

Housing, Advice & Support

Directory of Services

June 2018



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Housing Services

Torfaen County Borough Council

Civic Centre, Pontypool, NP4 6YB

Telephone: 01495 762200

Link: www.torfaen.gov.uk

Housing Solutions

Provides help, advice and information about your housing options.

Help2Own Plus

If you cannot afford to buy a property on your own, Help2own can help you buy one at a discounted rate (eligibility criteria applies).

Email: help2own@torfaen.gov.uk

Financial Inclusion

Advice is available on managing your bills and increasing your income through budgeting and debt management.

Environmental Health

Monitors the standard of properties in Torfaen to ensure that people have a safe, clean and healthy environment in which to live.

Homeseeker

The common housing register for social housing in Torfaen. Anyone seeking to access social housing needs to register with Homeseeker. Retirement / Sheltered housing is also administered through the Homeseeker register.

E-mail: homeseeker@torfaen.gov.uk

Telephone: 01495 742401

Link: www.torfaenhomeseeker.org.uk

Solas

Provide help and accommodation to a wide range of people including those who are currently homeless, young people, adults and families.

Telephone: 01633 664045

Link: www.solas-cymru.co.uk

Solas Bond Scheme

If you are homeless, in receipt of benefits or on a low income, you may be able to help you access a private rented property by providing you with a bond guarantee.

Telephone: 01633 644395

Seren Living Sales and Rentals

Properties to rent and/or buy (depending on your circumstances), at a lower rent than you would normally pay in the private sector.

Email: info@serenliving.co.uk

Telephone: 01633 678545

Link: www.serenliving.co.uk

Landlord Services

Seren Living Letting Agency

Removes the hassle of renting out and managing your property, guaranteeing rental income and undertaking internal repairs. (Properties normally let for 6 months trial)

Email: info@serenliving.co.uk

Telephone: 01633 678545

Link: www.serenliving.co.uk/landlords

Regional Landlord Forum (Hub)

Provides landlords with advice and assistance to improve the private rented sector.

Telephone: 01495 762200

Link: www.torfaen.gov.uk

Housing Associations & Registered Social Landlords

Bron Afon Community Housing

Email: enquiries@bronaon.org.uk

Telephone: 0800 111 4242

Link: www.bronafon.org.uk

Linc-Cymru

Email: contact.centre@linc-cymru.co.uk

Telephone: 0800 072 0966

Link: www.linc-cymru.co.uk

Melin Homes

Email: enquiries@melinhomes.co.uk

Telephone: 01495 745910

Link: www.melinhomes.co.uk

Hafod Housing Association

Email: info@hafod.org.uk

Telephone: 02920 675800

Link: www.hafod.org.uk

Charter Housing

Telephone: 01633 212375

Link: www.charterhousing.co.uk

United Welsh

Email: tellmemore@unitedwelsh.com

Telephone: 0800 294 0195

Link: <http://www.unitedwelsh.com>

Adaptations

Telecare and Assistive Technology Installation

Available to anyone who would like to feel safer & more independent in their home.

Telephone: 01495 762200

Link: www.torfaen.gov.uk

Care and Repair

Help for older homeowners/tenants to repair, adapt and maintain their homes.

Email: info@crtorfaen.co.uk

Telephone: 01495 745948

Link: www.careandrepair.org.uk

Disabled Facilities Grant

A grant towards the cost of an adaptation to help you improve your independence.

Email: socialcarecalltorfaen@torfaen.gov.uk

Telephone: 01495 762200

Link: www.torfaen.gov.uk

Floating Support

Gwalia Pobl

For vulnerable people who are young, have had substance misuse issues, or a history of offending behaviour.

Telephone: 01633 833540

Link: www.gwalia.wales/care-support

Bron Afon - Supported Living

Low level support for Torfaen residents aged 50+

Telephone: 01633 620480

Link: www.bronafon.org.uk

Cyfannol Women's Aid

Support for women who are experiencing abuse, offering support and assistance.

Email: info@torfaenwomensaid.org.uk

Telephone: 01495 742052

Link: www.torfaenwomensaid.org

Torfaen and Blaenau Gwent Mind

Provides outreach, counselling, floating support and supported housing

Email: reception@torfaenmind.co.uk

Telephone: 01495 757393

Link: www.torfaenmind.co.uk

Gofal

Support is available for people who are suffering with mental health problems.

Telephone: 01495 245802

Link: www.gofalcymru.org.uk

Age Connects Torfaen

Floating support for older people, to help them retain your independence.

Email:

widdershins@ageconnectstorfaen.org

Telephone: 01495 769264

Link: www.ageconnectstorfaen.org

Hafan Cymru

Support for men or women experiencing abuse from their partner.

Telephone: 01495 742121

Link: www.hafancymru.co.uk

Prestige

Floating support for adults with learning disabilities to help you live independently.

Telephone: 01291 672671

Reach Supported Living

Floating support for adults with learning disabilities to help you live independently.

Telephone: 01633 679899

Link: www.reach-support.co.uk

Cartrefi Cymru

Floating support for adults with learning disabilities to help you live independently.

Email: enquiries@cartreficymru.org

Telephone: 01495 751818

Link: www.cartrefi.org

Hafod Care

Floating support to older people (55+) living in Ty George Lansbury or Cae Nant.

Email: enquiries@hafod.org.uk

United Response

Services to support people with learning disabilities to live independently.

Telephone: 01495 764065

Link: www.unitedresponse.org.uk

Supported Housing

Home from Home

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.

Email:

sandra.homefromhome@gmail.com

Telephone: 07779645637

Cyfannol Women's Aid

Support for women experiencing abuse.

Email: info@torfaenwomensaid.org.uk

Telephone: 01495 742052

Link: www.torfaenwomensaid.org

Torfaen and Blaenau Gwent Mind

Supported accommodation is available for adults (18+) who are experiencing mental health problems.

Email: reception@torfaenmind.co.uk

Telephone: 01495 757393

Link: www.torfaenmind.co.uk

United Response

Services to support people with learning disabilities to live as independently as possible.

Telephone: 01495 764065

Link: www.unitedresponse.org.uk

Financial Inclusion Support

Housing and Council Tax Benefits

Help with rent or Council tax for people on benefits or a low income

Email: benefits@torfaen.gov.uk

Telephone: 01495 766 430

New Claims Line: 0800 028 2569

Link: www.torfaen.gov.uk

Gateway Credit Union

Helps you to save money and allows you to borrow at a reasonable rate of interest.

Email: info@gatewaycu.co.uk

Telephone: 01495 742500

Link: www.gatewaycu.co.uk

Citizens Advice Bureau

Free, confidential, advice on benefits, debts, bankruptcy and repossession.

Email: reception@torfaencab.org.uk

Telephone: 01633 876121 (Cwmbran) or

01495 759814 (Pontypool)

Advice Line: 03444 772020

Self Help www.adviceguide.org.uk

Link: www.citizensadvice.org.uk/local/torfaen

Housing Debt Helpline Wales

The helpline provides free, independent, advice to people in financial difficulty.

Telephone: 0800 107 1340

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

National Debt Line

Free confidential and independent advice on how to deal with debt problems.

Telephone: 0808 808 4000

Link: www.nationaldebtline.co.uk

Money Advice Service

A free, unbiased, independent money advice service

Link: www.moneyadviceservice.org.uk

Turn2Us

Helps people access money available to them through welfare benefits and grants

Link: www.turn2us.org.uk

Step Change Debt Charity

Free, debt service providing tailored advice and practical solutions

Telephone: 0800 138 1111

Link: www.stepchange.org

Other Advice and Assistance

Shelter Cymru

Free, independent, specialist advice to people experiencing housing difficulties

Telephone: 0345 075 5005

Link: www.sheltercymru.org.uk

Torfaen Voluntary Alliance

Supports, promotes, develops & represents voluntary/community groups in Torfaen.

Email: info@tvawales.org.uk

Telephone: 01495 742420

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

Customer Care Centres

Cwmbran Cwmbran Library, Gwent House, Gwent Square, Cwmbran

Pontypool Civic Centre, Pontypool

Blaenavon Blaenavon World Heritage Centre, Church Road, Blaenavon

Telephone: 01495 762200

Age Connects Torfaen

Provides a wide range of services including day activities, clubs and classes, befriending service, lunch club, cleaning and accompanied shopping.

Email: widdershins@ageconnectstorfaen.org

Telephone: 01495 769264

Link: www.ageconnectstorfaen.org

Disability Advice Project

Serves the needs of disabled people, their families and carers in Torfaen.

Email: info@dap-wales.org.uk

Telephone: 01633 485865

Link: www.dapwales.org.uk

Nest

Open to all householders in Wales and provides advice on saving energy, money management, energy tariffs, and benefit entitlement.

Email: advicewales@est.org.uk

Telephone: 0808 808 2244

Link: nestwales.org.uk

Energy Savings Trust

Provides information to residents regarding the energy efficiency of their homes.

Telephone: 0800 512 012

Link: www.energysavingtrust.org.uk/wales

Further information is also available on our website Torfaen Homes

www.torfaenhomes.co.uk

