

**Make a fresh start**

**how to apply for  
housing with support  
for young single  
homeless people**



We have a housing and support service for young people aged 18 to 24 who have been homeless or living in care, or who can no longer live with their family. This leaflet explains what the service does and how to apply

## 2 About our service

Our housing service is for young people who need some support to learn to live independently.

You will have your own room in a house or flat shared with other young people.

You will get support from our staff - and accepting their advice, help and guidance is part of the deal you sign up to.

Our service is not a route to a permanent home. Most of our young tenants move on after two years, if not earlier. We will help you to find a home of your own when you are ready to set out on your own.

While you are with us we will help you to pick up the skills essential to doing just that, from cooking and budgeting to personal health care and hygiene, and self-esteem.



We will actively encourage you to go into further education or find a job or apprenticeship suited to your skills and interests.

Because we expect all our young tenants to show self-control and a sense of responsibility we set boundaries.

We will expect you to respect others - your housemates, our staff and neighbours. And we ask that you make best use of our service for your own benefit.

Our service is not suitable for everyone. You will be sharing with other young people so we cannot take, for example, anyone with a serious drug or alcohol dependency or very poor mental health. We cannot offer our service if we believe there is a risk that a young person will behave violently towards others.

Our homes are not suitable for babies or toddlers. We will give appropriate support if a young woman we have housed does fall pregnant, helping her to find a new home to move to before the baby is born.

## Who we can help

You must have a **Harrow** connection, such as family, living in the borough now or in the past, or working or studying locally. And while we do take young people who apply to us directly most of our young tenants come to us through the council or another local service.

Can I apply for your housing and support...	I'm a care leaver aged 18 or over	I'm homeless and aged between 18 and 24
directly, in person?	yes	yes, if you meet our criteria (see below)
via the local council's leaving care team in social services?	yes	yes
via the local council's housing team?	yes	yes
via the local council's asylum team?	yes	yes
via Harrow Homelessness Forum?	yes	yes
via the probation service/ police youth offending team?	yes	yes
through Connexions?	yes	yes

## 4 Can we help you?

The checklist: which of these apply to you?	I'm a care leaver aged 18 or over	I'm homeless and aged between 18 and 24
I have no home	<b>yes - we can help if you can tick the 'essentials' below</b>	<b>yes - we can help if you can tick the 'essentials' below</b>
I have or used to have a Harrow 'connection'	<b>yes - this is essential</b>	<b>yes - this is essential</b>
I have no family or am finding my family hard to live with	<b>we will consider you</b>	<b>we will consider you</b>
I have no or little experience of living without an adult	<b>yes</b>	<b>yes</b>
I am able to live in harmony with other young people	<b>yes - this is essential</b>	<b>yes - this is essential</b>
I am willing to accept support and guidance	<b>yes - this is essential</b>	<b>yes - this is essential</b>
I need intensive professional support	no	no
I am pregnant or have a baby/child	our homes are <b>not suitable for babies</b> but if you are already pregnant and the council's housing team asks us to house you we can help, provided the council agrees to help find you a new home before the birth	
I have a serious drug or alcohol problem	no	no
I am doing my best to control a drug or alcohol dependency	<b>we will consider you if you are getting appropriate support</b>	<b>we will consider you if you are getting appropriate support</b>
I have a history of violence or arson	no	no
I have been in prison	<b>yes, providing other criteria are met</b>	<b>yes, providing other criteria are met</b>
I have or used to have low level mental health problems	we will consider you if you are getting appropriate support	we will consider you if you are getting appropriate support
Right now I have very poor mental health	no	no
I find it hard to control my aggression	no	no
I have a history of sexual offences	no	no

## 5 What you can expect

### If you are leaving care and are 18 or older...

We can offer support and a room in a shared house for, usually, no more than two years.

If we have a vacancy in a suitable home we will say yes, or we may ask you to wait a short while until we have an empty room for you.

You will get day time support from a housing support worker in one to one meetings and in a group with your house mates.

Our housing support worker will be there for you during the day, from Mondays to Fridays. You can call us for support if any of you

need help in an emergency outside these hours.

We will help you draw up a support plan, setting your own lifetime targets.

We will regularly sit down with you to talk through the plan, see how it is working and make any changes you and we agree would be helpful.

Once a month we will hold a meeting for everyone in the house to talk through house matters and plan activities you might all enjoy.

### If you are 18 to 24 and have no home...

We can offer a room with staff support as needed, in a property shared with other young people.

Our support worker will give you regular one to one support in private meetings. Our staff will visit the house you live in at least once a week. Once every four to six weeks, we will call a house meeting.

The service is very much geared to helping you pick up independent living skills.

We will also help and encourage you to find work or to study for a recognised qualification.

If you need to improve your spoken and/or written English, we will make sure you get the professional support you need to do that.

We work closely with other agencies. If we think counselling would help you we will arrange for you to get it.

## 6 Applying for our service

We suggest you first go through the list on page four to check that our service is suitable for you. If you have any questions, call us on one of the numbers given bottom right on the page opposite (*see page seven*).

We have a waiting list. To register on the list you, or a responsible adult acting for you, will need to complete a housing application form.

An essential part of this deal is that you will agree to accept the support of our staff. We cannot house you if you refuse our support and will ask you to leave if you later turn it down.

## The formal interview

Before we offer you a room we will first interview you. This is a formal assessment so we can check that our service is a good match with your needs.

The interview will be carried out by two members of our support team.

After the interview, if we agree that our service is suitable we will offer you a room of your own in one of our shared properties.

If we think our service is not suitable we will explain our reasons. We will also offer you advice on alternatives.

If you applied to us yourself, rather than (for example) going through social services, you can bring an adult with you to the interview if you want someone else to speak for you, offer a second opinion or just keep you company.

## Moving in

We do not offer an emergency housing service. Everyone has to first have the formal interview, though we try hard to get things moving quickly once that part of the process is complete.

If after the interview we agree that our service should suit you, and we have an empty room available, you may be able to move in quickly, but there will be a wait of at least 24 hours.

If there are no current vacancies, we will put you on our waiting list. We will do our best to keep your wait short.

## How long you'll be with us

Our service is for up to two years. Most of you will not need to stay with us for this long.

When we agree that you are ready to set out on your own we will help you to find a new home to rent.

## Rules and regulations

Before we give you the keys to your new home you will have to sign a formal licence agreement.

The licence gives you permission to stay in our property if you keep to our rules. It also explains our rules clearly.

The rules are designed to make sure each home is happy, safe and comfortable for the young people sharing it.

For example, you will share some rooms, like the kitchen, so we will expect you all to help keep the place tidy.

You will be responsible for making sure your rent, and any other charges, are paid on time every week. We can help you claim benefits if you are out of work or earning very little.

Very importantly, you and your house mates and any visitors must not upset or create trouble for other people living nearby.

We expect good behaviour. If you have visitors, you are responsible for making sure they are well behaved and polite to others, including house mates and neighbours, and that they leave (quietly) at a reasonable hour. Overnight stays are not allowed.

Breaking these and the other rules we set can lead to you being evicted. If you are evicted we will not rehouse you.

## Contacting us

To apply for a place on our young person's service or find out more about the service, please contact us by:

Call our **service manager** on ☎ 07423 432 191

Call our **deputy manager** on ☎ 07909 232 405

Call our **head office** on ☎ 020 8426 4995. Our phones are answered from 9am to 5.30pm from Monday to Friday.

Write to us at **Penn House, 16 Peterborough Road, Harrow, Middlesex HA1 2BQ**, email us at [info@hcha.org.uk](mailto:info@hcha.org.uk) or log on at [www.hcha.org.uk](http://www.hcha.org.uk)

# 8 Give us your feedback

We have a leaflet explaining what to do if you have a useful suggestion for our service or think we could have handled our dealings with you differently.

You can get our leaflet, and a form to fill in, from our office or online on our website at [www.hcha.org.uk](http://www.hcha.org.uk)

## Help with other languages

### Tamil

நாங்கள் வழங்கக்கூடிய பலதரப்பட்ட சேவைகள் தொடர்பான அல்லது ஒரு சீபார்சைச் சேர்வதற்கான மேலதிக தகவலுக்கு, தயவுசெய்து இந்தத் துண்டுப்பதிவுத்தலுவலி முகவரியை அல்லது தொலைபேசி இலக்கத்தைப் பயன்படுத்தி எங்களின் தலைமை அலுவலகத்தைத் தொடர்புகொள்ளவும்.

### Hindi

जो सेवाएं हम मुहैया कर सकते हैं उनसे संबंधित अतिरिक्त जानकारी या किसी अन्य व्यक्ति के मामले को हम तक पहुंचाने के लिये कृपया हमारे हेड-ऑफिस से संपर्क करें। संपर्क का पता और फोन नंबर इस पुस्तिका में दिये गए हैं।

### Urdu

جو خدمات ہم مہیا کر سکتے ہیں ان سے متعلق مزید معلومات یا کسی دیگر شخص کے معاملے کو ہم تک پہنچانے کے لیے برائے مہربانی ہمارے ہیڈ آفس سے رابطہ کریں۔ رابطے کے لیے پتہ اور فون نمبر اس کتابچے میں دیے گئے ہیں۔

### Gujarati

અમે પૂરી પાડી શકીએ તેવી શ્રેણીબદ્ધ સેવાઓ અથવા રેફરલ (ઉલ્લેખ) કરવા માટેની વધારે માહિતી માટે, કૃપા કરી આ પત્રિકામાં આપેલ સરનામા અથવા ટેલિફોન નંબરનો ઉપયોગ કરી અમારી હેડ ઓફિસનો સંપર્ક કરો.

### Somali

Wixii ah macluumaad dheeraad ah oo ku saabsan adeegyo kala duwan, waannu ku siin karnaa ama si cid kale laguugu gudbiyo. Fadlan nagala soo xafiiska xarunta noo ah, adigoo isticmaalaya cinwaanka ama lambarka telefoonka ee warqaddan ku qoran.

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