

Anti-Social Behaviour

Question

I am having problems with nuisance neighbours who can I report it to.

Answer

You can ring the Anti Social Behaviour Team on Tel: 0845 605 2222

Re-Housing

Question

My present accommodation is not suitable and I need to find somewhere else to live.

Answer

You can ring our Housing Support and Advice Team on Tel: 0161 793 2020

Housing Benefit

Question

Do I have to pay for my community alarm or warden service if I am on housing benefit?

Answer

If you qualify for housing benefit (it doesn't matter how much) then Supporting People will pay the charges for your community alarm or warden directly to the service provider on your behalf. We will write to you to let you know how much we are paying and when from.

Fairer Charging

Question

I cannot get housing benefit because I own my property but I am on a low income, do I have to pay for my Care on Call service?

Answer

If you are not on Housing Benefit then you can apply for a Charging Assessment, which may lead to a reduction in the charge, or you may not have to pay anything. All you have to do is fill in the Fairer Charging Request form and send it to the Supporting People Team. A Charging Assessor will then arrange to visit you at home to assess whether you qualify for Supporting People subsidy.

Payments

Question

I have already paid my support charge but have received a letter saying you are paying it. Can I get a refund?

Answer

You should contact your support provider to find out if you have paid too much and ask for a refund if your account is in credit. If you are unsure who to contact, ask the Supporting People Team. Call us on 0161 922 8755.

Question

I have a letter saying I am in arrears with my support charge. What should I do?

Answer

It can take 4 to 6 weeks for your account to be credited with the payments we make on your behalf, so you may receive a reminder in the meantime. If you have a letter saying you do not need to pay your support charge, you need take no action. If you are unsure whether or not to pay, ring the Supporting People Team to check. Call us on 0161 922 8755.

Learning Difficulties

Question

I have a relative who has learning difficulties and I am trying to find out about supported accommodation.

Answer

You can ring our Housing Support and Advice Team on Tel: 0161 793 2020 or the Learning Difficulties team on Tel: 0161 607 6988

Mental Health

Question

I have a relative who has mental health problems and I am trying to find out about supported accommodation.

Answer

You can ring our Housing Support and Advice Team on Tel: 0161 793 2020 or the Mental Health team on Tel: 0161 708 9512.