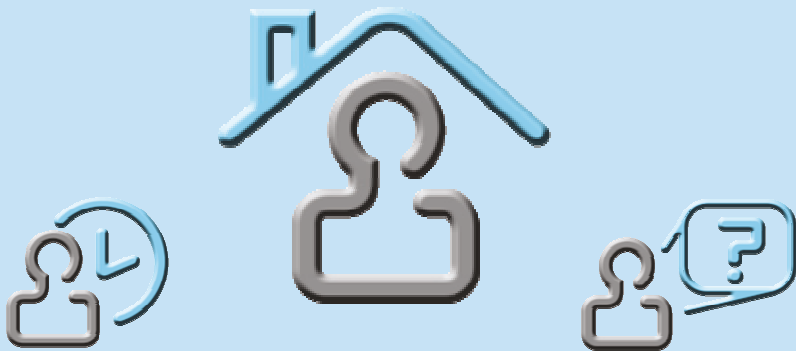


Housing Options

Advice & Information Booklet



What are my options?



Housing Options Service

The Council's Housing Options Service provides housing advice and assistance. The Services' main focus is to prevent homelessness occurring and will help you to identify what needs to be done to prevent you from losing your home.

The Housing Options Service is available to everyone.


What we can offer

- A Telephone Advice Service
- Information and advice on housing options
- Personal Housing Plans
- Social Lettings Agency - Assistance with accessing private sector accommodation
- Help with completing forms to help you access housing
- In some circumstances emergency housing


CONTACT DETAILS

Housing Options Officer _____

 Tel No : 01639 685219 / 01639 685217

 Address: Housing Options Team
Neath Civic Centre
Neath
SA11 3QZ

Fax: 01639 764669

 Email: housingoptions@npt.gov.uk

 www.neathporttalbothousing.co.uk

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Advice Section

NEATH PORT TALBOT HOUSING

This website provides information on accommodation in Neath Port Talbot. The website aims to help those looking for a home, to make choices about the most suitable option for them and provides information for existing local residents. An on line assessment tool will provide a personalised housing plan to assist you in your housing journey.

 www.neathporttalbothousing.co.uk



Routes provide practical advice and support, to people faced with issues like homelessness, eviction, substance misuse, Mental Health, Benefits and Debt problems, family/relationship breakdown. Offering access to Counsellors, Solicitors, Work advisers and someone who listens.

 www.caerlas.org.uk

 49 Talbot Road, Port Talbot, SA13 1HN

 **01639 898333**

Housing Associations

Housing Associations are Government funded organisations that provide affordable housing and undertake a landlord function by maintaining properties and collecting rent.



NPTCBC no longer own any properties, all housing stock was transferred to a Community Mutual Organisation. They are known as **NPT Homes**.

Please contact NPT Homes directly for further information.

 **0300 777 0000**

Local Offices:

- 6 Forge Road, Port Talbot
- 23 Windsor Road, Neath



 **01792 479200 or 0845 680 8888**

 www.coastalhousing.co.uk

 3rd Floor, 220 High Street, Swansea, SA1 1NW
OR 41 - 43 Windsor Road, Neath, SA11 1NH



Gwalia

 **0800 012 1080**

 www.gwalia.com

 7-13 The Kingsway, Swansea, SA1 5JN




 **0303 040 1998**


 www.newydd.co.uk

 Ty Cadran, 5 Village Way, Tongwynlais, CF15 7NE

Linc

 **02920 473767**

 www.linc-cymru.co.uk

 387 Newport Road, Cardiff, CF24 1GG



Family Housing

 **01792 460192**

 www.fha-wales.com

 41-43 Walter Road, Swansea, SA1 5PN

Each Housing Association operates a different Application process and Allocation Policy

Each Housing Association may also be able to provide tenancy support to help you manage your home

Private Sector Housing

Private Sector Housing differs from Housing Associations in that the accommodation is privately owned. Landlords usually request a bond and first month's rent in advance prior to letting a property.

Below is a list of some of the Local Letting Agents with properties in the Neath & Port Talbot area. Please be advised that the local authority cannot recommend private letting agencies but can provide you with the contact details.



☎ 01639 646926

💻 www.ctf-uk.com

📍 82 Windsor Road, Neath, SA11 1NR

Tony John & Co.

Estate Agents & Surveyors

☎ 01639 888159

💻 www.tonyjohnproperty.com

📍 20 Station Road, Port Talbot, SA13 1JB



 **01639 895599**

 www.evisonhomes.co.uk




 **01639 631706**

 www.alisongeorge.com

 34 Alfred Street, Neath, SA11 1EH


IES Davies Property Rentals

 **01239 810849**

 Plot 6 Superbike Manor, Pantglas, Heol Yr Bowls,
Blaenporth, Cardigan, SA43 2AR

A1 Lettings

 **01656 737773**

 Unit 6, Bowrington Arcade, Neath Road, Maesteg,
CF34 9EE

Illegal Eviction / Disrepair



Environmental Health

 **01639 685678**

 www.npt.gov.uk


Other Agencies

16 - 25 Year Olds



Dewis provides supported accommodation, information and advice for young people aged between 16 and 25 in Neath Port Talbot.

 **01639 882536**

 www.dewishousing.org

 47 Station Road, Port Talbot, SA13 1NW



Llamau

A step in the right direction
for homeless young people and
vulnerable women in Wales

Llamau can provide accommodation, support and advice in times of crisis. Llamau is Wales' leading homeless charity, working with homeless and potentially homeless young people and vulnerable women across Wales.

 **029 20239585**

 www.llamau.org.uk



Clarewood

Clarewood Foyer is a scheme for homeless or potentially homeless young people aged between 16-24, where they are provided with support.

 **01639 633439**

 www.gwaliacareandsupport.com

 2 Cimla Road, Neath, SA11 3PW

Young Persons Scheme

Advice and support for 16-24 year olds to help understand their rights and responsibilities as a tenant. The scheme provides a flexible, floating support service, with a 24 hour on-call service.

 **01639 895287**  NPTY@caerlas.org.uk

 49 Talbot Road, Port Talbot, SA13 1HN

Mental Health and Wellbeing



Gofal are a mental health and wellbeing charity and have a range of services in the NPT area.

Gofal provide support and advice to individuals experiencing mental ill health who are homeless or in housing crisis

 **01792 763355**

 www.gofal.org.uk

 Beaufort House, Plasmarl Ind Estate Swansea SA6 8JG



Mind provides a confidential mental health information service.

 **01639 643510**

 www.mind.org.uk

 32 Victoria Gardens, Neath, SA11 3BH



The Wish Project

Supported accommodation for people diagnosed with a Mental Health problem, with the aim of providing confidence and skills to live independently.

 **01792 460192**

 www.fha-wales.com

 41-43 Walter Road, Swansea, SA1 5PN

Domestic Abuse



A confidential, free phone support and information service for anyone experiencing domestic abuse or wanting more information on available support services. Open 24 hours.

 **0808 8010 800**  www.allwaleshelpline.org.uk



Refuge accommodation, outreach and tenancy support, information and guidance for women experiencing domestic abuse.

 Neath **01639 633580**

 Port Talbot **01639 894864**

 Pontardawe **01792 862035**


Domestic Abuse One Stop Shop

 **01639 622350** **Mon - Fri 9am - 4pm**

 17 Victoria Gardens, Neath, SA11 3AY



Preventing Abuse and Promoting Independence for women, men and children escaping Domestic Violence.

 **01639 622353**  www.hafancymru.co.uk

 17 Victoria Gardens, Neath, SA11 3AY



The Dyn Wales Helpline provides accessible support for all **men** across Wales.

Men can speak confidentially to the helpline about the issues they are facing and receive support and safety planning advice. The helpline will also allow men from all areas of Wales to find out about the services they can access in their area.


 **0808 801 0321**

 www.dynproject.co.uk




Support for lesbian, gay, bisexual and transgender (LGBT) people experiencing domestic violence.

 **0300 999 5428**

 www.brokenrainbow.org.uk

Bawso

Provides specialist support for BME communities. They provide practical and emotional support to people affected by domestic abuse and other forms of violence.

 **0800 731 8147** - 24 hour helpline

 www.bawso.org.uk

Substance Misuse



- **Cross Borders Women's Project**

Single women or women with children, who have substance misuse and other complex needs, including fleeing domestic abuse.

 **01792 466566**

 www.thewallich.com

- **The Shoreline Project**

The Shoreline project provides longer term accommodation to homeless people over the age of 18 who have experienced the lifestyle of rough sleeping and street drinking.

 **01792 466594**

 www.thewallich.com


SMART

Substance Mis-use Assessment & Referral Team

An assessment service for 17-65 year olds who have problems with substance mis-use.

 **01639 862872**

 WCADA (Neath) 15 Victoria Gardens
01639 633630. 30 Victoria Gardens - 01639 620222

 WCADA (Port Talbot) 46 Talbot Road
01639 890863

Armed Forces

Change Step Is a peer mentoring and advice service. This service is for military veterans and others with post traumatic stress disorder and a range of Psychosocial problems who want to make positive changes to their lives.

 **03007 772259**

 ask@change-step.co.uk

 www.changestepwales.co.uk


 15 Victoria Gardens, Neath SA11 3AY

SSAFA is a charity that provides practical support and assistance to service men and women, veterans and their families.

 **01792 653 432**

 West.Glamorgan@ssafa.org.uk

The Royal British Legion provide practical care, advice and support to members of the Armed Forces, veterans and their families.

 **02920 329 091** or FREE phone number
0808 802 8080

 www.britishlegion.org.uk

Alabare - If you have served in the UK Armed Forces and are homeless, or you fear you could become homeless in the near future, and you are in need of support (perhaps due to depression, PTSD, ill health, unemployment, family breakdown or similar), then Alabare may be able to help you.

Homes for veterans - Alabare have received funding to provide homes for homeless veterans in Wales - this service is currently in development

 www.alabare.co.uk

Legal Advice

Shelter

Independent advice, advocacy and legal representation.

Available to anyone in housing need, homeless or under threat of homelessness or living in poor housing conditions.



01792 469400 or **08450 755005**



www.sheltercymru.org.uk



25 Walter Road, Swansea, SA1 5NN

Shelter's Housing Surgery

- **Tuesday:** 13.00-15.50 at Routes, Talbot Road, Port Talbot
- **Thursday:** 09.15-12.00 at Age Cymru, Alfred Street, Neath



Citizens Advice
the charity for your community



08444772020 - Advice Line

01792 474882 - Appointment Line



www.citizensadvice.org.uk

Financial Difficulties

Housing Debt Helpline Wales

 **0800 107 1340**

 www.housing-debt-helpline-wales.org



Welfare Rights

The Welfare Rights service offers a telephone advice line. Advice and information on benefits, entitlements etc

 **01639 685225**

 www.npt.gov.uk

 Email: welfarerights@npt.gov.uk



Housing Benefits

 Neath **01639 686838**

 Port Talbot **01639 763454**


 www.npt.gov.uk



 **0845 6043719**

 www.jobcentreplus.gov.uk

 64-66, Station Rd, Port Talbot, SA13 1LX **or**

 1 Windsor Rd, Neath, SA11 1LY

Neath & Port Talbot Credit Union

 **01639 632100**

 www.nptcu.co.uk

 26 Windsor Road, Neath, SA11 1LU

 50-54 Station Road, Port Talbot, SA12 1LZ

Enfys Foundation



Funds from two local Charity Shops and a Warehouse support the collection, repair and redistribution of furniture to people in need.

 Elba Crescent, Fabian Way, Swansea, SA1 8QJ

 **0845 009 4646**

Money Made Clear

Money made clear provides advice on managing money, including savings, benefit and debt advice. It is an initiative of the Wales Co-operative Centre. The website is free and easy to use.

 www.moneymadeclearwales.org

Money Advice Service

The Money advice service is an independent service, set up by the Government to help people manage their money and offer free and impartial advice.

 **0300 500 5000**

 www.moneyadvice.service.org.uk

Older Persons Services

All services are provided by Housing Associations. Properties are allocated as a result of an Application process.

Extra Care Scheme

In partnership with Coastal Housing Group, Neath Port Talbot CBC has developed two complexes to respond to the changing needs and expectations of older people who live locally.

- Ysbryd Y Mor
- Ty Twyn Teg

 **0300 777 0000 / 01792 479200**



Aelwyd Housing Association

General needs accommodation in Neath for those aged 55 and over.

 **02920 481203**

 www.aelwyd.co.uk



COASTAL Solutions

Accommodation in Neath for those aged 55 and over.


 **01792 479266**  www.coastalhousing.co.uk



Family Housing

Sheltered Accommodation in Pontardawe and Neath for those aged 55 and over.

 **01792 460192**


 www.fha-wales.com

Linc

- Park House

Accommodation for those aged 55 and over.

 **01639 881486**

 www.linc-cymru.co.uk

- Aberavon Court

Accommodation for those over 60 years of age or older, or having a registered disability which need not be physical and be looking for additional security and support that sheltered housing offers.

 **01639 881486**



Sheltered accommodation for those aged 55 and over.

 **01792 488288**

 www.gwaliacareandsupport.com

Other Local Authorities




City and County of
Swansea

 **01792 533100**  www.swansea.gov.uk

 Housing Options, 17 High Street, Swansea



 www.carmarthenshire.gov.uk

 Llanelli **01554 742350**
 Carmarthen **01267 228603**
 Ammanford **01269 598213**



 www.bridgend.gov.uk

 **01656 643512 or 01656 643546**

 Civic Offices, Angel St, Bridgend, CF31 4W

Other Services



 **01792 410222 or 020 7526 3200**

Advice and referrals in four keys areas; housing, health, financial independence and aspirations.

Also offers homeless and vulnerably housed people the opportunity to earn a legitimate income.



BritishRedCross

 **0844 871 11 11**


Provide support to vulnerable people all over the UK.



☎ 01792 813593 or 020 7367 4865

Advice and support, providing a professional service to meet the needs of homeless people (soup runs, breakfast clubs, evening support groups etc).



 www.homelessuk.org

Information on over 9,000 services - hostels, day centres and other advice and support services for homeless people and those at risk of homelessness.



Cold Weather Provision

During the months of December - March there is extra provision of services available for those without accommodation.

Please ask your Housing Options Officer for more information.

