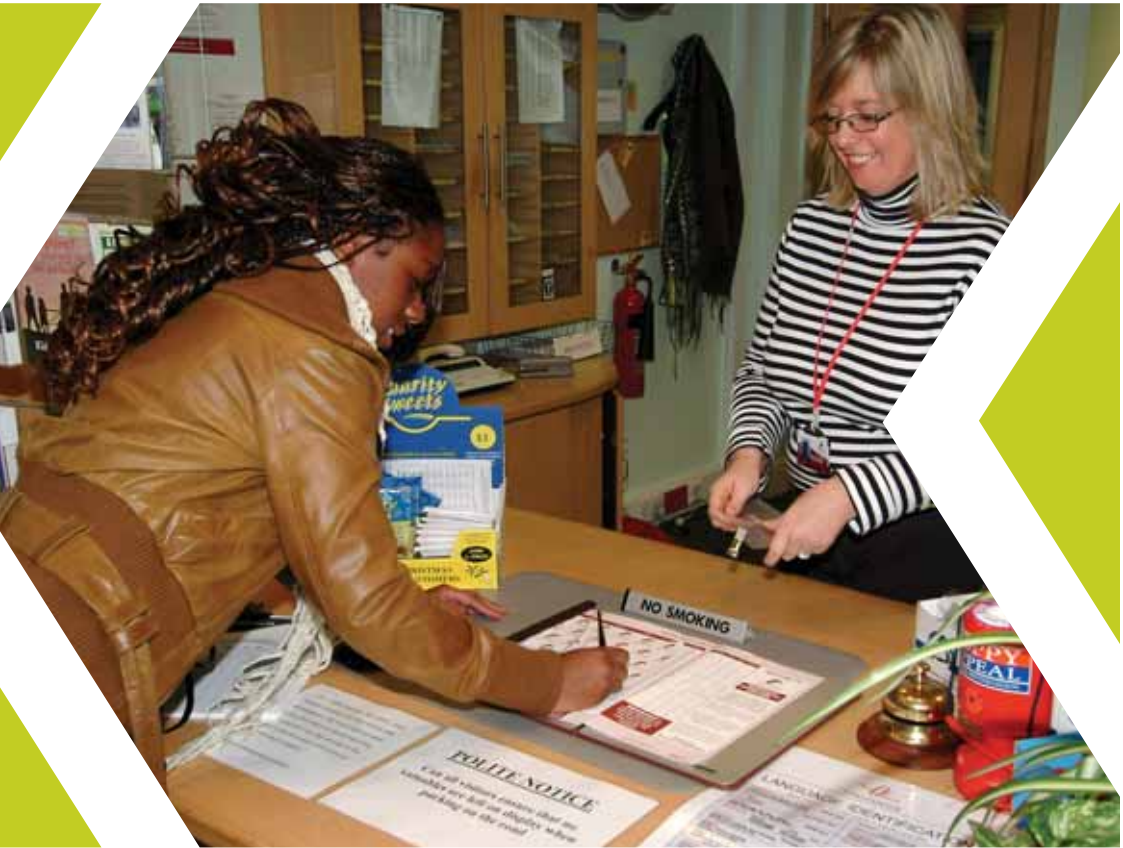


# Advice and support



# HomeLink - advice and support

There are lots of people on hand to support you when you register with HomeLink and during the process until you are offered a property which you accept.

This leaflet provides you with information about all the help you are able to access and provides you with contact details so that you can find out more.

## HomeLink Support Officers

These officers ensure that people who need any support applying for housing or bidding can access HomeLink. Officers support people who are not bidding or applicants who may be house bound, who have learning difficulties or who do not speak or read English. If you are unable to access the internet they can post you information on empty properties each week and if you can't access the internet or a telephone, they can arrange for a family member or support worker to place bids for you.



**Find out more:**

0115 915 7153 or 0115 915 7130  
[homelink@nottinghamcityhomes.org.uk](mailto:homelink@nottinghamcityhomes.org.uk)

## Housing Officers

Housing Officers are based at area housing offices and can give you information on HomeLink and other housing options such as mutual exchanges or renting privately. They can also put you in touch with other agencies that can provide you with more support if you need it. The HomeLink team hold HomeLink surgeries at the housing offices through the year.



**Find out more:**

Contact your area housing office  
by calling 0845 330 3131

## Disability Housing Advisor


A Disability Housing Advisor makes sure a property you are interested in meets your specific requirements.



**Find out more:** 0115 915 3293

## Medical Referrals Officers


If you are finding it difficult getting around your home or gaining access to it because of a medical problem, you may be able to apply for priority rehousing on medical grounds. A Medical Referral Officer will assess your application and identify what support you may need.



**Find out more:** 0115 915 7145 or 0115 915 7152

## Lettings Officers

When you move into your new home, your Lettings Officer will carry out a Support Needs Assessment. This will identify any support you may need. For example, they may refer you to a Financial Inclusion Officer if you need some information about how to control and manage your money and outgoings.



**Find out more:** Contact your area housing office by calling  
North team: 0115 915 2562  
Central team: 0115 915 2528  
South team: 0115 915 2579

## Financial Inclusion Officers

These officers can help you with general advice about money management as well as specific advice about rent arrears or debts you may have. They will give you guidance about any welfare benefits you may be entitled to claim.




**Find out more:** 0115 915 4920

## Nottingham City Council's Housing Aid

Housing Aid provide advice if you are having difficulties with your tenancy or are in danger of losing your home. They can also signpost you to other sources of help such as:

- The Homelessness Prevention Gateway helps people who are homeless or at risk of becoming homeless.
- The Housing Aid Bond Scheme assists people who are homeless or threatened with homelessness into good quality private rented accommodation.
- The Nottingham City Sanctuary Scheme helps survivors of domestic violence remain in their own homes and feel safe.



**Find out more:** 0115 915 3000  
[housingaid@nottinghamcity.gov.uk](mailto:housingaid@nottinghamcity.gov.uk)



If you are unable to read this publication about HomeLink - advice and support please contact your area housing office, or call us on **0845 330 3131**. We can arrange for an interpreter to explain it to you, or send you a spoken word version on tape or CD. If neither of these are suitable, we can translate this publication into your chosen language. We can also provide it in large print.

## Other useful contacts

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**Advice UK** **Phone:** 020 7407 4070

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**Age Concern** **Phone:** 0800 00 99 66

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**Nottingham and District  
Citizens Advice Bureau** **Phone:** 0115 938 8050

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**The Community Legal Service** **Phone:** 0845 608 1122

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**Consumer Credit  
Counselling Service** **Phone:** 0800 138 1111

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**Framework** **Phone:** 0115 841 7711

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**National Debt Line** **Phone:** 0808 808 4000

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**Nottingham City Council  
Welfare Rights** **Phone:** 0115 915 1355

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**Shelter line** **Phone:** 0808 800 4444

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