

# Housing Directory



The information contained within this pack was correct at the time of sharing. We update this on a regular basis. If you notice any links are broken or information has changed please contact [ShropshireFIS@shropshire.gov.uk](mailto:ShropshireFIS@shropshire.gov.uk) and we will update the information. Further Family Information Services and Resource Packs are available through the Early Help website [www.shropshire.gov.uk/early-help](http://www.shropshire.gov.uk/early-help).

## **Homelessness / Emergency Accommodation**

Customer Service Housing: - **Telephone Number: 03456789005**

If there is a young person (16/17) who is either under threat / homeless and have come through to FIS please ensure contact is made with the above number.

If a victim of Domestic Violence makes contact and in need of emergency refuge accommodation, above number should be contacted, also

Free phone 24-Hour National Domestic Violence Helpline Run in partnership between Women's Aid and Refuge

**Telephone: 0808 2000 247**

### **Shropshire Council Housing Option Team**

Telephone: 0345 678 9005

Offers Emergency Accommodation to people who meet eligibility criteria also offering advice and guidance for the homeless and those in fear of losing their homes

<http://www.shropshire.gov.uk/housing-services/>

### **National services:**

<http://england.shelter.org.uk/>

<http://homelessuk.org/details.asp?id=LP385>

### **Day Services for the Homeless & Vulnerable people in Shropshire:**

Shrewsbury Ark: 9.00 am to 5.00 pm Monday to Friday 01743 363305

10 Castle Foregate Shrewsbury SY1 2DJ

Ages 18+

We provide the basic things that most people take for granted. Our clients can rely on us for warm clothes, bedding, personal items and a hot meal or cup of tea and a chat when they need it. If our clients require professional advice or help, we are here to support them. No referral needed.

<http://www.shrewsburyark.co.uk/about>

## **Registered Social Landlords.**

### **Shropshire HomePoint**

**Tel: 0300 303 8595 Email: [enquiries@shropshirehomepoint.co.uk](mailto:enquiries@shropshirehomepoint.co.uk)**

To register for RSL accommodation (application form needs to be completed through Homepoint, It is a Choice-Based Lettings agency that has replaced the old council waiting lists). Most social housing in the County will be covered by Shropshire HomePoint. This includes homes owned by:

- Shropshire Council (Oswestry and Bridgnorth areas)
- South Shropshire Housing Association
- Meres and Mosses Housing Association
- Severnside Housing Association

<https://www.shropshirehomepoint.co.uk/Data/ASPPages/1/30.aspx>

**Housing Solutions:** Questionnaire Housing Action Plan, once completed it will give you options that are relevant to your situation, centred on your housing need.

<https://www.shropshirehomepoint.co.uk/Data/ASPPages/1/75.aspx>

### **Shropshire Towns and Rural Housing**

Housing and Tenancy support Telephone: 01630 698708

Email: [supportedhousing@starhousing.org.uk](mailto:supportedhousing@starhousing.org.uk)

We have 2 local customer facing offices and a central base in Shrewsbury:

Oswestry Library: Castle View, Oswestry, Shropshire SY11 1 JR

Bridgnorth Library, Listley Street, Bridgnorth WV16 4AW

The Spruce Building, Sitka Drive, Shrewsbury Business Park, Shrewsbury, SY2 6LG

<http://www.starhousing.org.uk/>

### **Severnside Housing:**

0300 300 0059 or 01743 285000 (out of hours 01743 360945)

Email: [enquiries@severnsidehousing.co.uk](mailto:enquiries@severnsidehousing.co.uk)

Severnside Housing, Brassey Road, Old Potts Way, Shrewsbury, SY3 7FA

<http://www.severnsidehousing.co.uk/main.cfm>

### **Shropshire Housing group:**

Telephone: 0300 303 1190

Email: SHGenquiries@shropshirehousing.org.uk

Shropshire Housing Group is made up of Meres and Mosses Housing Association, South Shropshire Housing Association and Total Response Ltd.

Craven Arms: The Gateway, The Auction Yard, Craven Arms, Shropshire SY7 9BW

Wem: Edinburgh House, New Street, Wem, Shropshire, SY4 5DB

<http://www.shropshirehousing.org.uk/>

### **Bromford Housing:**

Telephone non-emergency 03301254034

Bromford offer supported accommodation in the Shropshire area

<http://www.bromford.co.uk/service-search/sub-service/1817/homelessness,-supported-housing.aspx?regionid=6&areaid=42>

To apply for housing to rent in Shropshire visit the Shropshire Homepoint website.

<http://www.bromfordgroup.co.uk/> (Main website)

### **Sanctuary Housing:**

Tel: 0800 131 3348 or 0300 123 3511

Sanctuary Housing, 20 Ketley Park Road, Ketley, Telford, TF1 5BF

Register for Sanctuary housing through Shropshire Homepoint

<https://www.sanctuary-housing.co.uk/local-to-you/sanctuary-midlands-housing>

### **The Wrekin Housing Trust**

Telephone: 01952 217100

Wrekin Housing Group are also a Registered Social Landlord provider and do have stock of properties in Shropshire area, need to register separately with them.

<http://www.wrekinhousingtrust.org.uk/>

## **Local Housing charities:**

### **Shropshire Housing Alliance:**

Telephone: 01743 341900

Head Office: 11 Bellstone, Shrewsbury, SY1 1HU.

They have various offices around the county, including: Oswestry, Ludlow, Market Drayton, Bridgnorth.

<http://www.shalliance.co.uk/>

### **Shrewsbury Homes for all:**

Telephone: 01743 231415

Email: [office@shfa.org.uk](mailto:office@shfa.org.uk)

The Roy Fletcher Centre, 12-17 Cross Hill, Shrewsbury SY1 1JE

Both charities offer private rented accommodation/ housing advice/ assistance with bonds for deposits. Tenancy support / debt Advice / claiming benefits and form filling and explaining rights and responsibilities.

### **Shropshire Rural Housing:**

Shropshire Rural Housing Association is a charitable organisation, which specialises in providing appropriate and affordable housing for rent for people in need in the rural areas of Shropshire.

The Maltings, 59 Lythwood Road, Bayston Hill, Shrewsbury, Shropshire SY3 0NA

Telephone: 01743 874 848

[http://www.housingnet.co.uk/housingnet-html/Shropshire\\_Rural\\_Housing\\_Association\\_Ltd\\_.html](http://www.housingnet.co.uk/housingnet-html/Shropshire_Rural_Housing_Association_Ltd_.html)

## **Supported accommodation:**

(Supported accommodation may offer support in Mental Health/ Drug & Alcohol/ Ex-Offenders/Domestic Violence/ Homelessness/Young people).

Referrals can be made through i.e.:

- Shropshire Housing Alliance
- Youth Offending Team
- Leaving Care Teams
- Probation Service
- Primary Trust
- Housing Tenancy support workers

**Bromford Housing Group:** <http://www.bromford.co.uk/service-search/top-level-service/19/homelessness.aspx?regionid=6&areaid=42>

**Sanctuary supported living:**

<http://www.sanctuary-supported-living.co.uk/supported-living>

**Shropshire Housing Group:**

Ludlow Foyer (A project for young people aged 16-25 years old)  
0300 303 1190

<http://www.ludlowfoyer.co.uk/>

## **Shropshire Housing Support Services:**

Support services help to Support and sustain vulnerable people of all ages to live independent lives within their own homes and assist finding homes, Maintaining accommodation and avoiding eviction, Debt Advice, Help with Budgeting, Benefit Checks, and Securing appropriate settled accommodation, Life Skills (e.g. cleaning, shopping etc.), Help getting back to work, Social Inclusion, Staying safe.

**Sustain Consortium:** (partners, Severnside Housing, Star Housing, Shrewsbury Homes for All, Shropshire Housing Alliance, Shropshire Housing Group)

(Access the service by attending a drop in or activity session at one of the hubs where further one to one support can be arranged if required) <http://www.severnsidehousing.co.uk/sustain-housing-support>

Support Referral form

[Support Referral Form.doc \[doc\] 800KB](#)

Sustain Leaflet

[Sustain Leaflet - April 2014 \[pdf\] 1MB](#)

## **Local Support Hubs/Drop- ins:**

Support services help to Support and sustain vulnerable people of all ages to live independent lives within their own homes and assist finding homes.

Maintaining accommodation and avoiding eviction, Debt Advice, Help with Budgeting, Form Filling, Benefit Checks, and Securing appropriate settled accommodation, Life Skills

Chart of all drop in sessions across Shropshire:

<http://search3.openobjects.com/kb5/shropshire/fid/service.page?id=dJQsYjKa-FI>

## **National Housing Organisations:**

Shelter: <http://www.shelter.org.uk/>

Crisis: <http://www.crisis.org.uk/pages/crisis-private-renting.html>

National Housing Federation: <http://www.housing.org.uk/>

National Landlords Association: <http://www.landlords.org.uk/>

## **Domestic Violence / Housing.**

Shropshire Council Housing Options Team: Assist with temporary accommodation for Homelessness due to Domestic Violence: Telephone: 03456789005

West Mercia Women's Aid: <http://www.westmerciawomensaid.org/>

**Telephone helpline No for Shropshire: 0800 7831359**

Women's Aid: <http://www.womensaid.org.uk/>

**Telephone Helpline No: 08082000247**

Refuge: <http://refuge.org.uk/>

**Telephone Helpline: 0808 2000 247**

National Centre for Domestic Violence

**Telephone: 0800 970 2070**

<http://www.ncdv.org.uk/>

## **Shropshire Housing Group: Refuge Accommodation**

Domestic Violence Leaflet.pdf [pdf] 594KB

If you need refuge accommodation, or are making a referral ring: North Shropshire 07919 478 581, South Shropshire 0300 303 1191

There are two refuges in Shropshire providing accommodation and support for women and children fleeing domestic violence. Both refuges take women with children and single women. Both refuges are very happy to give information and assistance in the strictest confidence over the phone Monday to Friday 9am–5pm

## **Domestic Violence Outreach Support**

North Shropshire 07919 478 581 or South Shropshire 0300 303 1191

Refuge and South Shropshire Domestic Violence Service provide support to victims of domestic violence who are living in their own homes.

- Provides dedicated support – face to face, telephone, text, Email, according to need and individual choice.
- Provides training and awareness sessions for agencies or individuals, Works with other agencies to provide services in community hubs.

If you would like to speak to someone about Outreach support call:-

<http://www.shropshirehousing.org.uk/domesticviolence>

## **Benefits.**

### **Benefits service**

Telephone: 0345 678 9001 Email: [benefits@shropshire.gov.uk](mailto:benefits@shropshire.gov.uk)  
Shropshire Council  
Revenues and Benefits  
PO Box 4749  
Shrewsbury  
SY1 9GH

By phone  
Telephone lines are open weekdays as follows:



Monday - 8:45am to 5pm  
Tuesday - 8:45am to 5pm  
Wednesday - 1pm to 5pm  
Thursday - 8:45am to 5pm  
Friday - 1pm to 5pm

In Person

If you wish to hand in paperwork or pick up a form you can call into one of our customer service points as detailed below

<https://www.shropshire.gov.uk/customer-service/customer-service-points/>

### **What Housing / Council Tax Benefits could I be entitled to?**

If you're on a low income you could be entitled to housing benefit and council tax support.

Housing benefit helps people on low incomes pay their rent. It's not available for mortgage repayments.

Council tax support helps people on low incomes pay their council tax.

<https://www.shropshire.gov.uk/benefits/what-benefits-could-i-be-entitled-to/>

If you have an entitlement to Housing Benefit, you may be able to get assistance from the Discretionary Housing payments fund.

**People can contact our Welfare Reform and Support Team on 0345 678 9078**

### **What help can people receive from the Discretionary Housing Payments Fund?**

- Help to pay rent shortfalls where the Housing Benefit award does not meet the full rental figure
- Help to pay rent shortfalls where the Universal Credit award for housing costs does not meet the full rental figure
- Help with other lump sum housing costs including deposits and rents in advance

Awards for help with shortfalls are normally short-term in order that customers can search for alternative solutions to paying their full rental liability. Whilst awards cannot be used to compensate for changes made to the benefits system there may be times when we will make a longer term or even indefinite award because of special circumstances.

### **How can people apply for help?**

- They can complete a telephone application
- They can ask for a paper form
- They can download a printable form from the relevant council web page [https://www.shropshire.gov.uk/benefits/discretionary-housing-payment-\(dhp\)/](https://www.shropshire.gov.uk/benefits/discretionary-housing-payment-(dhp)/) We

have two versions of the form, one for benefit shortfalls and one for deposits and rents in advance

- If they have a support worker, we consider written letters of support for the application where these are provided

Each application is considered on its own merits within our framework for provision

## **Shropshire Council Local support and Prevention Fund**

**Telephone no: 03456789078**

The Local Support and Prevention Fund (LSPF) exists to help vulnerable people who are facing crisis, or who may need help to stay independent in the community. It's there to meet short-term immediate needs.

For someone to be eligible for a support or prevention payment you must be:

- aged 16 or over
- not subject to immigration control
- on a low income

And:

- without the money you need to meet your immediate needs, or
- someone leaving care, or
- someone needing help to stay in the community, or
- able to show that you don't have enough money to meet the immediate basic needs of you and/or your dependents

[https://www.shropshire.gov.uk/benefits/local-support-and-prevention-fund-\(lspf\)/](https://www.shropshire.gov.uk/benefits/local-support-and-prevention-fund-(lspf)/)

## **Department Work Pensions:**

Benefits families may be able to claim

<https://www.gov.uk/browse/benefits/families>

## **HMRC:**

### **Child Benefit:**

**Telephone: 0300 200 3100**

You get Child Benefit if you're responsible for a child under 16 (or under 20 if they stay in approved education or training).

<http://www.hmrc.gov.uk/childbenefit/>

## **Child Tax Credits:**

**Telephone: 0345 300 3900**

You could get Child Tax Credit for each child you're responsible for if they're:

- under 16
- under 20 and in approved education or training

You don't need to be working to claim Child Tax Credit

<https://www.gov.uk/child-tax-credit>

## **Working Tax Credits:**

**Telephone: 0345 300 3900**

You could get Working Tax Credit if either of the following apply:

- you're aged from 16 to 24 and have a child or a qualifying disability
- you're 25 or over, with or without children

You must:

- work a certain number of hours a week
- get paid for the work you do (or expect to)
- have an income below a certain level

<https://www.gov.uk/working-tax-credit>

## **Furniture schemes.**

Reviive: Stores in Shrewsbury (Battlefield): 01743 588458 or 01743 442642, Oswestry  
01691 679817

Telford 01952 217300

<http://www.reviive.co.uk>

South Shropshire Furniture Scheme (Ludlow):

Telephone: 01584 877788 <http://www.furniturescheme.co.uk>

Shrewsbury Furniture Scheme (Monkmoor):

Telephone: 01743246668

<http://shrewsburyfurniturescheme.org.uk/contact-us/>