

# Housing Support Services



**Assistance  
and Advice**

**Help and  
Guidance**

**Signposting  
and Support**

If you are homeless  
or threatened with  
homelessness we are  
here for you when  
you need Housing  
Support

## What are Housing Support Services?

**A Housing Support service helps you to maintain your home.**

If you are homeless or at risk of becoming homeless a Housing Support service will help you to keep your accommodation, access other accommodation and to maintain your independence.

We contract with a number of providers who will deliver housing support in your own home, in Homeless Temporary Accommodation or within Temporary Homeless Accommodation with support.

If you are homeless or at risk of becoming homeless and you feel you would benefit from housing support, you can be referred to a housing support provider who will assess what support you will need and work with you until those needs have been met.



## What does a Housing Support Service do?

### **A Housing Support Service will:**

- Provide a dedicated support worker who understands your situation
- Create an individual housing plan to help you manage your accommodation
- Fully involve you in agreeing your housing plan and how this support will be provided
- Offer a range of supports to assist you to prepare to set up and maintain a tenancy



## What can Housing Support Services help you with?

**Housing Support Services can help you to manage a tenancy and support you through a homeless or threatened with homelessness crisis.**

They can:

- Build confidence in managing tenancy issues to help you to live independently
- Provide debt advice and advice on benefits you are entitled to
- Link to education, training and employment opportunities
- Link you to agencies in relation to specialised assistance such as addictions, mental health and Domestic Violence
- Assist you to settle into a new home
- Assist with utilities and rent arrears

## What if I would just like some support to help me to keep my home?

If you are threatened with homelessness you may feel unsettled or upset. You might like a bit of extra support to help you through this crisis?

Our Housing Options Homeless Service staff can help you find out what is available. They will also offer advice about the housing support services available and offer to refer you to one of our housing support providers, if this is what you want.

## Information Sharing

We have to work with our Housing Support Providers and share information with other services.

Before referring you to one of our housing support providers we will ask you to sign an information sharing agreement.


If we share information with other services, we will make sure that this is done within agreed guidelines.



## Homeless Housing Support Duty

The Council has a duty to provide a housing support provision if you are homeless or threatened with homelessness.

The housing support duty is to:

- Advise or assist you with personal budgeting, debt counselling or in dealing with welfare benefit claims
  - Assist you to engage with individuals, professionals or other services with an interest in your welfare
  - Advise or assist you in understanding and managing your tenancy rights and responsibilities, including assisting you in disputes
  - Advise or assist you settling into a new tenancy
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## Housing Options

Dumfries & Galloway Council also have a self-assessment tool which will provide you with all the Housing Options that are available to you.

To visit the Enhanced Housing Options Portal please follow this link - [dandghousingoptions.org.uk/](https://dandghousingoptions.org.uk/)

This tool will ask a series of questions and then guide you through the different options you can explore to enhance your housing situation.

Social Housing is in great demand and often people can wait a long time before being placed in a Registered Social landlord (RSL) owned property.

Housing Options are the alternatives to Social Housing that may make it easy and quicker for you to move house.

### **What Housing options are Available?**

There are lots of different options available but they are not suitable for everyone. Using the wizard you will be able to see which options are suitable for you. Some of these include:

- Shared Ownership
- Mutual Exchange
- Social Housing
- Mortgage for Rent
- Sheltered Housing
- Private Rented



## Housing Support

If you think the Council has not provided the services detailed in this leaflet, you can ask for a review by contacting your local Housing Options & Homeless Services detailed on the back page of this leaflet.



Dumfries and Galloway Council  
Financial Wellbeing and Revenues Services  
Housing Options and Homeless Services  
Phone: **0303 333 3000**  
Email: [contact@dumgal.gov.uk](mailto:contact@dumgal.gov.uk)

**Annan Housing Options and Homeless Service Office**

High Street  
Annan, DG12 6AQ

**Office Hours: 9am - 5pm**

**Dumfries Housing Options and Homeless Service Office**

Queensberry Square  
Dumfries, DG1 1BF

**Office Hours: 9am - 5pm**

**Kirkcudbright Housing Options and Homeless Service Office**

Council Office, Daar Road  
Kirkcudbright, DG6 4JG

**Office Hours: 9am - 5pm**

**Stranraer Housing Options and Homeless Service Office**

Ashwood House, Sun Street  
Stranraer, DG9 7JJ

**Office Hours: 9am - 5pm**