

**CHAT also offers:**

- Housing Advice service
- Family Mediation service
- Supported Youth Housing Project (in Tiverton)

**HOUSING ADVICE SURGERIES**

You can visit CHAT  
or  
**phone** to speak to an advisor  
**between 10am and 3pm**  
Monday to Friday.

Our dedicated housing advice  
drop-in time are as follows:

**Monday– 10:30 – 12:30**  
**Tuesday 10:00 – 12:30**  
**Wednesday 10:00 – 12:30**

CHAT — 28 Gold Street,  
Tiverton, EX16 6PY

Please telephone: **01884 255 606**

**Unable to get to Tiverton ?**

We can offer advice over the phone  
You can book a phone appointment  
We can phone you back

**Please contact us for  
further details:**

**28 Gold Street  
Tiverton  
EX16 6PY**

**Tel: 01884 255 606  
Fax: 01884 258 030**

**e-mail:  
support@chatmid.co.uk  
www.chatmid.co.uk**

CHAT is an Equal Opportunities  
Organisation. CHAT believes everyone has the right  
to live their life free from violence, fear and abuse

THERE IS NO CHARGE FOR ANY CHAT SERVICE

**Funded by:**



Community  
Legal Service



**The Churches of Mid Devon**

**Patrons:**

**The Right Revd. Christopher Budd,**  
Bishop of Plymouth.

**The Right Revd. Michael Langrish,**  
Anglican Bishop of Exeter.

**The Revd. F. John Carne,**  
Chairman of the Methodist Church:  
Plymouth and Exeter District.

**Churches Housing Action Team (Mid Devon) Ltd**  
Registered Charity No. 1049478  
A company limited by guarantee. Registered in England.  
Registered office: Gotham House, Tiverton, Devon,  
EX16 6LT



**Young Parents  
Tenancy Floating  
Support**

in the Mid Devon district

**November 2007**

**Churches Housing  
Action Team  
(Mid Devon) Ltd**

**Since 1995**

## Tenancy Floating Support Service

CHAT recognises that running your own home can quite often be difficult and stressful, for example if you are: living on a low income, unemployed, leaving prison, going through a difficult time with your partner or family, suffering poor mental or physical health, or have issues with drugs or alcohol.

The Tenancy Support Team will work with you to make sure you either keep your current home or that you can establish a new one.

We believe that everyone has a right to make their own decisions and we aim to support you to do this by:

- Listening to you
- Involving you in planning the service you receive
- Providing a friendly, reliable service that is flexible enough to meet your needs
- Making you aware of your rights, responsibilities and opportunities

Our Tenancy Support Workers can meet you on a regular basis in your own home, or at an agreed venue such as a café, or at the CHAT offices in Tiverton.

You will be able to talk to your Support Worker about the support you need and work out with them a plan to suit your situation.

## Support may include:

Practical help and advice in setting up your home, such as finding furniture and equipment.

**Basic advice on understanding your rights and responsibilities in relation to your housing, for example, housing benefit and tenancy agreements.**

Working with other agencies on your behalf.

**Applying for grants and loans you are eligible for.**

Helping you: manage your money, pay your bills and deal with debts.

**Looking for ways for you to increase your income or benefits.**

Help with filling in forms and making benefit claims.

**Helping you to find out about and contact local services, agencies, community and voluntary groups.**

Encouraging you to develop any new skills you would like to; getting back into education or work.

We make every effort to offer clients a level of support that is appropriate for them.

## Referral To Tenancy Support

You may ask for Tenancy Support yourself, by contacting CHAT direct or be referred

Referring organisations should use our referral and risk assessment forms (available through our web site).

### Referral Process

After referral we will assess your support needs

We will then either offer support or decline (in which case we will make all efforts to refer you to an alternative appropriate agency).

### Limits to Service

We work Monday to Friday between 9am and 5pm. We are funded for up to 18 clients who have varying levels of need. We cover all the Mid-Devon district area.

**The service always has a waiting list and we are unable to continue working with clients who do not keep appointments or who do not use that time constructively.**

Support can last up to two years and is reviewed at least six monthly.

