

Introduction

PCHA offers a floating support service to tenants who need support. You may need some support to be able to manage your tenancy well, and to keep you in your home and local community.

Our floating support service generally involves a worker visiting you at home to offer practical and emotional support.

We are currently working with tenants who experience mental ill-health, drug or alcohol misuse, domestic violence and physical health problems.

Who can apply?

You can apply if you:

- Live in the London Boroughs of Brent, Camden, Westminster, Barnet, Harrow and Hertfordshire
- Are a PCHA tenant in general needs accommodation

What can the scheme help with?

We can offer you short term housing support, including help with:

- Arrears problems
- Housing benefit (and backdating payment requests) Neighbour relations
- Obtaining furniture for your flat
- Advise on maintaining your home

We can also offer you help with:

- Debt problems
- Social security benefits
- Seeking employment, training or education
- Accessing other support services
- Building links with your community
- Advocating on your behalf when you have to deal with other services e.g. doctor, psychiatrist, social worker, courts, probation service etc.
- Promoting independent living

How can I apply?

- You can contact your Neighbourhood Housing Officer, or the Support Officer for where you live (see below)
- PCHA's Neighbourhood Housing Officers, or other staff who meet tenants can refer you for support
- Or external agencies e.g. social services, substance misuse agencies, or housing departments, can refer you to us for support. They will need to contact the
- Support Officer for where you live (see below)

How much will this service cost?

You will not have to pay anything for this service.

Who do I contact?

Paul Evans

Team Leader

Tel: 020 8451 8136

Email: paul.evans@pcha.org.uk

For any other queries please contact **Neil Yule**, Tenant Support Manager, on 020 8451 8125 or e-mail **neil.yule@pcha.org.uk**

What will happen then?

Members of the support team will arrange to meet with you and carry out an assessment interview to see if we can help.

We will then decide if we can offer you a place on the scheme.

Floating Support Scheme

PCHA

192-196 High Road

Willesden

London

NW10 2PB

Phone: 020 8451 8136

Fax: 020 8451 8121

This document gives information about how we will help vulnerable residents. If you need any part of this information in Braille, on audio tape or explained in your own language, please contact us on the number below.

English

આ દસ્તાવેજ અમે આંતરિક રીતે નિર્ભય નિવાસીઓને કેવી રીતે મદદ કરી શકી તેના વિશે માહિતી આપે છે. જો તમારે કોઈ પણ ભાગની આ માહિતી શ્રેણી, સીડી ઉપર, ઓડિયો ટેપ અથવા તમારી પોતાની ભાષામાં સમજી શકો તેની જરૂર હોય તો નીચે જણાવેલ નંબર ઉપર અમારો સંપર્ક કરો.

Gujarati

تملك هذه الوثيقة بالمعلومات اللازمة عن الطريقة التي ستساعد من خلالها السكان الضعفاء. إذا كنت ترغب في الحصول على أي جزء من هذه المعلومات مطبوعًا بأحرف كبيرة أو بطريقة برايل أو مسجلًا على اسطوانة مدمجة أو شريط صوتي أو مشروحًا باللغة التي تتحدثها، يرجى الاتصال بنا على الرقم الموضح أدناه.

Arabic

এই দস্তাবেজটি আমরা 'বিভিন্ন অসহায় বাসিন্দাদের সাহায্য করতে পারি সেই সহজ তথ্য সংগ্রহ করে। যদি আপনি এই তথ্যসমূহের যে কোন একটির সম্বন্ধে বিস্তারিত জানতে চান, অথবা আপনার নিজের ভাষাতে হেল্প, সিডি, অডিও টেপ-এ পেতে চান তাহলে নিম্নলিখিত নম্বরে আমাদের সাথে যোগাযোগ করুন।

Bengali

Dokumentigan wuxuu ku saabsan yahay sida noo caawino kireystaha baylah ah. Haddaad u baahan tahay warkan afkaaga-hooyo, afka loogu talagalay dadka aan arki karaan - afka faraha ama CD-ga ama ajeladda rekorka nala xiriir. Namberkan isticmaal.

Somali

Este documento proporciona-lhe informações sobre como vamos ajudar residentes vulneráveis. Se necessitar de parte desta informação em caracteres aumentados, em Braille, em CD, cassette áudio ou apresentada no seu idioma, por favor contacte-nos, através do telefone abaixo indicado.

Portuguese

Este documento proporciona información sobre cómo ayudamos a los residentes vulnerables. Si necesita esta información en fuentes grandes, Braille, en CD, cinta o en su propio idioma, póngase en contacto con nosotros en el teléfono siguiente.

Spanish

Ce document contient des informations sur notre système d'aide aux habitants les plus vulnérables. Si vous souhaitez obtenir une partie de ces informations en gros caractères, en Braille, sur CD, cassette audio ou expliqué dans votre langue, veuillez nous contacter au numéro indiqué ci-dessous.

French

PCHA
Part of the Genesis Housing Group

INFORMATION
FOR TENANTS

Floating Support Scheme

Telephone: 020 8451 8136

Genesis
Housing Group

Paddington Churches Housing Association Ltd
Registered office: Capital House,
25 Chapel Street, London, NW1 5DT
Housing Corporation No. LH0030
Industrial & Provident Societies No. 17210R
Consumer Credit Licence No. 249063

October 2008