



HOUSING OPTIONS ADVICE & INFORMATION

WHAT ARE MY OPTIONS?

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Housing Options Service

The Council's Housing Options Service provides housing advice and assistance. The Services main focus is to prevent homelessness occurring and will help you to identify what needs to be done to prevent you from losing your home.


The Housing Options Service is available to everyone.

What the service can offer:



- A Telephone Advice Service
- Information and advice on housing options
- A comprehensive pre tenancy service
- Personal Housing Plans
- Social Lettings Agency - Assistance with accessing private sector accommodation
- Help with completing forms to help you access housing
- In some circumstances emergency housing

CONTACT DETAILS

Housing Options Officer _____

 Tel No : 01639 685219 / 01639 685217

 Address: Housing Options Team
Neath Civic Centre, Neath, SA11 3QZ

 Email: housingoptions@npt.gov.uk
 www.neathporttalbothousing.co.uk

Neath Port Talbot council has a website that provides information on accommodation in Neath Port Talbot. The website aims to help those looking for a home, to make choices about the most suitable option for them and provides information for existing local residents. An on line assessment tool will provide a personalised housing plan to assist you in your housing journey.

 www.neathporttalbothousing.co.uk

NEATH PORT TALBOT
HOUSING

Neath Port Talbot Prevention and Wellbeing Support (PAWS) is available to anyone who needs housing-related support. Our dedicated PAWS support workers focus on the solutions to achieving independent and sustainable living. We can offer support with:

- managing a tenancy
- finding private rented accommodation
- finances and budgeting
- substance or alcohol misuse
- physical or mental health issues
- training, education or voluntary work

PAWS Neath

 20/21 Alfred Street, Neath, SA11 1EF

 **01639 642202**  nptpaws@thewallich.net

Office hours: Monday-Friday 8am – 6pm
Saturday 9am – 5pm

[Do any of the following scenarios apply to you?](#)

[You've had a Notice To Quit, what happens now?](#)

If your Landlord has served you with a Notice to Quit it means that they wish to regain possession of the property.

During your interview the Housing Options Officer will have explained what your Notice means and whether or not it is valid.

If your Notice to Quit is valid the Landlord can apply to Court, when it expires, to start Possession proceedings.

The Court will issue a summons and give you the opportunity to offer a defence against the proceedings – It is recommended that you seek your own legal advice for this.

Have you have been given a Section 21 Notice?

- The court is likely to grant an Order for Possession, as the Landlord has an 'automatic right'.
- If you are still living at the property when the Order for Possession expires (usually 28 days after the hearing) the landlord can then apply to Court for an Eviction Warrant.
- If you are issued with an Eviction Warrant then you must be out of the property before the date shown.

If your Notice has not been served under Section 21

- The process will differ to the one above.
- At a hearing, the Courts will either;
 - a) Issue an Order for Possession
 - b) Issue a Suspended Possession Order
 - c) Possession not granted.
- The outcomes of each of the above will vary –
 - a) Possession is normally postponed for 2-4 weeks from the date of the hearing. If you are still living at the property when the Order for Possession expires the landlord can then apply to Court for an Eviction Warrant. If you are issued with an Eviction Warrant then you must be out of the property before the date shown, unless you can provide a further defence against this.
 - b) If a Suspended Possession Order is granted there will be terms and conditions you will need to comply with. (e.g. a repayment plan to clear rent arrears) If you keep to the terms of the Order it will be discharged and you can continue to live at the property. If you do not keep to the terms of the Order the Court is likely to grant an outright Possession Order. (see option A above)
 - c) If the Court does not grant Possession you can continue to live in the property but should avoid further tenancy breaches / arrears in the future.

If your Landlord has served you with a Notice to Quit the Housing Options Service will discuss your options and give advice on securing alternative, affordable accommodation in case you should have to move out of your current home.

When your Notice / Possession Order is within 56 days of expiring you will be classed as Statutory Homeless – at this time there may be more we can do to help you but that depends on your individual circumstances.

The Housing Options Officer will discuss this in more detail during your interview. We would recommend seeking legal advice – if you are able to offer a defence against the proceedings you may be entitled to assistance with this. Providing a defence can sometimes stop the proceedings altogether or if not, postpone them. This will allow you more time to secure alternative accommodation.

[Have you had a relationship breakdown?](#)

If you have recently split up with your partner it is important to consider your Housing Rights. If the property is in your name (jointly or solely) you are responsible for paying the rent – even if you leave.

[Housing Rights](#)

[Joint Owners / Tenants](#)

- You both have equal rights to stay in the home.

[Sole Owners / Tenants](#)

- The person named on the tenancy or mortgage deeds has the right to stay in the home.
- If you are the spouse or civil partner of the owner/tenant you will have Home Rights – this gives you similar rights to a joint owner/tenant (see below for further info).

- If you are co-habiting with the owner/tenant and have made a financial contribution to the home (eg rent or mortgage payments) you may be able to remain at the property, providing you can prove that you have a beneficial interest.

Home Rights

- Home Rights allow you to live in the property as if you were the owner/tenant.
- They also give you the right to pay the rent or mortgage.
- If you register your Home Rights you can stop your partner ending the tenancy / selling the home. You will also be notified of any Court action regarding the property.
- Home Rights apply if you are the owner/tenant of the property (whether jointly or solely), if you are the spouse or civil partner of the owner/tenant.
- Home Rights end following divorce or dissolution of a civil partnership, although they can be extended by the courts in some circumstances.

Occupations Orders

- Occupation Orders can allow you to stay in the property, or return to the property if you've left. They can prevent your ex-partner from entering the property or neighbourhood.
- Occupation Orders override any Home Rights that your ex-partner has.
- You will need to apply at the County or Magistrates Court by completing an application form – you should seek legal advice from a Family Solicitor, who practices Family Law, for help with this.

If you are entitled to remain in the home then you may wish to exercise this right. However, if you wish to find alternative accommodation the Housing Options Service will give you advice but will not have a duty to provide the accommodation for you.

If you do not have the right to remain at the property, the Housing Options Service may have a duty to provide you with accommodation depending on your personal circumstances - this will be discussed in more detail during your interview.

[“What happens when you ask for Emergency Accommodation?”](#)

The Housing Options Service will aim to prevent someone from becoming Homeless wherever possible.

If you need emergency accommodation the Housing Options Service has to follow government legislation to assess whether there is a statutory duty to provide you with temporary accommodation.

The assessment will determine if you meet the criteria set by the government guidelines under the Housing Wales Act 2014.

[Are you having financial difficulties?](#)

If you are struggling to pay your Rent or Mortgage it is important to act quickly. There are steps you can take to avoid falling into further debt.

If you don't take action it is likely that you will be served Notice by your Landlord or your Mortgage Lender may start Possession proceedings.

[Increasing Your Income](#)

- Budgeting – Use our Financial Statement Form to calculate your income and outgoings. There may be areas where you can make savings by cutting back on non essentials.
- Getting a second job – Although this is not suitable for everyone it is a good way to increase your earnings and helps to keep on top of your payments.
- Claiming benefits – Check that you are receiving all of the benefits that you're entitled to. The One Stop Shop will look into your Housing Benefit and Council

Tax entitlements. Staff at the local Job Centre can look into any other benefits you may be entitled to.

- Other adults – Is there anyone else living with you who could contribute to the Rent, Mortgage or other household bills?
- Fuel bills - For those on a low income, your energy provider may be able to help if you've fallen into arrears with your gas or electricity bills.

You may find that your outgoings are still too high. During your interview the Housing Options Officer will discuss affordable, alternative housing and how you can access it.

Housing Debt Helpline Wales

 **0800 107 1340**

 www.housing-debt-helpline-wales.org



Welfare Rights

The Welfare Rights service offers a telephone advice line. Advice and information on benefits, entitlements etc

 **01639 685225**

 www.npt.gov.uk

 Email: welfarerights@npt.gov.uk



Housing Benefits

 Neath **01639 686838**

 Port Talbot **01639 763454**

 www.npt.gov.uk



 **0845 6043719**

 www.jobcentreplus.gov.uk

 64-66, Station Rd, Port Talbot, SA13 1LX **or**

 1 Windsor Rd, Neath, SA11 1LY

Neath & Port Talbot Credit Union

There are Credit Unions in Neath and Port Talbot. A Credit Union is a community based financial co-operative that provides straightforward, affordable financial services to a growing number of people in Neath Port Talbot. You may be eligible to apply for a loan from the Credit Union to assist you to secure privately rented accommodation.

 **01639 632100**

 www.nptcu.co.uk

 [26 Windsor Road, Neath, SA11 1LU](#)

 [50-54 Station Road, Port Talbot, SA12 1LZ](#)

Opening Times:

Monday – Thursday 9.30am – 4.30pm

Fridays 9.30am – 4.00pm

Saturdays 9.30am – 12.00pm

Money Made Clear

Money made clear provides advice on managing money, including savings, benefit and debt advice. It is an initiative of the Wales Co-operative Centre. The website is free and easy to use.

 www.moneymadeclearwales.org

Money Advice Service

The Money advice service is an independent service, set up by the Government to help people manage their money and offer free and impartial advice

 **0300 500 5000**

 www.moneyadvice.org.uk

Is your property being repossessed by the Mortgage Lender?

If you fall behind with your mortgage repayments, your lender is likely to send you a Notice of Default – a letter stating that you are in arrears. They may attach a Statement of your arrears to this.

Although this is a very early stage it is still important to act quickly. By contacting your mortgage lender to explain your circumstances you could reach an agreement in order to avoid any further action.

Mortgage Options

- Change Your Payment Plan – Your mortgage lender may allow you to make changes to your payments for a short period (Reduced Interest Rates, Interest Only, Reduce the amount you've borrowed, Extend the time over which you pay) Remember to discuss the long term effects of these options with your Lender.
- Switching mortgage lender – Other lenders may offer an alternative mortgage deal that will be better suited to you. Keep in mind that any arrears with your current lender will still need to be paid. There may also be a charge for switching lender.

If you continue to accrue arrears or experience further difficulties your Mortgage Lender may apply to court for a Claim for Possession' After the claim is issued, the standard timescale before a hearing is between 28 days and 8 weeks. At the court hearing the Judge will consider your defence and decide how to proceed with the lenders claim.

The Housing Options Service will discuss all your options, and give advice on securing affordable, alternative accommodation, should you have to leave your current home.

Private Sector Housing

Have you suffered from harassment?

Harassment is defined as any behaviour that is seen as offensive or which is intended to disturb or upset you.

If you are experiencing harassment it is important to take the appropriate steps before considering leaving your current home.

- Make sure to report any incidents to the Police.
- Also report incidents to your Landlord.
- If your Landlord is a Local Authority or a Housing Association they usually have policies to deal with Anti Social Behaviour and Harassment.

Harassment from your landlord

- Withholding keys
- Withdrawal of services, such as electricity
- Failure to carry out repairs
- Threats or physical violence from the landlord or someone acting on their behalf
- Unannounced visits to the property
- Letting themselves into the property without consent.
- Illegal eviction

The Environmental Health Department will be able to offer you help in any of the above circumstances. The Protection from Eviction Act 1977 makes it an offence to:

- Interfere with the peace and comfort of a tenant or anyone living with him or her
- Persistently withdraw or withhold services for which the tenant has a reasonable need to live in the premises as a home.
- A person who is convicted by magistrates of an offence under the Act may have to pay a fine of up to £5000, or be sent to prison for 6 months, or both.

If the Environmental Health Department confirm that you are unable to return to the property the Housing Options Service may be able to offer you temporary accommodation, depending on your individual circumstances.

Looking for Private Rented accommodation?

Private Sector Housing differs from Housing Associations in that the accommodation is privately owned. Landlords usually request a bond and first month's rent in advance prior to letting a property.

Where to look for Private Rent?

The Internet – Start your search for a place to rent on the internet. Many landlords and letting agencies advertise on the internet. Popular websites that advertise house shares and homes to rent are:

<http://www.zoopla.co.uk>

<http://www.spareroom.co.uk>

<http://www.gumtree.co.uk>

<http://www.rightmove.co.uk>

<http://www.dssmove.co.uk>

When using any website never pay any money without seeing the property first. You should be able to use the internet in the local library for free.

Notice Boards and Shop Windows – Check notice boards in Community Centres, libraries, supermarkets and newsagents.

These often have adverts for rooms or houses to rent and these are more likely to be put there by landlords themselves, rather than by letting agents. Place adverts yourself that you need a place to rent. The adverts are sometimes free or cost very little.

Facebook and Twitter – If you use Facebook or Twitter, let your contacts know you are looking for accommodation.

Family and Friends – Ask your family or friends if they are willing to rent a room out, or if they know anyone who is renting out a room. Think about “buddying up” with friends who are also looking for accommodation.

Local newspapers - Look through local newspapers – Evening Post, Courier, FreeAds.

Letting Agents - Below is a list of some of the Local Letting Agents with properties in the Neath & Port Talbot area. Please be advised that the local authority cannot recommend private letting agencies but can provide you with the contact details.



 **01639 646926**

 www.ctf-uk.com

 82 Windsor Road, Neath, SA11 1NR

Tony John & Co.

Estate Agents & Surveyors


 **01639 888159**

 www.tonyjohnproperty.com

 20 Station Road, Port Talbot, SA13 1JB





 **01639 631706**

 www.alisongeorge.com

 8 Gnoll Park Road, Neath, SA11 3BP


IES Davies

 **01239 810849**

 Plot 6 Superbike Manor, Pantglas, Heol yr Bowls,
Blaenporth, Cardigan, SA43 2AR

A1 Lettings

 **01656 737773**

 Unit 6, Bowrington Arcade, Neath Road, Maesteg,
CF34 9EE

Realistically you may have to look for accommodation outside of our area. Swansea and Bridgend have average rents that are likely to be close to the housing benefit rate you might receive, or the 'top up' you would have to find might be lower.

These areas are both within an hour travelling distance from Neath Port Talbot by public transport so you could still keep in regular contact with friends and family.



Is your landlord registered? There is a public register you can check: www.rentsmart.gov.wales

Illegal Eviction / Disrepair?

Have you been illegally evicted?

In order for a Landlord to evict you, there is a legal procedure that must be followed. If you are evicted by your Landlord and they haven't followed the correct procedure this will be deemed as an Illegal Eviction.

Try to negotiate with your Landlord – If they are not prepared to let you back into the property you can advise them that you will take further action.

If you have been illegally evicted you still have rights to live at the property. The Environmental Health Department will be able to help you.

Environmental Health – How they can help

- Can negotiate with your landlord;
- Will warn your landlord of the potential consequences of illegal eviction
- Help you to get back into your home after an illegal eviction.
- They also have the power to prosecute landlords who illegally evict tenants.

The Courts

- In some circumstances the courts have the power to give you an emergency injunction. This means that your Landlord **MUST** allow you back into your home.

The Police

- Unless the eviction is violent, the Police are unlikely to get involved. However, it is still worth reporting the eviction in case you need evidence at a later stage.

If the Environmental Health Department can confirm that you are unable to access the property the Housing Options Service may be able to offer you temporary accommodation, depending on your individual circumstances. This will be discussed with you during your Housing Options Interview.

If you do re-gain entry to your home you may not feel safe or comfortable there following the eviction. During your interview with Housing Options you will be given advice on various Housing Providers and how to secure alternative, affordable accommodation.

Is your property in disrepair?

When renting a property, both the tenant and the Landlord have certain responsibilities, usually shown in a tenancy agreement. It is usually the Landlord's responsibility to maintain the structure and exterior of the premises, drains, gutters, pipes, garden paths, steps, electrical wiring, sinks, baths, toilets, fixed heaters and water heaters.

In some cases, properties are not maintained and can fall into a state of disrepair. Although the Housing Options Service can advise you on your options, it is unlikely that we can provide you with alternative accommodation on these grounds.

If you feel that the condition of the property is affecting your health or is causing a nuisance to others (eg neighbours properties also being affected) we would advise you to contact the Local Authority Environmental Health Department who will assess the property.

Depending on the condition of the property the Environmental Health Department may serve a Notice to your Landlord advising them of the necessary repairs needed. The Notice will also include a timescale – the Landlord must carry out these works by the set date or the Environmental Health Department will take further action. (The Landlord can be prosecuted).

In some instances the Environmental Health Department may decide that the property is beyond repair. If this is the case the property is usually declared uninhabitable (not to be occupied).

Environmental Health will then inform Housing Options of this and we may have a duty to provide you with emergency accommodation.

If you should decide to take any action against your Landlord due to disrepair, be mindful of the type of tenancy you have – It may be that the Landlord will decide to serve you Notice, although this is not always the case.

Key Points

- Check your tenancy agreement for Landlords responsibilities.
- Try negotiating with your Landlord.
- Don't withhold your rent due to disrepair – This could result in you being served Notice and could affect your chances of being re-housed.



Environmental Health



01639 685678



www.npt.gov.uk

Advice for Ages 16 – 25 Years old

Asked to Leave By Parents

If you've been asked to leave by your parents and have nowhere to stay then the Housing Options Service may have a duty to provide accommodation for you. Before offering you any sort of temporary accommodation you will be referred for Mediation (provided by Llamau).

Once the Housing Options Officer has taken your details they will contact a Mediation Officer who will contact you and your parents.

At first, this will be to confirm the situation and to talk about what's happened. The Mediation worker will then try to reach an agreement between you and your parents to see if there is any way you can return to your family home.

If the Mediation Worker can confirm that you need emergency accommodation for the night, and you are eligible for that accommodation then Housing Options will work with them to arrange temporary accommodation.

If you are able to return to the family home then Housing Options will not have a duty to provide any accommodation for you but can still give you advice on how to secure alternative accommodation.

If you are 16 or 17 years old, or 18 to 21 and a care leaver, please be aware that depending on your individual needs you may be referred to Social Services to conduct an assessment. They may decide to accommodate you or provide you with support.

Looking for Somewhere to Live

If you are able to stay with your parents but would like to find somewhere else to live, the Housing Options Service can give you advice on how to do this.

When looking for somewhere to live it is always important to think of how you will afford it.

Remember to consider rent and all other bills. These would include things like water, gas, electricity, council tax etc. Also consider food bills, your mobile phone and any social activities. Agencies that can help are:




Dewis provides supported accommodation, information and advice for young people aged between 16 and 25 in Neath Port Talbot

Dewis Bond Board - Dewis may be able to help you secure privately rented accommodation by providing you with a bond.

 **01639 882536 Port Talbot**  **01639 630211 Neath**

 www.dewishousing.org

 47 Station Road, Port Talbot, SA13 1NW

 88 Windsor Road, Neath, SA11 1NR



Llamau is Wales' leading homeless charity, working with homeless and potentially homeless young people and vulnerable women across Wales.

Llamau provides supported accommodation, information and advice for young people aged between 16 and 25 in Neath Port Talbot. This service can be accessed via Housing Options. In Neath Port Talbot a mediation service is available and can also be accessed via Housing Options.

 **029 20239585**

 www.llamau.org.uk



Clarewood

Clarewood Foyer is a scheme for homeless or potentially homeless young people aged between 16-24, where they are provided with support. This service can be accessed via Housing Options.

 **01639 633439**  www.gwaliacareandsupport.com

 2 Cimla Road, Neath, SA11 3PW

Mental Health and Wellbeing



Platform are a mental health and wellbeing charity and have a range of services in the NPT area.

Platform provide support and advice to individuals experiencing mental ill health who are homeless or in housing crisis

 **01792 763355**

 www.platform.org

 Beaufort House, Plasmarl Ind Estate, Swansea SA6 8JG



Mind provides a confidential mental health information service

 **01639 643510**

 www.mind.org.uk

 32 Victoria Gardens, Neath, SA11 3BH



The Wish Project

Supported accommodation for people diagnosed with a Mental Health problem, with the aim of providing confidence and skills to live independently

 **01792 460192**

 www.fha-wales.com

 41-43 Walter Road, Swansea, SA1 5PN

Domestic Abuse



Live Fear Free Helpline
0808 80 10 800

A confidential, free phone support and information service for anyone experiencing domestic abuse or wanting more information on available support services. Open 24 hours

 **0808 8010 800**  www.allwaleshelpline.org.uk

 info@livefearfreehelpline.wales



Cymorth i Ferched Cymru
Welsh Women's Aid

Refuge accommodation, outreach and tenancy support, information and guidance for women experiencing domestic abuse

 Neath **01639 633580**

 Port Talbot **01639 894864**

 Pontardawe **01792 862035**

Domestic Abuse One Stop Shop

 **01639 622350** **Mon – Fri 9am – 4pm**

 17 Victoria Gardens, Neath SA11 3AY



Calan provides a range of immediate and long term support options for individuals and families experiencing domestic violence and abuse.

 **01639 633580**

 17 Victoria Gardens, Neath SA11 3AY



Preventing Abuse and Promoting Independence for women, men and children escaping Domestic Violence

☎ 01792 345751

💻 www.hafancymru.co.uk

📍 35/36 Singleton Street, Swansea, SA1 3QN



The Dyn Wales Helpline provides accessible support for all men across Wales.

Men can speak confidentially to the helpline about the issues they are facing and receive support and safety planning advice. The helpline will also allow men from all areas of Wales to find out about the services they can access in their area

☎ 0808 801 0321

💻 www.dynproject.co.uk



Support for lesbian, gay, bisexual and transgender (LGBT) people experiencing domestic violence

☎ 0300 999 5428

💻 www.brokenrainbow.org.uk



Preventing Abuse and Promoting Independence for women, men and children escaping Domestic Violence


☎ 01639 894864 - Mon to Fri 9am - 5pm

☎ 0808 8010800 - Emergencies out of hours
(via the Live Fear Free helpline)

**📍 Units 2 & 3 Customs House, Talbot Road,
Port Talbot, SA13 1DT**

Bawso

Provides specialist support for BME communities. They provide practical and emotional support to people affected by domestic abuse and other forms of violence

 **0800 731 8147** – 24 hour helpline

 www.bawso.org.uk

Substance Misuse



- Cross Borders Women's Project

Single women or women with children, who have substance misuse and other complex needs, including fleeing domestic abuse.

 **01792 323 954**

 www.thewallich.com

- The Shoreline Project

The Shoreline project provides longer term accommodation to homeless people over the age of 18 who have experienced the lifestyle of rough sleeping and street drinking.

 **01792 466594**

 www.thewallich.com

SMART

Substance Mis-use Assessment & Referral Team

An assessment service for 17-65 year olds who have problems with substance mis-use.

 **01639 862872**

 WCADA (Neath)

15 Victoria Gardens - 01639 633630.

30 Victoria Gardens – 01639 620222.

 WCADA (Port Talbot) 46 Talbot Road –

01639 890863

Armed Forces

Change Step Is a peer mentoring and advice service. This service is for military veterans and others with post-traumatic stress disorder and a range of Psychosocial problems who want to make positive changes to their lives.

 **03007 772259**

 ask@change-step.co.uk

 www.changestepwales.co.uk


 15 Victoria Gardens, Neath SA11 3AY

SSAFA is a charity that provides practical support and assistance to service men and women, veterans and their families

 **01792 653432**

 West.Glamorgan@ssafa.org.uk

The Royal British Legion provide practical care, advice and support to members of the Armed Forces, veterans and their families

 **02920 329 091** or FREE phone number

0808 802 8080

 www.britishlegion.org.uk

Alabare – If you have served in the UK Armed Forces and are homeless, or you fear you could become homeless in the near future, and you are in need of support (perhaps due to depression, PTSD, ill health, unemployment, family breakdown or similar), then Alabare may be able to help you.

Homes for veterans – Alabare have received funding to provide homes for homeless veterans in Wales – this service is currently in development.


 www.alabare.co.uk

Legal Advice


Shelter

Independent advice, advocacy and legal representation.

Available to anyone in housing need, homeless or under threat of homelessness or living in poor housing conditions.


 **01792 469400** or **0845 075 5005**

 www.sheltercymru.org.uk

 25 Walter Road, Swansea, SA1 5NN



Citizens Advice
the charity for your community

 **08444772020 – Advice Line**
01792 474882 – Appointment Line

 www.citizensadvice.org.uk

Older Persons Services

All services are provided by Housing Associations. Properties are allocated as a result of an Application process

Extra Care Scheme

In partnership with Coastal Housing Group, Neath Port Talbot CBC has developed two complexes to respond to the changing needs and expectations of older people who live locally

☒ Ysbryd Y Mor

☒ Ty Twyn Teg

☎ **0300 777 0000 / 01792 479200**

Other Local Authorities



☎ **01792 533100**  www.swansea.gov.uk

☰ Housing Options, 17 High Street, Swansea



 www.carmarthenshire.gov.uk

☎ Llanelli **01554 742350**

☎ Carmarthen **01267 228603**

☎ Ammanford **01269 598213**



 www.bridgend.gov.uk

☎ **01656 643512** or **01656 643546**

☰ Civic Offices, Angel St, Bridgend, CF31 4W

Other Services



☎ 01792 410222 or 020 7526 3200

Advice and referrals in four keys areas; housing, health, financial independence and aspirations.

Also offers homeless and vulnerably housed people the opportunity to earn a legitimate income



☎ 0844 871 11 11

Provide support to vulnerable people all over the UK.



☎ 01792 813593 or 020 7367 4865

Advice and support, providing a professional service to meet the needs of homeless people (soup runs, breakfast clubs, evening support groups etc)



🌐 www.homelessuk.org

Information on over 9,000 services - hostels, day centres and other advice and support services for homeless people and those at risk of homelessness.

Enfys Foundation



Funds from two local Charity Shops and a Warehouse support the collection, repair and redistribution of furniture to people in need

📍 18 London Road, Neath, SA11 1LE

☎ **01639 697180**



Streetlink is a website and mobile application which enables the public to alert Local Authorities about people sleeping rough in their area. The details provided by a member of the public are sent to the Local Authority concerned, so they can help connect the person to local services and support. StreetLink aims to offer the public a means to act when they see someone sleeping rough and is the first step someone can take to ensure rough sleepers are connected to the local services and support available to them.

🌐 www.streetlink.org.uk



Routes provide practical advice and support, to people faced with issues like homelessness, eviction, substance misuse, Mental Health, Benefits and Debt problems, family /relationship breakdown. Offering access to Counsellors, Solicitors, Work advisers and someone who listens.

☎ **01639 898333** 🌐 www.caerlas.org.uk

📍 49 Talbot Road, Port Talbot, SA13 1HN

(Emergency) Winter Provision Scheme

Throughout the Winter Months the (Emergency) Winter Provision Scheme is operated by WCADA (Welsh Centre for Action on Dependency and Addiction), Caer Las (Routes Project) and Dyfodol.

The Scheme provides Rough Sleepers with access to essential items such as sleeping bags, socks, footwear and toiletries. Rough Sleepers are also able to access WCADA's shower facilities at their Neath based offices.

Emergency Provision can be accessed by referral to the following offices.

Neath

WCADA

 15 Victoria Gardens Neath

 **01639 633630**

Mon – Fri 9am – 4pm

DYFODOL

 5-6 London Road Neath

 **01639 622360**

Port Talbot

CAER LAS (Routes Project)

 49 Talbot Rd, Port Talbot

 **01639 898333**

 routes-npt@caerlas.org

Mon – Fri 9am – 4pm



Are you aged 16+ and have you been homeless in the last 2 years? At risk of homelessness? Currently homeless?

(includes temporary accommodation, sofa surfing, staying with friends/ family, supported housing, squatting or rough sleeping)

Can you answer yes to any of the above?

If so, we can offer 1 to 1 coaching support to help you progress, access housing or get back to work. We also offer learning opportunities including Art, Maths, English, Renting Ready, IT, Budgeting, Cookery and much more.

 **01792 674900**

 southwales@crisis.org.uk



Cold Weather Provision

Please contact the Housing Options Department for details of this service.

Foodbank Scheme's

Neath

The Foodbank Scheme provides food to families in crisis as bagged food from the Foodbank Distribution Centre based at Orchard Place Baptist Church in Neath. The food includes cereals, milk, fruit juice, soup, pasta, meat, fish, pudding and vegetables – providing balanced and nutritional meals for 3 days.

Food is donated by Churches, Individuals, Groups or Charities and by the public through collection days outside the major supermarkets and is a project that involves the whole community.

Access to the Foodbank scheme is strictly via a Food Voucher provided through a Registered Foodbank Distributor. There is no charge for the food, but it is given on the understanding that it is not resold. Please contact Housing Options for further information.

Neath Foodbank:

Orchard Place Baptist Church
Tuesday and Friday 2pm – 4pm

Port Talbot Foodbank:

Tabernacle Chapel, Aberafan SA12 9HS
Wednesday 10am – 2pm

Carmel Chapel, Aberafan SA12 9HS
Friday 1pm – 3pm

[The Happy Hour Project](#)

Are you or someone you know homeless, deprived or lonely? Then please come and have some fun with our extremely friendly team in a relaxed non-judgemental environment.

A Homeless Drop in Project known as 'The Happy Hour Project' runs at: Carmel Chapel Aberafan, Wednesday 2pm – 4pm

[Health Services](#)

GP Service for Homeless People

All GP practices are expected to provide the essential and additional services they are contracted to provide to all their patients.

Arrangements have been made for homeless people who have made contact with **Homelessness Frontline Services** AND/OR the **(Emergency) Winter Provision Scheme** and who need to see a GP, to go to:

☰ Tabernacle Street Surgery, 4 Tabernacle Street,
Skewen, Neath SA10 6UF

☎ **01792 817009/ 817573**

☰ Mount Surgery, Margam Road Port Talbot SA13 2BN

☎ **01639 502792**

Housing Associations

Housing Associations are government funded organisations that provide affordable housing and undertake a landlord function by maintaining properties and collecting rent.



NPTCBC no longer own any properties, all housing stock was transferred to a Community Mutual Organisation. They are known as **Tai Tarian**.

Please contact Tai Tarian directly for further information

☎ 0300 777 0000

Local Offices:

Forge Road, Port Talbot
Windsor Road, Neath



☎ 01792 479200 or 0845 680 8888

💻 www.coastalhousing.co.uk

**📄 3rd Floor, 220 High Street, Swansea, SA1 1NW
OR 41 - 43 Windsor Road, Neath, SA11 1NH**




☎ 0800 012 1080


💻 www.poblgroup.co.uk

📄 7-13 The Kingsway, Swansea, SA1 5JN




 **0303 040 1998**


 www.newydd.co.uk

 Ty Cadran, 5 Village Way, Tongwynlais, CF15 7NE



 **02920 473767**

 www.linc-cymru.co.uk


 387 Newport Road, Cardiff, CF24 1GG



Family Housing

 **01792 460192**

 www.fha-wales.com

 41-43 Walter Road, Swansea, SA1 5PN

Due to the shortage of social housing in the area and the large number of single people wishing to live in social housing this option is very limited. It is important therefore that you do not rely on Housing Associations to accommodate you.

Each Housing Association operates a different Application process and Allocation Policy.

