contact the Housing Service



Call and ask to speak to a member of the Housing Service team

Phone: 0131 285 5207



Or email the Housing Service at

housing@actiongroup.org.uk



Or call or email to ask for a face-to-face meeting with a member of the Housing Service team.



Housing Service Staff usually work

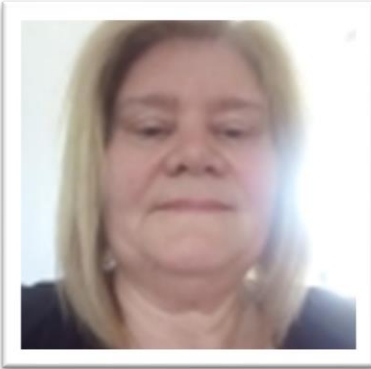
Monday to Friday from 9am – 5pm.

For evening or weekend housing emergencies, please contact your Housing Association or follow the emergency plan that you will have made with your staff.





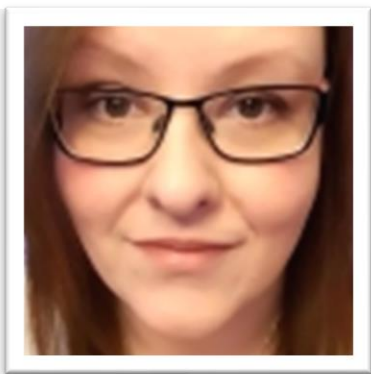
Who works on the housing service team?



Diane Barclay

Assistant Service Manager

dianebarclay@actiongroup.org.uk



Kerrie Murphy

Housing Advisor

kerriemurphy@actiongroup.org.uk



Sue Horsburgh

Housing Advisor

suehorsburgh@actiongroup.org.uk



Jo Kirby

Development Manager: Advice and Inclusion

jokirby@actiongroup.org.uk



Things we can help with



Moves, repairs and replacing items in your home. We call replacing items **renewals**.



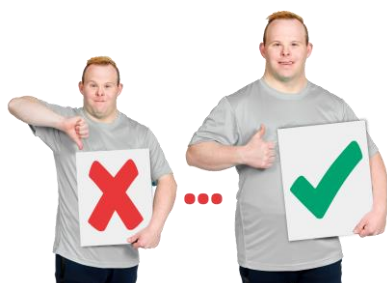
Helping to sort out Housing Benefit and Council Tax..This is so people get the money they need to pay the costs of living in a house or flat.



Getting advice on how to keep bills down like heating and lighting.



Checking homes to make sure they are safe, in good condition and meet people's needs.



Sorting problems with your home (such as repairing something) or sorting problems with neighbours.



Things we can help with



We work with Keith Fricker, Health and Safety Officer. This is to make sure your electrical appliances are safety tested.



This means checking plugs on things like your washing machine, microwave or oven.

This is called **PAT Testing**.



Checking housing benefit. This is to make sure you are getting the money you need to pay for your home. Things like rent and buying items for your home.



We make sure that homes where 3 or more people live meet safety rules.



Things we can help with



Look after properties that no-one is living in. This is to make sure the properties are in good condition for the next person to live in them.



Check to see if you need any other safety tests for your home.

What are furnishing and management charges ?



This guide tells you about:

- What furnishing and management charges are
- Who are they for



Furnishing and Management Charges



The Action Group get extra money from Housing Benefit to help some people to look after their house or flat.



This extra money is called a **Furnishing and Management Charge**



There are rules about who can get this extra money and what the money can and cannot be spent on.



Furnishing and management charges can only be used with housing association properties that are given to The Action Group.



What money can be spent on



Money can be spent on things like:



Moving into your home



Getting Items for your home



Decorating your new home



Repairs that the housing association won't pay for



It is important to remember: Anything bought with money from Furnishing and Management Charges belongs to the property and not the person who lives there.



What money can be spent on



Money **cannot** be spent on things like:



Support Staff



Extra things like microwaves

[This Photo](#)

[CC BY-NC](#)



Extra things like TV's and computers



Extra things like cushions and throws



I don't want to pay Furnishing and Management Charges



If you do not want to pay **Furnishing and Management Charges** you will

- not** have your Housing Benefit topped up.
- not** be considered for properties given to the Action Group to manage.



You will need to apply for social housing or private housing instead.



Different Councils have different ways to do this.

For example, in Edinburgh people apply to Edindex. This is a partnership between the City of Edinburgh Council and 20 Edinburgh Housing Providers.



The Housing Team can give support to people who want to apply for housing in this way.



How much money can be spent on replacing items?

The following guide shows you the type of items and amounts that can be spent on renewals. **Renewals** are items that have to be replaced in homes from time to time.



Washing Machine
Around £300



Fridge Freezer
Around £250



Sofa
Around £300 - £350



Bed
Around £200-£250



Carpets
Around £9.99
Per Square Meter



Curtains and blinds
Depends on the size of
the window

Remember this only a guide as prices can change over time.



How much money can be spent on replacing items?

The following guide shows you the type of items and amounts that can be spent on renewals. **Renewals** are items that have to be replaced in homes from time to time.



Cooker / Hob
Around **£200 - £300**



Chair
Around **£20 - £30 Each**



Dining Table
Around **£100 - £150**



Chest of Drawers
Around **£150-£190**



Vinyl Flooring
Around **£9.99 - £10.99**
Per Square Meter

Remember this only a guide as prices can change over time.



Furnishing and Renewals

The Action Group always buys new things so that there is:



- proof of payment



- a guaranteed that promises that an item will work to a certain standard and action can be taken if it is not. This includes things like getting your money back.



- a warranty that promises to repair or replace an item if it stops working properly. There is usually a fixed amount of time that this can happen.



Some people might need to spend more on furnishings or white goods because of their support needs. There is some flexibility, and we can pay more if we need to.



Furnishing and Renewals



Sometimes people might need special things or equipment that are not listed in the guide.



Cases like these will be looked into. Decisions will be made through discussions with **team managers and Diane Barclay**



What to do if you think you need a repair or renewal.



Speak to your team manager or support worker

They will either arrange this directly or contact housing to help them



You can also contact housing directly to discuss a repair or renewal that you need



Phone:

0131 285 5207



Email:

housing@actiongroup.org.uk



What happens if I want to move?



If you want to move, you can speak to your support staff, health and wellbeing leader or development manager. They will help you think through why you want to move.



Your support staff or health and wellbeing leader can help you fill in a **Move Request Form**. This explains your needs and what you want from a new home.



It is important to remember The Action Group do not have a lot of properties, and it can take a long time to find one that is right for you.



When deciding who gets a property, we look at things like who the property is most suitable for and who is in the most in need. Development managers help make this decision.



What happens if I want to move?



The Action Group Housing Service will help you to contact the Housing Provider as soon as a property that is right for you becomes available.



The Housing Provider will make the final decision about whether someone can move in.



Giving feedback to the housing team



You can let the Housing Team know how you feel about their service at any time.



This could be to raise a concern or make a complaint. This helps the housing team know what needs to change so things can be better.



You can also tell the housing team about what is going well. This helps them to learn about what works best.

Click the button to find out more about raising a complaint.

