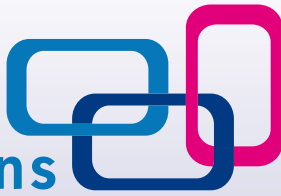


Housing Connections



Partnership

Supporting a better life

A guide to our services



Salford City Council

About Housing Connections Partnership

Housing Connections Partnership delivers a wide range of housing support services to residents and housing organisations across Salford and beyond. Working in partnership with a number of housing providers, it delivers the following services:

- Housing advice and support
- Salford Home Search (citywide lettings service)
- Furnished homes
- Supported tenancies
- Asylum seeker support
- Housing crime reduction
- Tackling anti-social behaviour
- Sheltered housing warden service
- Mobile warden service
- Extra care

Our vision

To be a centre of excellence for organising and delivering high quality, efficient, accessible housing related support services resulting in true choice and customer satisfaction.



This free service offers advice on matters such as renting from private landlords and housing associations, problems with your landlord, threat of eviction, repossession and homelessness.

Who to contact

Housing Advice and Support Services team
Crompton House, 100 Chorley Road
Swinton. M27 6ES
Tel: 0161 793 2020 (Emergencies outside office hours – 0161 794 8888)
Email: housing.advicecentre@salford.gov.uk



A new way of finding a home in Salford

Salford Home Search provides home seekers with a greater choice when looking for a home to rent whether it's a council property, a housing association or an accredited private landlord.

What do I need to do?

You need to register with Salford Home Search by:

- Visiting www.salfordhomesearch.co.uk
- Calling 0161 909 6514
- Dropping in to Salford Home Search, 45 Hankinson Way, Salford.

Once this is completed you can start looking for a new home and place a bid for ones you are interested in. Available properties will be advertised weekly on www.salfordhomesearch.co.uk and in property advertising sheets that are available from various council offices.



Housing Connections Partnership can offer a furnished homes service for those who need some extra help when setting up a home for the first time.

Who can apply for a furnished home?

Any new tenant who needs this service can apply and a range of furniture is provided depending on your needs. Just call [0161 607 1698](tel:01616071698) or tell your housing officer at your first housing interview.





Housing Connections Partnership has a team dedicated to providing you with advice and assistance to help you manage your home and live more independently. Anyone who feels they would benefit from this service can contact them – you do not have to be a council tenant.

The service is completely free of charge so contact us by:

- Calling 0161 607 1620
- Texting 07966 316320
- Writing or visiting the team at:

Halton House, 38 Eccles Old Road, Salford, M6 8RA (Opening hours - Monday, Tuesday, Thursday & Friday 8am to 4.30pm - Wednesday 10am to 4.30pm)



As part of the national dispersal programme for asylum seekers, Salford City Council entered into a contract with the National Asylum Support Service (known as NASS and is part of the Home Office). Housing Connections Partnership is responsible for managing this contract which covers 30% of the asylum seekers in Salford with the remaining 70% being housed by private landlords.



Our Housing Crime Reduction team works to help residents to be and feel secure in their homes by:

- Giving advice on crime prevention
- Providing security packages to households referred by the police
- Carrying out neighbourhood security schemes

If you'd like more advice on crime prevention issues contact:
Greater Manchester Police Crime Reduction Advisors

- Tel: 0161 856 5254

Or you can contact us by:

- Tel: 0161 604 7719
- Email: burglary.reduction@salford.gov.uk



Housing Connections Partnership is committed to resolving cases of anti-social behaviour ranging from noise nuisance to serious harassment. We support the work of housing organisations across Salford and will take legal action against offenders where necessary.

What is anti-social behaviour?

Anti-social behaviour includes serious acts of violence and harassment, to more 'everyday' incidents like noise nuisance or incidents with neighbours. Whatever the problem, all complaints will be taken seriously.

We need to know so call [0845 605 22 22](tel:08456052222) in confidence (it operates 24 hours a day) or report it online – www.salford.gov.uk



Sheltered accommodation is available to anybody over 55 who wants to continue to live an independent life but would benefit from the support offered by an area warden.

Housing Connections Partnership works with other housing organisations to provide a 24-hour warden service throughout Salford.

What does it provide?

Sheltered housing can provide support, security and opportunities for social activities, as tenants are able to mix with others and feel part of a wide community within the scheme, if they wish to do so. Regular coffee mornings, games sessions, craft classes, exercise classes and parties are held at many of the schemes.

Sheltered housing is allocated to those on the Salford Home Search register, and includes a simple assessment carried out by staff from the service. Please contact Salford Home Search on [0161 909 6514](tel:01619096514), visiting www.salfordhomesearch.co.uk or dropping into the property shop on 45 Hankinson Way, Salford.



Salford Care on Call is a mobile warden service that provides support to anybody in Salford over the age of 18 who wants to carry on living independently in their own home.

We offer a unique service within the area, responding to emergency calls with trained and experienced staff 24 hours a day, 365 days of the year.

You will be provided with a special alarm unit which works with your own telephone and a portable pendant which can be worn or kept close at hand.

Both the alarm unit and the pendant have a button, which when pressed, will connect you directly to the Control Centre. You don't have to lift the receiver; you don't even have to be in the same room!

How to contact us:

If you would like more information on Care on Call and an application pack, please call **0161 737 3822**.



Extra Care housing is a project delivered in partnership with adult social care. The schemes are designed and staffed 24 hours a day, seven days a week to support older people with a range of support needs, including those who are highly dependant on social care services.

In contrast to residential care:

- Tenants have their own flats
- The schemes support independence and choice with people retaining their right to make decisions about their home and lifestyle
- The schemes aim to accommodate a 'mix' of people who need different levels of support

Extra Care aims to:

- Provide independent living that can support frail, older people
- Provide substantial savings on the cost of care and support to individuals, in comparison to other alternatives
- Offer flexible support that is readily accessible as soon as it is needed



All allocations for extra care places are made by the extra care scheme based at Sahal Court. Referrals are made by social workers once suitability is assessed.

For enquiries about extra care contact the Extra Care services manager, Debbie Knight on **0161 831 7484** or e-mail debbie.knight@salford.gov.uk.



Finding it difficult to get around at home? Salford Disability Service may be able to help you.

Housing Connections Partnership is a partner within Salford Disability Service that includes Salford City Council and the Primary Care Trust.

Salford Disability Service may be able to:

- Lend equipment that will help you with daily tasks, such as going to the toilet or having a bath
- Help with low cost adaptations (small changes) to your home, such as fitting hand rails
- Help you with major adaptations (large changes) to your home, such as fitting a lift and converting rooms
- Help you to move to a house that is easier for you to live in
- Regularly check and repair lifting equipment in your home

If Salford Disability Service recommend that your home is adapted, our Specialist Housing Service will survey it, to check what is possible. We may either recommend a major or a low cost adaptation. Salford City Council's Community Health and Social Care Directorate will carry out low cost adaptations and Specialist Housing Services will carry out major adaptations.

You don't have to be a council tenant to get this help - anybody can access our service. If you'd like more information or would like to arrange an assessment, please call 0161 607 1499.



Key contacts

General enquiries:

T: 0161 604 7700 or

E: housingconnections@salford.gov.uk

Housing advice and support services

Address: Crompton House, 100

Chorley Road, Swinton, M27 6ES

T: 0161 793 2020 (Emergencies
outside office hours - 0161 794 8888)

E: housing.advicecentre@salford.gov.uk

Salford Home Search

Address: Salford Home Search,

45 Hankinson Way,

Salford Shopping City, Salford.

T: 0161 909 6514

www.salfordhomesearch.co.uk

Supported tenancies

Address: Halton House, 38 Eccles Old
Road, Salford, M6 8RA

T: 0161 607 1620

or text: 07966 316320

Salford Care on Call

T: 0161 737 3822

Housing Crime Reduction team

T: 0161 604 7719 or

E: burglary.reduction@salford.gov.uk

Furnished homes

Address: Halton House, 38 Eccles Old
Road, Salford, M6 8RA

T: 0161 607 1698

Anti-social behaviour

24 hour Respect action line:

0845 605 22 22. www.respect.gov.uk

Sheltered housing

Please contact Salford Home Search
(See adjacent details)

Extra Care

0161 831 7484 or

E: debbie.knight@salford.gov.uk

Specialist Housing Services

Address: Specialist Housing Services,
Burrows House, 10 Priestley Road,
Wardley Industrial Estate, Swinton,
M28 2LY. T: 0161 607 1499

এই পুস্তিকাটি বোঝার জন্য যদি আপনার সাহায্যের প্রয়োজন হয় তাহলে সেলফোর্টে কাউন্সিলের ইকুয়ালিটি টিমের সঙ্গে যোগাযোগ করুন টেলিফোন নম্বর **0161 793 3536**

如果您有關於本宣傳頁的任何問題·請聯繫 Salford 理事會的 Equalities 團隊·電話號碼為
0161 793 3536

ਜੇ ਆ ਥੀਓਰੇਟ ਸਮਝਣਾ ਮੋਟੇ ਤਮਨੇ ਮਠਣਨੀ ਜ਼ਰੂਰ ਡੋਖੋ, ਕੁਧੋ ਕਰੀ ਓਕਵਾਇਟੀਜ਼ ਟੀਮ ਸਕੋਰਡ ਕਾਉਂਸਿਲਨੋਂ
ਠੈਕਿਓਨ ਨੰਬਰ 0161 793 3536 ਪਰ ਸੰਪਰਕ ਕਰੋ.

ਜੇ ਤੁਹਾਨੂੰ ਇਸ ਲੀਫਲੈਟ ਨੂੰ ਸਮਝਣ ਵਿੱਚ ਸਹਾਇਤਾ ਦੀ ਜ਼ਰੂਰਤ ਹੈ, ਤਾਂ ਵਿਰਧਾ ਕਰਕੇ ਸਾਲਫੋਰਡ
ਕੌਂਸਲ (Salford council) ਵਿੱਚ ਇਕੁਅਲਿਟੀ ਟੀਮ (Equalities Team) ਨਾਲ ਫੋਨ ਨੰਬਰ
0161 793 3536 'ਤੇ ਸੰਪਰਕ ਕਰੋ।

إذا احتجت للمساعدة في فهم هذه النشرة , برجاء الاتصال بفريق المساواة في مجلس سالفورد,
هاتف رقم 0161 793 3536