



# Housing, Advice and Support

## Directory of Services

May 2012



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This directory is accurate at **1<sup>st</sup> May 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

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# 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](http://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](http://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](http://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](http://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](http://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](mailto: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](http://www.charteroptions.co.uk)

## **Help2Own**

**Contact:** Torfaen County Borough Council

**Address:** Civic Centre, Pontypool, NP4 6YB

**Email:** [help2own@torfaen.gov.uk](mailto: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](http://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](mailto: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](http://www.melinhomes.co.uk)

## **Charter Options Letting Agency**

**Provider:** Charter Housing

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

**Email:** [info@charteroptions.co.uk](mailto: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](http://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](http://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](mailto:enquiries@bronafon.org.uk)

**Telephone:** 01633 620 111

**Link:** [www.bronafon.org.uk](http://www.bronafon.org.uk)

## **Melin Homes**

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

**Email:** [enquiries@melinhomes.co.uk](mailto:enquiries@melinhomes.co.uk)

**Telephone:** 0845 310 1102

**Link:** [www.melinhomes.co.uk](http://www.melinhomes.co.uk)

## **Charter Housing**

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

**Telephone:** 01633 212375

**Link:** [www.charterhousing.co.uk](http://www.charterhousing.co.uk)

## **Linc-Cymru**

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

**Email:** [info@linc-cymru.co.uk](mailto:info@linc-cymru.co.uk)

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

**Link:** [www.linc-cymru.co.uk](http://www.linc-cymru.co.uk)

## **Hafod Housing**

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

**Email:** [enquiries@hafod.org.uk](mailto:enquiries@hafod.org.uk)

**Telephone:** 02920 675800

**Link:** [www.hafod.org.uk](http://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](mailto:TESS@tvawales.org.uk)

**Telephone:** 01495 745166

**Link:** [www.torfaenvoluntaryalliance.org.uk](http://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](http://www.hafancymru.co.uk)

#### **Age Concern**

01495 769264 or 01495 774455

[www.ageconcerntorfaen.org](http://www.ageconcerntorfaen.org)

#### **Gwalia Care & Support**

01495 745131

[www.gwaliacareandsupport.com](http://www.gwaliacareandsupport.com)

#### **Torfaen Mind**

01495 757393

[www.torfaenmind.co.uk](http://www.torfaenmind.co.uk)

#### **Torfaen Women's Aid**

01495 742052

[www.torfaenwomensaid.org](http://www.torfaenwomensaid.org)

#### **Gofal**

01495 767935

[www.gofalcymru.org.uk](http://www.gofalcymru.org.uk)



## Supported Housing

### **Prestige**

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

**Email:** [precarag@btconnect.com](mailto: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](http://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](mailto: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](http://www.womensaid.org.uk)

### **Cartrefi Cymru**

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

**Email:** [enquiries@cartreficymru.org](mailto: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](http://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](mailto: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](http://www.torfaenmind.co.uk)

## **Supported Living**

**Provider:** Bron Afon

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

**Email:** [supportedliving@bronaafon.org.uk](mailto: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](http://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](http://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](http://www.gwaliacareandsupport.com)

## **Torfaen Women's Aid**

**Address:** PO Box 88, Pontypool, NP4 6JE

**Email:** [info@torfaenwomensaid.org.uk](mailto: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](http://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.

**Exclusions:** Men

**Telephone:** 01495 742121

**Link:** [www.hafancymru.co.uk](http://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](mailto: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](http://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](http://www.gofalcymru.org.uk)

## **Age Concern Torfaen**

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

**Email:** [infoandadvice@ageconcerntorfaen.org](mailto:infoandadvice@ageconcerntorfaen.org)

**Services:** Floating support for older people.

**Exclusions:** Persons under 50 years of age.

**Telephone:** 01495 774455

**Link:** [www.ageconcerntorfaen.org](http://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](mailto:enquiries@bronafofon.org.uk)

**Telephone:** 0800 111 4242

**Link:** [www.bronafofon.org.uk](http://www.bronafofon.org.uk)

### **Melin Homes**

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

**Email:** [enquiries@melinhomes.co.uk](mailto:enquiries@melinhomes.co.uk)

**Telephone:** 08453 101102

**Link:** [www.melinhomes.co.uk](http://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](mailto:care&support.service@linc-cymru.co.uk)

**Telephone:** 02920 474721

**Link:** [www.linc-cymru.co.uk](http://www.linc-cymru.co.uk)

### **Aelwyd Housing Association**

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

**Email:** [enquiries@aelwyd.co.uk](mailto:enquiries@aelwyd.co.uk)

**Telephone:** 02920 481203

**Link:** [www.aelwyd.co.uk](http://www.aelwyd.co.uk)

# Adaptations

## **Telecare and Assistive Technology**

**Provider:** Torfaen County Borough Council

**Contact:** Customer Care Centre

**Services:** Lifeline alarms are available to people who have a disability or who feel vulnerable.

**Telephone:** 01495 762200

**Link:** [www.torfaen.gov.uk](http://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](mailto: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](http://www.careandrepair.org.uk)

## **Disabled Facilities Grant**

**Provider:** Torfaen County Borough Council

**Email:** [socialcarecalltorfaen@torfaen.gov.uk](mailto: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](http://www.torfaen.gov.uk)

## **Handy Person Service**

**Provider:** Age Concern

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

**Email:** [widdershins@ageconcerntorfaen.org](mailto: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](http://www.ageconcerntorfaen.org)

# Other Advice and Assistance

## **Citizens Advice Bureau**

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

**Email:** [pontypool@torfaencab.org.uk](mailto: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](http://www.torfaencab.co.uk)

## **Shelter Cymru**

**Address:** 25 Walter Road, Swansea, SA1 5NN

**Email:** [info@sheltercymru.org.uk](mailto: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](http://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](mailto: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](http://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](http://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](http://www.nationaldebtline.co.uk)



## **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](http://www.torfaenmind.co.uk/daysservices.html)

### ***Pontypool Wellbeing Centre***

Email: [wellbeingcentre@torfaenmind.co.uk](mailto:wellbeingcentre@torfaenmind.co.uk)

Telephone: 01495 757393

### ***Phoenix Project***

Email: [phoenixproject@torfaenmind.co.uk](mailto: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](mailto: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](http://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](mailto:widdershins@ageconcerntorfaen.org)

**Telephone:** 01495 769264

**Link:** [www.ageconcerntorfaen.org](http://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](mailto: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](http://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](mailto: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](http://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](http://www.homeheathelpline.org.uk)

*Further information is also available on our website Torfaen Homes*

[www.torfaenhomes.co.uk](http://www.torfaenhomes.co.uk)

