



Cunninghame Housing Association

Victoria House Homeless Person's Project

Organisational Housing Advice Remit-February 2009

Name of Organisation	Cunninghame Housing Association
Team Delivering Housing Information and Advice	Victoria House, Homeless Persons Project
Location of Service & Methods of Delivery	<p>The service is provided at the Cunninghame Housing Association's Victoria House Project at 6 Boyle Street, Irvine, KA12 8PG</p> <p>The Project is open 24 hours per day, 365 days per year. Our contact telephone number is 01294 607540</p> <p>Advice and information is provided on a daily basis by the staff team on duty.</p>
Type of Service	<p>Cunninghame Housing Association's Homeless Persons Project, works in a partnership agreement with North Ayrshire Council, the project provides short stay temporary accommodation, housing support and information and advice to homeless families (or persons?) who are directly referred from the Local Authority's Housing Services.</p>
Purpose of the Service	<p>The staff team provide housing advice and assistance to individuals during their residency at the project. On arrival you will be offered a personal interview with the staff on duty to identify your immediate housing support needs and to agree your individual housing support plan requirements. This plan is then reviewed at agreed regular intervals to identify specific issues that can realistically be progressed during your short stay residency with us. The staff team will provide you with practical assistance, including explaining decisions, writing letters, completing forms, accessing health care and if it is appropriate they will refer you to another agency that is better able to take action on your behalf.</p>

Remit

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Although the main remit of the service is to provide individuals and families who present as homeless with accurate and constructive housing advice to help them assess all the options available to them to resolve their homelessness.

The service also provides information and advice on all of the following housing issues:

- **Anti-social behaviour**
- **Discrimination in Housing**
- **General Housing Options**
- **Homelessness**
- **Relationship Breakdown**
- **Security of Tenure**

Standard 2.1: Service Remit Exercise

Standard 2.1, “All service providers must be clear about the remit of their service and the boundaries of their service”, is a key component to developing a quality service. It requires the organisation to have clearly defined strategic aims and operational objectives. Getting your service remit right is particularly important as it relates to many other Standards.

1) Why does your organisation provide this service?

Cunninghame Housing Association, entered into a partnership agreement in April 2000 with North Ayrshire Council’s Housing Services to build and directly manage a short stay temporary accommodation project

2) Who is the service for?

Homeless individuals/families referred directly from North Ayrshire Council’s Housing Services Department.

3) What topics does your organisation cover and what type of advice does your organisation give on each identified topic? *(this can be a mixture of types. For a description of the different types see pages 37 – 38 of the Standards Manual)*

<u>Areas of law relating to Housing</u>	<u>Type</u>
Rent Arrears	Not applicable
Mortgages/Secured Loans	Not applicable
Housing Benefit & Council Tax Benefit	Not applicable
Disrepair in Housing	Not applicable
Eviction	Not applicable
Anti-Social Behaviour	1
Harassment and Illegal Eviction (including Race Discrimination)	Not applicable
Homelessness	1
Relationship Breakdown	1
Rent: Private Sector	Not applicable
Security of Tenure	1
Statutory Tenancy Rights	1
Repair and Improvement Grants	Not applicable