



Housing, Advice and Support

Directory of Services

July 2012



Contents

Housing Services	3
Landlord Services	5
Housing Associations & Registered Social Landlords	6
Support Services	7
• Torfaen Floating Support (TFS)	
• Supported Housing	
• Befriending	
• Floating Support	
• Retirement or Sheltered Housing	
Adaptations	13
Other Advice and Assistance	14
Energy Efficiency	17

This directory is accurate at **5th July 2012**.

Many of the providers within this directory offer other services, so please contact them directly for more information.

Address: Housing Services
Torfaen County Borough Council
Civic Centre, Pontypool,
Torfaen,
NP4 6YB

Telephone: 01495 762200

Index

Aelwyd Housing Association	12
Age Concern Torfaen	8
Befriending - Friends for Life	10
Bron Afon Community Housing	7
Care and Repair	13
Charter Housing	7
Charter Options Private Rentals and Leasing Agency	5 & 6
Christians Against Poverty	15
Citizens Advice Bureau	14
Gateway Credit Union	16
Disabled Facilities Grant	13
Energy Saving Trust Project	6
Financial Inclusion	4
Floating Support	11
Gofal	8
Gwalia Care & Support	8
Hafan Cymru	8
Hafod Housing	7
Handy Person Service	13
Help2Own	5
Home Heat Helpline	17
Housing Advice and Homelessness Prevention	4
Housing and Council Tax Benefits	14
Housing Debt Helpline Wales	14
Keep Well this Winter	17
Lifeline Alarms	13
Linc-Cymru	7
Melin Homes	7
Melin Leasing	6
National Debt Line	14
Nest	17
Regional Landlord Forum	6
Retirement / Sheltered Accommodation	12
Shelter Cymru	14
Solas	4
Solas Bond Scheme	4
Supported Accommodation	9 - 10
Telecare and Assistive Technology	13
Temporary Accommodation Floating Support (TAFS)	4
The Lighthouse	15
Torfaen County Borough Council Customer Care Centres	15
Torfaen Floating Support (TFS)	8
Torfaen Mind	8
Torfaen Voluntary Alliance	15
Torfaen Women's Aid	8
Torfaen Young People's Support Service TYPSS	15

Housing Services

Housing Advice and Homelessness Prevention

Provider: Torfaen County Borough Council

Address: Civic Centre, Pontypool, NP4 6YB

Services: A housing options officer can give you help and advice with your housing problems and provide you with information about your options.

Telephone: 01495 762200

Link: www.torfaen.gov.uk

Temporary Accommodation Floating Support (TAFS)

Provider: Torfaen County Borough Council

Address: Civic Centre, Pontypool, NP4 6YB

Services: If you are registered as homeless and living in temporary accommodation, you may be able to get support. (You must be referred by a housing options officer)

Telephone: 01495 762200

Link: www.torfaen.gov.uk

Financial Inclusion

Provider: Torfaen County Borough Council

Address: Civic Centre, Pontypool, NP4 6YB

Services: Advice is available on managing bills and increasing your income through budgeting and debt management. (You must be referred by a housing options officer)

Telephone: 01495 762200

Link: www.torfaen.gov.uk

Solas

Address: 49 George Street, Newport, NP20 2AA

Services: Help and accommodation is available for homeless young people, adults and families.

Telephone: 01633 664045

Link: www.solas-cymru.co.uk

Solas Bond Scheme

Provider: Solas

Services: Solas can help you access a private rented property. (You must be homeless, on a low income or in receipt of benefits to use this service)

Telephone: 01633 644395

Link: www.solas-cymru.co.uk/what-we-do/bond-scheme

Charter Options Private Rentals

Provider: Charter Housing

Address: Exchange House, High Street, Newport, NP20 1AA

Email: info@charteroptions.co.uk

Services: Charter has properties available to rent and/or buy (depending on your circumstances), at a lower rent than in the private rented sector.

Telephone: 01633 678545

Link: www.charteroptions.co.uk

Help2Own

Contact: Torfaen County Borough Council

Address: Civic Centre, Pontypool, NP4 6YB

Email: help2own@torfaen.gov.uk

Services: If you cannot afford to buy a property on your own, Help2own can help you buy one at a discounted rate. To be eligible for this scheme you will need to be working and have access to a mortgage.

Telephone: 01495 762200

Link: www.torfaen.gov.uk

Landlord Services

Melin Leasing

Provider: Melin Homes

Address: Ty'r Efail, Lower Mill Field, Pontypool, Torfaen, NP4 OXJ

Email: enquiries@melinhomes.co.uk

Services: Melin removes the hassle of renting out your property and guarantees you a rental income.

Telephone: 0845 310 1102

Link: www.melinhomes.co.uk

Charter Options Letting Agency

Provider: Charter Housing

Address: Exchange House, High Street, Newport, NP20 1AA

Email: info@charteroptions.co.uk

Services: Charter removes the hassle of renting out and managing your property. (Properties are normally let for a trial period of 6 months)

Telephone: 01633 678545

Link: www.charteroptions.co.uk

Energy Savings Trust Project

Provider: Energy Savings Trust

Services: Help and advice is available to help you improve the energy efficiency of your property.

Telephone: 0800 512 012

Link: www.energysavingtrust.org.uk

Regional Landlord Forum

Contact: Torfaen County Borough Council

Services: Provides landlords with advice and assistance to improve the private rented sector for tenants and increase business opportunities for landlords. The forum meets four times a year.

Telephone: 01495 762200

Housing Associations & Registered Social Landlords

Bron Afon Community Housing

Address: William Brown Close, Llantarnam Business Park, Cwmbran, NP44 3AB

Email: enquiries@bronafon.org.uk

Telephone: 01633 620 111

Link: www.bronafon.org.uk

Melin Homes

Address: Ty'r Efail, Lower Mill Field, Pontypool, Torfaen, NP4 OXJ

Email: enquiries@melinhomes.co.uk

Telephone: 0845 310 1102

Link: www.melinhomes.co.uk

Charter Housing

Address: Exchange House High Street Newport, NP20 1AA

Telephone: 01633 212375

Link: www.charterhousing.co.uk

Linc-Cymru

Address: Linc-Cymru Housing Association, 387 Newport Road, Cardiff, CF24 1GG

Email: info@linc-cymru.co.uk

Telephone: 029 2047 3767 (0800 072 0966 Freephone 0300 123 1134 Mobile)

Link: www.linc-cymru.co.uk

Hafod Housing

Address: First Floor, St Hilary Court, Copthorne Way, Cardiff, CF5 6ES

Email: enquiries@hafod.org.uk

Telephone: 02920 675800

Link: www.hafod.org.uk

Support Services

Sometimes living on your own can be difficult and you may need some extra help. This section provides details of organisations that can help.

Torfaen Floating Support (TFS)

Address: Portland Buildings, Commercial Street, Pontypool, Torfaen, NP4 6JS

Email: TESS@tvawales.org.uk

Telephone: 01495 745166

Link: www.torfaenvoluntaryalliance.org.uk

Torfaen Floating Support offers support through its different providers to people with the following support needs:

- Older Persons
- Learning Disabilities
- Domestic Abuse
- Young Persons
- Substance Misuse
- Mental Health
- Offending Behaviour

TFS Providers:

Hafan Cymru

01495 742121

www.hafancymru.co.uk

Age Concern

01495 769264 or 01495 774455

www.ageconcerntorfaen.org

Gwalia Care & Support

01495 745131

www.gwaliacareandsupport.com

Torfaen Mind

01495 757393

www.torfaenmind.co.uk

Torfaen Women's Aid

01495 742052

www.torfaenwomensaid.org

Gofal

01495 767935

www.gofalcymru.org.uk

Supported Housing

Prestige

Address: 49 Bridge Street, Usk, Torfaen, NP4 6SQ

Email: precarag@btconnect.com

Services: If you have learning difficulties and are struggling to live independently, Prestige may be able to offer you a place in their group home.

Telephone: 01291 672671

Reach (Supported Living)

Address: REACH (Supported Living) Ltd, 11 Devon Place, Newport, NP20 4NP

Services: If you have learning difficulties, Reach has a range of supported living services to meet your individual needs.

Telephone: 01633 679899

Link: www.reach-support.co.uk

CMIG Limited

Address: 44 Victoria Street, Cwmbran, Torfaen, NP44 3JN

Services: If you suffer with mental health problems, you may be able to receive help from CMIG, who provide floating support and supported accommodation.

Telephone: 01633 877443 or 01633 877718

Home from Home

Address: 18 Poplar Avenue, New Inn, Pontypool, NP4 OEX

Services: If you suffer with mental health problems and are struggling to live independently, Home from Home may be able to offer you a place in their group home.

Tel No: 01495 752331

Torfaen Women's Aid

Address: PO Box 88, Pontypool, NP4 6JE

Email: info@torfaenwomensaid.org.uk

Services: If you are experiencing abuse from your partner, Women's Aid may be able to help.

Telephone: (24 Hour Helpline) 01495 742052

Link: www.womensaid.org.uk

Cartrefi Cymru

Address: The Old Surgery, Mill Road, Pontnewydd, Pontypool, NP4 6NG

Email: enquiries@cartreficymru.org

Services: If you have learning difficulties and are struggling to live independently, Cartrefi Cymru may be able to offer you a place in their group home.

Telephone: 01495 751818

Link: www.cartreficymru.org.uk

Cariad Domiciliary Support Services

Address: Unit 21, Torfaen Business Centre, Panteg Way, New Inn, Pontypool, NP4 0LS

Services: If you have learning difficulties and are struggling to live independently, Cariad may be able to offer you a place in their group home.

Telephone: 01495 740700

Torfaen Mind

Address: 24 George Street, Pontypool, Torfaen, NP4 6LR

Email: Housing@torfaenmind.co.uk

Services: Supported accommodation for adults (18+) with mental health problems.

Exclusions: People with substance misuse problems, a history of persistent violence, arson or sex offending, physical care needs, rent arrears and people unable to self-medicate.

Telephone: 01495 768843

Link: www.torfaenmind.co.uk

Supported Living

Provider: Bron Afon

Address: William Brown Close, Llantarnam Industrial Park, Cwmbran, NP44 3AB

Email: supportedliving@bronaafon.org.uk

Services: Low level support for Torfaen residents over 55 years of age.

Telephone: 0800 111 4242

Link: www.bronafon.org.uk

United Response

Address: Ty Nant Ddu Resource Centre, Hospital Road, Pontnewynydd, NP4 8LE

Services: If you have learning difficulties, floating support is available to help you live independently in the community.

Telephone: 01495 764 231

Link: www.unitedresponse.org.uk

Befriending

Friends for Life

Contact: Befriending Team

Services: If you struggle to get out and about and are feeling lonely and isolated, you may want to join 'Friends for Life' where you will be able to meet new people and make new friends.

Telephone: 01495 774455

Floating Support

Gwalia Care & Support

Address: Suite 29, The Woodlands, Mamhilad Park Estate, NP4 0HZ

Services: Floating support for vulnerable people who may have had substance misuse issues, are young or who have a history of offending behaviour.

Telephone: 01495 745131

Link: www.gwaliacareandsupport.com

Torfaen Women's Aid

Address: PO Box 88, Pontypool, NP4 6JE

Email: info@torfaenwomensaid.org.uk

Services: If you are experiencing abuse from your partner, Women's Aid may be able to help.

Exclusions: Men

Telephone: (24 Hour Helpline) 01495 742052

Link: www.womensaid.org.uk

Hafan Cymru

Address: Chrysalis Centre, 4 Town Bridge Buildings, Pontypool, NP4 6JE

Services: If you are experiencing abuse from your partner, Hafan Cymru may be able to provide support.

Telephone: 01495 742121

Link: www.hafancymru.co.uk

CMIG Limited

Address: 44 Victoria Street, Cwmbran, Torfaen, NP44 3JN

Services: If you suffer with mental health problems, you may be able to receive help from CMIG, who provide floating support and supported accommodation.

Telephone: 01633 877443 or 01633 877718

Torfaen Mind

Address: 24 George Street, Pontypool, Torfaen, NP4 6LR

Email: Housing@torfaenmind.co.uk

Services: Supported accommodation for adults (18+) with mental health problems.

Exclusions: People with substance misuse problems, a history of persistent violence, arson or sex offending, physical care needs, rent arrears and people unable to self-medicate.

Telephone: 01495 768843

Link: www.torfaenmind.co.uk

Gofal

Address: 6 Town Bridge Buildings, Park Road, Pontypool, NP4 6JE

Services: Floating support for people with mental health problems.

Telephone: 01495 755296

Link: www.gofalcymru.org.uk

Age Concern Torfaen

Address: 12/13 Broad Street, Abersychan, Torfaen, NP4 7BQ

Email: infoandadvice@ageconcerntorfaen.org

Services: Floating support for older people.

Exclusions: Persons under 50 years of age.

Telephone: 01495 774455

Link: www.ageconcerntorfaen.org

Retirement/Sheltered Accommodation

Bron Afon Community Housing

Address: William Brown Close, Llantarnam Industrial Park, Cwmbran, NP44 3AB

Email: enquiries@bronafofon.org.uk

Telephone: 0800 111 4242

Link: www.bronafofon.org.uk

Melin Homes

Address: Ty'r Efail, Lower Mill Field, Pontypool, Torfaen, NP4 0XJ

Email: enquiries@melinhomes.co.uk

Telephone: 08453 101102

Link: www.melinhomes.co.uk

Linc Cymru

Address: Linc-Cymru Housing Association, 387 Newport Road, Cardiff, CF24 1GG

Email: care&support.service@linc-cymru.co.uk

Telephone: 02920 474721

Link: www.linc-cymru.co.uk

Aelwyd Housing Association

Address: 56-58 Richmond Road, Cardiff, CF24 3ET

Email: enquiries@aelwyd.co.uk

Telephone: 02920 481203

Link: www.aelwyd.co.uk

Adaptations

Telecare and Assistive Technology

Provider: Torfaen County Borough Council

Contact: Customer Care Centre

Services: Telecare assistive technology is available to people who have a disability or who feel vulnerable.

Telephone: 01495 762200

Link: www.torfaen.gov.uk

Lifeline Community Alarm

Provider: Bron Afon Community Housing

Services: A 24 hour Lifeline service for older and vulnerable people across Torfaen.

Telephone: 0800 111 4242

Link: www.torfaen.gov.uk

Care and Repair

Provider: Melin

Address: Ty'r Felin, Lower Mill Field, Pontypool, Torfaen, NP4 OXJ

Email: info@crtorfaen.co.uk

Services: A free home improvement and advisory service for older people that helps to ensure that their homes are safe, secure and meet their needs.

Tel No: 01495 745948

Link: www.careandrepair.org.uk

Disabled Facilities Grant

Provider: Torfaen County Borough Council

Email: socialcarecalltorfaen@torfaen.gov.uk

Services: If you are struggling to use and access your home because of a disability, the Council may be able to give you a grant towards the cost of adaptations to make your home more accessible.

Tel No: 01633 762200

Link: www.torfaen.gov.uk

Handy Person Service

Provider: Age Concern

Address: East Avenue, Off Greenhill Road, Sebastopol, Torfaen, NP4 5AB

Email: widdershins@ageconcerntorfaen.org

Services: Available to anyone over 50 years of age who lives in Torfaen, to help them carry out minor repairs. *This is a chargeable service.*

Telephone: 01495 769264

Website: www.ageconcerntorfaen.org

Other Advice and Assistance

Citizens Advice Bureau

Address: Castle Mews, George Street, Pontypool, NP4 6BU

Email: pontypool@torfaencab.org.uk

Services: Free, confidential, independent, quality advice on a wide range of issues including benefits, debts, bankruptcy, repossession, rent arrears and housing.

Tel No: 01495 757421

Link: www.torfaencab.co.uk

Shelter Cymru

Address: 25 Walter Road, Swansea, SA1 5NN

Email: info@sheltercymru.org.uk

Services: If you are worried about losing your home, Shelter can give you free, independent, specialist advice.

Tel No: 0845 075 5005

Link: www.sheltercymru.org.uk

Housing and Council Tax Benefits

Contact: Torfaen County Borough Council

Address: Civic Centre, Pontypool, NP4 6YB

Email: revs&bens@torfaen.gov.uk

Services: If you are on benefits or a low income, you may be able to get help to pay your rent or Council tax.

Tel No: 01495 766430 or 0800 652 5422

Link: www.torfaen.gov.uk

Housing Debt Helpline Wales

Services: The helpline provides free, independent, confidential and realistic advice to people in financial difficulty. (This is a free service)

Telephone: 080 107 1340

Link: www.housing-debt-helpline-wales.org

National Debt Line

Services: The helpline provides free confidential and independent advice on how to deal with debt problems.

Tel No: 0808 808 4000

Link: www.nationaldebtline.co.uk

Christians Against Poverty

Services: Free debt advice, education and budgeting to anyone

Tel No: 0800 328 0006

Link: www.capuk.org

Torfaen Mind Services

Day services offer support, advice, information, sympathetic listening, problem solving techniques, therapeutic groups and the opportunity to socialise.

Link: www.torfaenmind.co.uk/daysservices.html

Pontypool Wellbeing Centre

Email: wellbeingcentre@torfaenmind.co.uk

Telephone: 01495 757393

Phoenix Project

Email: phoenixproject@torfaenmind.co.uk

Telephone: 01495 311445

The Lighthouse

Address: 33 - 35 George Street, Pontypool, NP4 6BZ

Services: A multiagency base in Torfaen.

Telephone: 01495 742323

Torfaen Voluntary Alliance

Address: Portland Buildings, Commercial Street, Pontypool, NP4 6JS

Services: TVA is the voluntary council for the County Borough of Torfaen, that supports, promotes, develops and represents voluntary and community groups in the county.

Tel No: 01495 742420

Link: <http://www.torfaenvoluntaryalliance.org.uk>

Torfaen County Borough Council Customer Care Centres

Cwmbran 1-2 General Rees Square, Cwmbran, Torfaen, NP44 7NX

Pontypool Civic Centre, Pontypool, Torfaen, NP4 6YB

Blaenavon Blaenavon World Heritage Centre, Church Road, Blaenavon, Torfaen, NP4 9AS

Telephone: 01495 762200

Torfaen Young People's Support Service TYPSS

Address: Gwent House, Cwmbran Town Centre, Cwmbran, NP44 1XQ

Services: An integrated, one stop provision for young people

Telephone: 01495 762200

Gateway Credit Union

Address: 21 Commercial Street, Pontypool, NP4 6JQ

Email: info@gatewaycu.co.uk

Services: Members of the Credit Union save regularly and their savings are used to make loans to other members. They charge reasonable interest rates, which cover the core running costs of the Credit Union and pay a small dividend to savers.

Link: www.gatewaycu.co.uk

Tel No: 01495 750020

Age Concern Torfaen

Address: East Avenue, Off Greenhill Road, Sebastopol, Torfaen, NP4 5AB

Email: widdershins@ageconcerntorfaen.org

Telephone: 01495 769264

Link: www.ageconcerntorfaen.org

Widdershins Day Centre

Reducing poverty, loneliness and isolation by providing information, activities and increasing independence of the service user.

Accompanied Shopping Service

Available to over 50s, without family support, to assist them to carry out shopping or business transactions of their choice. This is a chargeable service. *Please note that transport is not provided, but help to access suitable transport will initially be provided.*

Cleaning Service

Available to those who are experiencing difficulties with practical cleaning tasks at home. Examples of domestic tasks available include; vacuuming, washing floors, dusting and polishing, cleaning, ironing, washing up. This is a chargeable service.

Community Based Support Service

Support is available to those who are over 50, to enable them to remain independent in their own Homes. A Chargeable hourly rate applies.

Grocery Line

Available to over 50s who are housebound and without family support. Orders are taken over the telephone and are personally delivered to your door on an allocated day. *A charge is payable for this service.*

Energy Efficiency

Nest

Provider: Welsh Government and British Gas

Address: Nest Programme, Innova One, Tredegar Business Park, Tredegar, NP22 3EL

Email: advicewales@est.org.uk

Services: This scheme wants to help you improve the energy efficiency of your home, so that is warmer and cheaper to heat. You may be eligible for free or reduced price home improvements to your home.

Tel No: 0800 512 012 (0300 456 2655 from a mobile)

Link: nestwales.org.uk

Keep Well this Winter

Provider: Welsh Government and Age Cymru

Address: Ty John Pathy, 13/14 Neptune Court, Vanguard Way, Cardiff, CF24 5PJ

Email: Joanne.bass@agecymru.org.uk

Services: This scheme gives information and support to people over 65, to help them keep well in the winter.

Tel No: 029 2043 1555

Link: www.kwtw.org.uk

Home Heat Helpline

Services: Advises people who are worried about paying their fuel bills and keeping warm during the winter.

Tel No: 0800 33 66 99 (minicom service on 0800 027 2122.)

Link: www.homeheathelpline.org.uk

Further information is also available on our website Torfaen Homes

www.torfaenhomes.co.uk

