



NORTH STAR

Creating homes, building futures

Redcar

**Intensive Housing
Management Service**

**Supporting
people
to get to
where they
want to be.**

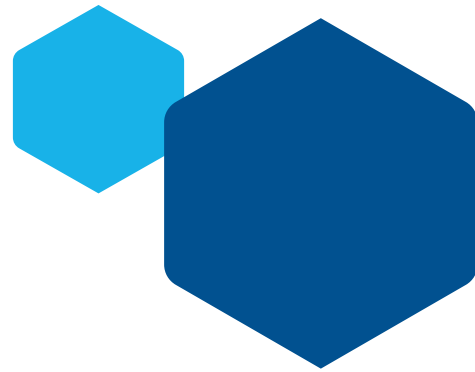


www.northstarhg.co.uk

Redcar Intensive Housing Management Service

This service is provided by North Star, in partnership with Redcar and Cleveland Borough Council, to provide temporary accommodation to vulnerable, people in need of housing.

The service provides 27 units of temporary, supported accommodation, mostly in central Redcar but there are a small number of units in Guisbrough and Brotton. Properties are let on an Assured Shorthold Tenancy Agreement.



How is this service accessed?

All referrals must come via the local authority's Homeless Service except where arrangements are in place with Social Services or other local authority departments to refer directly.

Who can access the service?

The service offers temporary accommodation for families and single people who have been assessed as needing supported accommodation.

Who provides the support?

Low-level, person centred support is provided by a RCBC local authority Homelessness Officer.



Intensive Housing Management

North Star provides Intensive housing management to enable tenants to manage a tenancy successfully and move on in a planned way to more settled, independent accommodation.

When the tenant moves in, they will be allocated a Keyworker who will visit to discuss housing management issues such as:

- Understanding the Tenancy Agreement and the responsibilities of being a tenant such as; looking after a home, managing visitors behaviour, paying bills, reporting repairs.
- Managing a rent account.
- Setting up utility accounts.
- Explanation of how the heating and other equipment works.
- Fire Safety in the home.
- Security in the home.
- Managing Anti-social behaviour.
- Registering with Compass.
- Planning a move to more settled accommodation.



Moving on

When the tenant is managing well and is ready to move on from the service, support will be provided to secure suitable move-on accommodation. The maximum length of stay in the service is two years.

**If you are homeless or about to lose your home,
please contact:**

Housing Advice & Information Service
Belmont House
Rectory Lane
Guisborough
TS14 7FD



Tel: 01287 612444 or 01642 774774

Fax: 01642 771124

Email: housing_clientservices@redcar-cleveland.gov.uk

Appointments may be arranged:

Tuesdays and Thursdays between 9.00am and 3.00pm

Emergency Out of Hours

Tel: 01642 771300

North Star Redcar Office

**Unit 3
Henson's Station Offices
Kirkleatham Street
Redcar
TS10 1RE**

Tel: 01642 309190

