



YOUR HOME

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Feeling safe, comfortable and secure in your home is essential to your quality of life and the quality of life for the person you care for. This information sheet covers the following housing-related areas affecting carers:

- housing in Southwark
- special needs accommodation
- support via Supporting People
- help with housing costs
- other housing issues

HOUSING IN SOUTHWARK

Southwark has a severe shortage of local authority homes to rent. Most of the council's properties are flats above ground floor level on estates. Very few properties have gardens and larger properties are in very short supply. It is important that if you have special requirements that mean you need to move or have your home adapted, you make these known to the Housing Advice Service when you contact them.

The **Housing Advice Service** provides specialist advice and help to people who have housing issues. They can offer advice and assistance with issues like:

- renting from private landlords
- long and short term hostels
- registering for council housing
- moving to a new home in another part of the country
- application for sheltered housing
- referrals to other voluntary and statutory agencies for assistance eg. homelessness service, connexions etc...

If you think you are homeless or going to be homeless within 28 days, call the **Home Searchline** on 020 7525 4208.

You can also visit your Housing Officer at your **Area Housing Office (AHO)** - contact details on the right. Some AHOs are now called **One Stop Shops**.

CONTACT DETAILS

Housing Advice Service

- 020 7525 5950
- hsg.has@southwark.gov.uk

Home searchline

- 020 7525 4208

Housing Services

- 0800 952 4444

Southwark Council

- 020 7525 5000

Bermondsey One Stop Shop

- 020 7525 5000
- bermondseyarea@southwark.gov.uk

Borough and Bankside Area Housing Office

- 020 7525 2600
- boroughbanksidearea@southwark.gov.uk

Camberwell Area Housing Office

- 020 7525 1350
- camberwellarea@southwark.gov.uk

Dulwich Area Housing Office

- 020 7525 2600
- dulwicharea@southwark.gov.uk

Peckham One Stop Shop

- 020 7525 2600
- peckhamarea@southwark.gov.uk

Nunhead and Peckham Rye Area Housing Office

- 020 7525 4750
- nunheadarea@southwark.gov.uk

Rotherhithe Area Housing Office

- 020 7525 1700
- rotherhithearea@southwark.gov.uk

Walworth One Stop Shop

- 020 7525 2600
- walwortharea@southwark.gov.uk

Southwark Carers

3rd Floor Walworth Methodist Church, 54 Camberwell Road, London, SE5 0EN
T: 020 7708 4497 E: info@southwarkcarers.org.uk W: www.southwarkcarers.org.uk

Registered charity number 1085300 - Company limited by guarantee number 4146495





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SPECIAL NEEDS ACCOMMODATION

There are a number of options available if you are elderly or you or the person you care for has a disability.

The **Home Improvement Agency** deliver essential adaptations and repairs to vulnerable private tenants and homeowners and assistance to maximise your income.

The **Housing Adaptations team** can deliver adaptations to your property if you are a disabled council tenant. What help you receive will depend on the recommendation of an occupational therapist (OT). Contact the OT teams on 020 7525 3959 to find out what help may be available.

SUPPORTING PEOPLE

Supporting People services help many people with different needs. Housing related support helps people using the service remain as independent as possible. Housing related support includes helping people to:

- manage their money
- get training or employment
- develop domestic or social skills
- address health issues
- keep safe

Housing related services provided in Southwark do not include services such as personal care, for instance cooking, washing, dressing, day care, or transport. These are arranged by social workers via a needs assessment. Supporting people services are delivered in hostels, supported housing and sheltered housing, as well as directly to people in their own homes. This type of service is called floating support.

Southwark Circle is a membership organisation founded by Southwark Council. For a small quarterly membership fee they provide Neighbourhood helpers to assist with handyman jobs. Other services include social networking groups, new skills training and recommendations for professional trades people like plumbers, painters, electricians and accountants.

CONTACT DETAILS

Home Improvement Agency
- 020 7525 1873

Housing Adaptations Team
- 020 7525 1866

Occupational Therapist Teams
- 0845 600 1287 / 020 7525 3959



Further Information

Counsel and Care

Provide information and advice on care homes and related issues.
-0845 300 7585

Elderly Accommodation Counsel

Information and advice on all forms of accommodation for older people.
- 020 7820 1343

The Relatives and Residents Association

Provide advice on sheltered and residential accommodation.
- 020 7359 8136

For information on hospice care, contact

Hospice Information:

020 7520 8222

www.hospiceinformation.info

Southwark Circle

- 0800 112 3441

www.southwarkcircle.org.uk

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HELP WITH HOUSING COSTS

Housing benefit

Housing benefit is paid by local authorities to people on low income to help with the cost of rented accommodation.

If you pay a mortgage you cannot get housing benefit, but you might qualify for help with interest payments through Income support. Information and claim forms are available from your local **One Stop Shop** (*details page 17*) or your Area Housing Office.

Council tax benefit

If you are on a low income, employed or unemployed you may be eligible for a payment of up to 100% of your council tax bill. Contact your AHO or **One Stop Shop** for details.

In addition, if you live with the person you care for you might be able to get a discount on your council tax.

Staying warm

People aged 60 or over qualify for the **Winter Fuel Payment**. In 2010, persons aged between 60 and 79 qualify for a payment of either £125 or £250 and the over 80s of between £200 and £400 depending on their circumstances. This annual payment is made automatically if you receive a state retirement pension.

The **Cold Weather Payment** is a smaller sum (£25 in 2010) which is automatically paid to certain people in receipt of benefits during periods of very cold weather.

If you are in receipt of benefits you may be entitled to a grant from the **Warm Front** team to improve the energy efficiency of your property.

Southwark EnergyCare is a special service from by Southwark Carers offering a range of services aimed at tackling fuel poverty and increasing knowledge and awareness of energy efficiency in the home. ([see section 10 for more details](#)).

Southwark Pensioner's Centre run an advice service for the over 60s.

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Further Information

The **Winter Warmth Line** provides advice on keeping warm during the winter.
- 0800 085 7000

Advice Services across the borough can help with issues around housing and council tax.
- 0800 952 4444.

CONTACT DETAILS

Warm Front
- 0800 952 0600

Winter Fuel Payment Helpline
- 08459 15 15 15

Southwark EnergyCare
- 020 7708 4497

Southwark Pensioner's Centre
- 020 7708 4556

Repair Emergencies Council Tenants
For all repair emergencies, call the council's 24-hour freephone number
- 0800 952 4444
- repairs@southwark.gov.uk

Gas leaks
- 0800 111 999

UK Power Connections
- 0845 234 0040



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Other housing issues

Repairs to your council home

The easiest way of finding out which repair you need is by using the Reporting your Repairs booklet. Use the reference numbers on the page showing the repair you need when you call the housing repairs helpline.

In general, the council are only responsible for maintaining the structure and outside of your home and installations for water, electricity, gas and drainage inside your home. They are also responsible for some repairs outside your home, including shared areas in blocks or on estates, lifts, entryphones and rubbish chutes.

If something needs mending in your council home, please call the council's **24-hour housing repairs helpline**. The freephone number is 0800 952 4444. See previous page for list of emergency repair contact numbers.

Disputes and threats

If you are a council tenant involved in a serious dispute with a neighbour, contact your AHO. Private tenants can obtain advice on a range of tenancy matters from the **Tenancy Relations Service**.

The **Southwark Mediation Centre** can help to resolve disputes with neighbours and landlords.

If you are experiencing racial harassment contact the **Victim Support Unit**. If you are concerned about domestic violence, racist or homophobic crime contact the Community Safety Unit at **Walworth Police Station**.

Noise

If you suffer from noise problems where you live, contact the council's 24-hour **Noise Team**.

Safety and security

Many people on low income can get locks and bolts fitted to their doors or windows through the free Lockfitting Scheme, run by **Victim Support Southwark**.

Further Information

The Disabled Living Foundation

A useful source of information on equipment and adaptations which can help people manage in their own homes.

- 0845 130 9177

Age Concern

produce a number of leaflets on housing related issues.

-0800 00 99 66

CONTACT DETAILS

Noise Team - Southwark

-020 7525 5777

POLICE STATIONS

Walworth Police Station

Peckham Police Station

East Dulwich Police Station

Rotherhithe Police Station

- 0300 123 1212

Victim Support Southwark

- 020 7277 1433

Southwark Mediation Centre

- 020 7708 4959

Tenancy Relations - Southwark

- 020 7525 4194

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