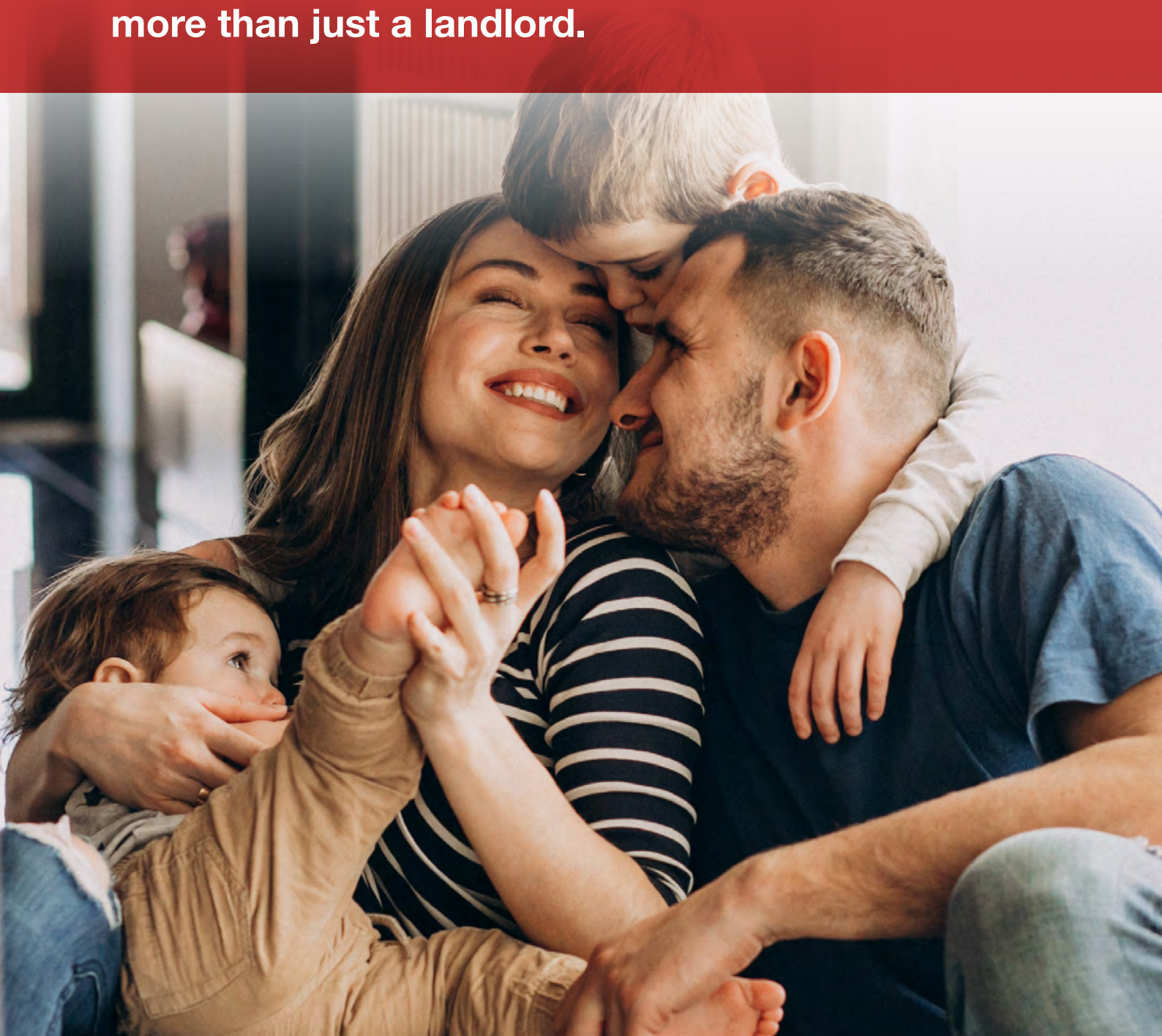


Stockport Homes Services to Customers

Homes, support, and opportunities —
more than just a landlord.



Contents

Homeless Support	3
Mutual Exchange	4
Right Sizing	4
Three Sixty Living	5
Customer Experience Hub	5
Housing Management	6
Building Safety Team	7
Anti-social behaviour Team	7
Home Contents Insurance	8
Housing Support	8
Furnished Tenancy	8
Furniture Recycling Team	9
Money Advice Team	9
Energy Advice Team	10
Employment & Training Team	10
Independent Living	10
Your Local Pantry	11
Domestic Abuse Services	12
Customer & Community Engagement	12
Beacon Counselling	13
TPA	13
Digiknow	13
SKylight Community Fund	14
Armed Forces	14
Care Leavers	14



Homeless Service

The Housing Options Team at SHG can provide advice and assistance to anyone in housing need across Stockport. Through a mixture of appointments with experienced advisors, drop-in sessions and a 24hr emergency telephone line, there is help available at all times.

The Team can help with:

- ▶ General advice on housing options within the Borough
- ▶ Mediating with family, friends and landlords to help prevent homelessness
- ▶ Developing personal housing plans and helping retain accommodation or find somewhere new to live
- ▶ Providing temporary accommodation where possible
- ▶ Outreach support to people who are rough sleeping
- ▶ Access to drug and alcohol and mental health support, along with Care Act assessments where needed

▶ More details are available on the SHG website at www.stockporthomes.org/find-a-home/homelessness/homeless-advice/





Mutual Exchange Service

A mutual exchange is where you exchange your home with another Council, Stockport Homes or Housing Association tenant.

- ▶ Properties are advertised online through the Homechoice service and customers can add photographs to highlight benefits of their current property to attract interested possible exchanges.
- ▶ The Mutual Exchange team can support customers to use the Mutual Exchange system and work to create multi way swaps which involve three, four or five way swaps.

▶ More information on mutual exchange and how to apply go to **www.homechoicestockport.org/Mutualexchanges**

▶ or by calling **0161 217 6016** (Option 2).



Right Sizing

The Right Sizing service supports current Stockport Homes customers who live in 3 or 4 bedroom properties who want to move to a more manageable and smaller one bedroom property. The aim of the right sizing service is to maximise use of larger family sized accommodation. The service supports customers by directly securing a new property for them, removing the need to apply through Homechoice. The team are also able to offer financial support to move if the customer is facing financial barriers.

▶ To find out more email **rightsizing@stockporthomes.org**

▶ or call **0161 217 6016** (Option 2)

▶ Alternatively speak to your Housing Officer and they will be able to give you more information.



Three Sixty Living

Three Sixty Living is Stockport Homes' in-house private property management and lettings service, providing a full lettings and property management solution to privately owned properties and blocks across and around the Stockport and Greater Manchester area. Three Sixty Living work with customers to ensure tenancies are sustainable and will provide support through Stockport Homes services, including money advice and housing support.



To find properties available with Three Sixty Living please visit **www.rightmove.co.uk** and search for Three Sixty Living or call the team on **0161 474 2696**.



Customer Experience Hub

Customer Experience Hub provide a telephone, email and webchat service between 8.30 to 5pm each weekday. The team deal with any query including repairs, tenancy issues, ASB, neighbourhood issues, rehousing, homelessness, rents and housing benefit. We can also direct you to one of our support teams.

The Reception Team at Cornerstone are here to welcome customers and provide help and advice. The staff will either support you directly or can refer you onto the appropriate person.



0161 217 6016



Customer Feedback Team

Stockport Homes has a dedicated Customer Feedback Team who deal with complaints that come into the organisation. These staff have completed specific training to ensure that they are aware of the best practice in dealing with complaints and in listening skills to fully understand your complaint.

The Customer Feedback Team will often contact you to ensure we fully understand the issues you are raising and the remedy that you want.

The Customer Feedback Team will either;

- ▶ Investigate your complaint themselves.
- ▶ Request that a manager investigates the complaint.

The Customer Feedback Team will monitor complaints to make sure they are replied to in timescale, have responded to all the issues you have raised and meet the quality standards that we expect.

You can contact the team by;

Use the online form



 Email feedback@stockporthomes.org

 Call **0161 474 2600**

Visiting us at Cornerstone, our head office building at
1-3 Edward Street, Stockport, SK1 3NQ

You can also report a complaint to any member of Stockport Homes staff





Housing Management

The Housing Management Team provides a responsive Tenancy and Estate Management Service across Stockport to ensure the needs of the customers are met. This includes the following services:

- ▶ Regular estate and block inspections
- ▶ Tenancy visits, neighbourhood walkabouts and estate 'clean-ups' with customers, partner agencies and colleagues.

We will continue to:

- ▶ Work closely with local councillors and residents in all areas of the borough to address and resolve issues, holding regular meetings with residents to provide an opportunity for concerns to be raised.
- ▶ Build relationship with our tenants and make sure they are signposted to different services within SHG and externally when support is needed.
- ▶ Support Family Hubs across Stockport to build connections and relationships that enable families to access the right support.
- ▶ Tackle fly tipping across the borough, utilising CCTV to gather evidence, take legal action and recharge those responsible.



For more information please contact the team on **0161 217 6016** option 4, or



email **neighbourhoods@stockporthomes.org**



Building Safety

Building Safety Officers visit high-rise blocks each month to conduct safety visits in customer homes. They also support customers to report any issues they have identified.

Resident safety panel meetings are held quarterly allowing customers to talk through any building safety issues, this gives an opportunity to discuss all compliance and building safety activities and incentives. We also hold drop in events on site for all tall and high rise buildings for customers to address any safety concerns.



Safer Neighbourhoods

Customers can report Anti-Social Behaviour in person or by contacting SHG via telephone, email, or reporting via the website. All reported incidents of ASB, hate and domestic abuse are treated seriously and will have an immediate and appropriate action whenever incidents are reported or identified. A person centred approach ensures residents have access to appropriate support services and are able to work with staff during the investigation of the incident.



The Team can be contacted on
safer@stockporthomes.org



In an emergency people should
call **999**





Home Contents Insurance

We don't automatically insure your furniture and belongings. No matter how careful you are, there is always a risk that your belongings could be broken, damaged or stolen.

We insure the building, but you're responsible for insuring your belongings, and home contents insurance can help protect them against risks like fire, theft and water damage.

 If you would like to enquire about Home contents insurance, please call **0161 217 6016 (option 3)**

 or email: **rents@stockporthomes.org** and we will be happy to help with your queries.



Housing Support

Dedicated service for customers requiring additional support to sustain their tenancy. Housing support can help with; form filling, advocacy with services, budgeting and finance signposting, connecting to statutory and non-statutory local services, advice and sign posting on housing options concerns.

It also includes:

- ▶ Delivery of Rough Sleeping Accommodation Programme to prevent rough sleeping in the borough.
- ▶ Wellbeing calls to vulnerable adults.
- ▶ Support for customers at Cornerstone every day during office hours and a community duty worker to provide outreach to those unable to leave their homes.
- ▶ Help@Home – partnership with AgeUk Stockport to assist with property condition and hoarding behaviors to support customers to declutter and improve property condition.
- ▶ The Community Hub – partnership with PURE Innovations assisting customers to reduce social isolation by accessing social groups in the community.

 **housingsupport.team@stockporthomes.org**

 **0161 474 3773**



Furnished Tenancy

Furnished tenancies are only available to Stockport Homes Customers. A package of new, quality essential items can be delivered directly to your home once the relevant application has been completed. A typical package of furniture includes carpets, a cooker, fridge freezer (which are connected when fitted) and bedroom furniture.

 For more information, please email **furnished.tenancies@stockporthomes.org**

 To refer yourself or someone else to the service please complete the Furniture Needs Assessment form: **www.sk-y-light.org/furniture/furniture-referral/**



Furniture Recycling Project

The Furniture Recycling Project collects and recycles good quality furniture and electrical white goods. These items are donated to families or residents in need who may lack the basic items that make their property a home.

➤ To donate furniture, go to

www.sk-y-light.org/furniture/donate-furniture



Money Advice Team

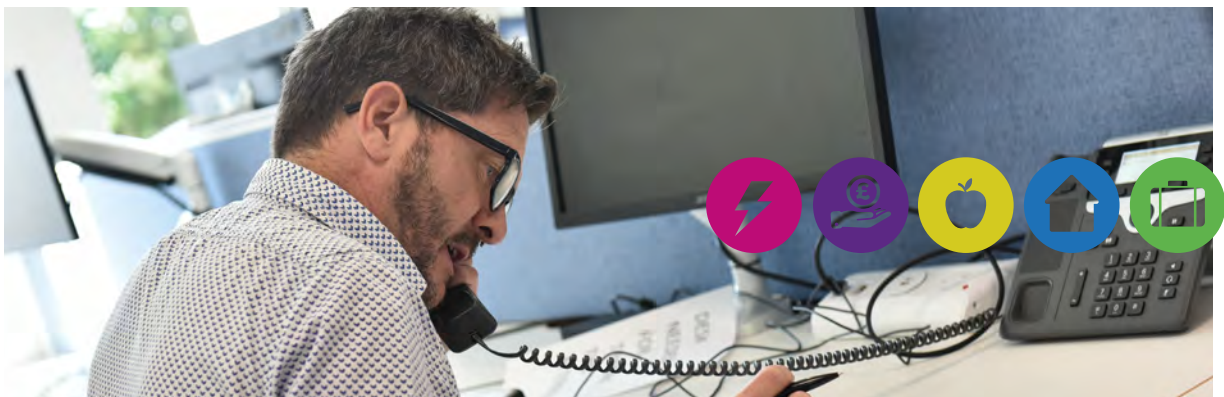
The Money Advice Team support SHG customers by carrying out a full financial assessment. This includes:

- ▶ Looking at affordability
- ▶ Income maximisation
- ▶ Benefit checks and advice
- ▶ Better off calculations
- ▶ Benefit applications
- ▶ Benefit decision challenges, including representation at Tribunal
- ▶ Onward referrals for ongoing support with debt, employment, housing support, energy advice.

➤ Customers can self-refer at **www.stockporthomes.org/advice-support/money-advice/money-advice-team**

✉ by emailing **moneyadvice@stockporthomes.org**

☎ or by phoning us on **0161 217 6016 (option 3)**



Energy Team

The Energy Solutions Team provide a bespoke energy advice service to all SHG customers. We can support with:

- ▶ Energy bills
- ▶ Switching tariffs
- ▶ Fuel debt advice
- ▶ Efficient use of heating/appliances and smart metering.

We offer additional support to customers in SHG managed Heat Network properties, with advice on topping up your heat meter and efficient use of heating to minimise costs.

 We have a dedicated phone line which customers can contact directly for help and advice - **0161 474 4062**.

 Internal or external services can refer in to **energy.advice@stockporthomes.org**

Employment & Customer Training

Our Employment Support and Customer Training team can provide you with advice and guidance for all issues relating to training and employment. We can support you with job searching and gaining work experience, identifying an apprenticeship, accessing training or work placements and much more.

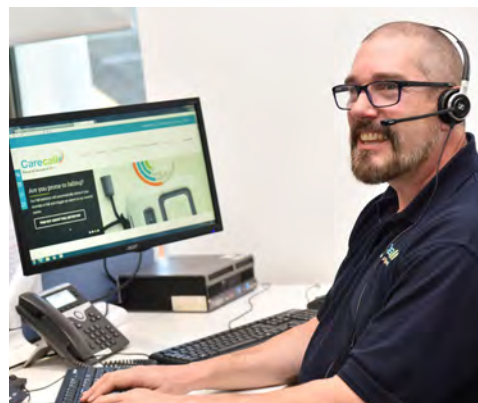
 **employmentsupport@stockporthomes.org**

 **customer.training@stockporthomes.org**

Independent Living

We provide dedicated housing for customers over the age of 60, which aims to meet their individual needs. Our Independent Living Team offer Intensive Housing Management to all our customers, ensuring they receive the necessary wrap-around support which enables them to sustain their tenancy and enhance their wellbeing. Our team will visit our customers at their homes and can support with:

- 1 Benefit applications.
- 2 Completing Adult Social Care referrals for equipment and adaptations.
- 3 Blue badge and disabled parking bay applications.
- 4 Improving property conditions affected by hoarding behaviours.
- 5 Signposting to other agencies for support ie, counselling, Age UK.



 **independentlivingteam@stockporthomes.org**

 **0161 474 3776**



Your Local Pantry

'Your Local Pantry' provides members with access to affordable food that they choose including fresh fruit and vegetables, meat, fridge, and store cupboard items. For **£4.50 a week** members can choose **10 items** saving an average of £21 a week.



Woodley Pantry

Arthur Greenwood
Centre, Hipley Close,
Woodley, SK6 1ES

Tuesday
3pm - 6pm

Penny Lane

Pantry Hanover
Towers, Penny Lane,
Lancashire Hill, SK5
7RL

Wednesday
10am - 12.30pm

Brinnington

Pantry First House,
Brinnington Road,
Brinnington, SK5 8EN

Wednesday
2pm - 6pm

@Number 5

5 Cuddington
Crescent, Bridgehall,
SK3 8LX

Thursday
2pm - 6pm

Mottram Street

Pantry Mottram
Towers, Mottram
Fold, SK1 3NY

Friday
10am - 12.30pm





Domestic Abuse Services

SHG have a dedicated domestic abuse team who provide personalised advice and support. Anyone is welcome to make contact, whether they just want to talk through their situation, need help to stay safe in their homes or are looking for alternative accommodation.

Domestic abuse takes many forms which our dedicated team will cover in all aspects.

Working closely with specialist agencies such as Stockport Without Abuse, the team can assist with:

- ▶ Personalised safety planning
- ▶ Individual housing plans
- ▶ Additional home security
- ▶ Access to counselling
- ▶ Support in taking legal action
- ▶ Referrals to specialist agencies

 The Team can be contacted on **HODA@stockporthomes.org**

 In an emergency people should call **999**



Customer & Community Engagement

Your views and opinions have a big impact on the work that we do. Giving us your feedback and sharing your thoughts, ideas and suggestions helps us to continuously improve how we provide our services and shape the future of Stockport Homes. We want to encourage and support you to get involved, to make it as easy as possible for you to do that in a way that meets your needs, we also aim to keep you informed about how your involvement has shaped and improved what we do.

We offer a wide variety of ways for customers to give us their feedback or get involved in more depth and decision making.

 To register your interest, go to
www.stockporthomes.org/my-home/get-involved/

Beacon Counselling

Free counselling is available to customers living in a Stockport Homes property. This is delivered by the Beacon Counselling service. You can self-refer by completing a short online referral or speaking to your Housing Support Officer. Counselling will support with topics such as relationship breakdown, worries around cost of living or stress in work, anxiety, recent or past trauma or dealing with a life change such as bereavement or a life changing illness.

 www.stockporthomes.org/advice-support/health-and-wellbeing/counselling-service/

TPA

The Prevention Alliance (TPA) support is available to all adult residents in Stockport.



The Prevention Alliance
Creating Change Together

- ▶ Stockport Support Hub – A single point of access providing information, advice and guidance which can directly link people to a range of support offers.
- ▶ Your Support – Deliver one-to-one, short-term support (up to 6 months) to guide people who are feeling overwhelmed to make positive changes. This includes support with finances, housing, health, and confidence.
- ▶ BSL Support Sessions – Deliver weekly one-to-one support sessions for the Deaf community with a BSL interpreter.

 Online referral form

 By phone 0161 474 1042

 By text (for the deaf community) 07539 468 560

Digiknow

Digiknow provide weekly sessions to support customers to get online and develop their digital skills. The sessions are delivered by Starting Point at the York Street Community Centre and Cornerstone.

The DigiKnow network also provides a helpline, free wi-fi in libraries and community centres, access to the digital databank, device loans, low cost refurbished devices, an online training platform and a weekly newsletter.

All Stockport residents can access digital skills support through the DigiKnow offer.

 Contact the DigiKnow helpline on **07724 217 888**





SKylight Community Fund

The Community Fund is available to help improve and sustain our neighbourhoods. It supports projects which genuinely make a difference to the lives of our customers and the wider community. You and your community group are able to bid for funds up to £2,000. A Funding Officer can work with your community group to access grants to deliver projects in your local area.

✉ Contact **funding@stockporthomes.org** for more information



Armed Forces

Stockport Homes provide personalised rehousing plans to all applicants who are current or former armed forces & families. These include:

- ▶ Priority for shared ownership.
- ▶ Dedicated worker in Housing Options Team.
- ▶ Employment offer which supports employment of veterans, tracking applications from military personnel & families and flexibility of leave for family before, during and after deployment.



Care Leavers

Working with key stakeholders and partners, SHG supports local Care Leavers. We offer a range of support to honour our commitment as 'corporate parent

- ▶ Support with physical and mental wellbeing
- ▶ Support to prepare for adulthood and independent living
- ▶ Help to gain access to available services
- ▶ Support care leavers to have a safe and stable home
- ▶ Work closely with the Council's Leaving Care Team to plan for when a young person transitions into adulthood
- ▶ Offer additional rehousing priority to maximise housing options for care experienced young people

✉ To access the addition support listed above, please contact **homelessprevention@stockporthomes.org**

☎ or call **0161 217 6016**



www.stockporthomes.org



[/StockportHomes](https://www.youtube.com/StockportHomes)