

Free, Independent, Confidential Services

As an independent Charity all our services are Service User led and our service has directly evolved from Service Users' changing needs and expectations.

Type I, II and III Advice Services

- Housing Information, Advice and Advocacy
- Homelessness Prevention

The above services are delivered from our Ayr Office and from HMP Kilmarnock, Barlinnie and Greenock for those who are returning to East and South Ayrshire Council areas.

Engagement Services

- Sustainment
- HEY (Housing Education 4 Youths)
- First Home for 16-24 year olds (including Capacity Building Programme)
- Home + for those over 25 (Group Work)

The Centre provides information and training on housing related topics in the community and to external agencies.

Help Available

We will give you independent advice to allow you to make informed choices. If you are at risk of homelessness we will work with you to try and prevent your homelessness and sustain your tenancy. This often involves:-

- Liaison and negotiation with Landlord/Lender and/or Solicitor
- Attending meetings/interviews with you
- Preparation for written Reviews
- Representation at Appeals and Reviews
- Income and benefit maximisation
- Budgeting and expenditure reduction advice

Information and Statistics

We collect statistical data from our caseload. We monitor demand and analyse merging trends on what Service Users need. This influences change and service improvement to meet new demands.

Your individual data is confidential but the statistics are given in an anonymous format to our funders and are used in our Annual Reports. We will only ever disclose information to someone with your expressed and implicit consent which is explained to you when you sign our Consent Mandate. Our Policies and Procedures respect confidentiality and Data Protection Legislation and Regulations. We will always treat you with respect and courtesy.

We work within a framework that complies with the National Standards. We may discuss referring you to another agency for assistance but would only do this with your knowledge and consent. The Centre recognises you may be under pressure, however any abusive or threatening behaviour will not be tolerated.

Service User Feedback and Participation

We encourage Service Users to provide us with feedback which shapes service development and forms part of our Annual Reports for our AGM. We are keen for you to shape the service and are happy to receive ideas.

Quality and Compliance

The Centre is a registered charity regulated and inspected by the Care Inspectorate and accredited under the Scottish National Standards for Information and Advice Providers. We comply with the Quality Standards and Key Performance Indicators within our South Ayrshire Council Contract.

If you are unhappy with the service please in the first instance contact our Services Manager.



Ayr Housing Aid Centre



South Ayrshire Independent Housing Information, Advice, Advocacy and Engagement Services

7 York Street, Ayr KA8 8AN

Tel: 01292 288111

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**Scottish National Standards Accredited
Care Inspectorate Regulated
SCOTTISH CHARITY NO: SCO18186**

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Our Background

Ayr Housing Aid Centre is a local registered charity, operating in South Ayrshire. We were established in 1987 following a conference on homelessness hosted by Shelter.

Our primary aims and objectives are to provide free, independent, information, advice, advocacy, representation and engagement services to those who are homeless, and/or in housing need.

The Centre provides a range of services within South Ayrshire and a Prison Housing Advice Service covering East & South Ayrshire.

The Centre is staffed by a full time Chief Executive, Services Manager, Housing Advisers and Engagement Officers and is fully supported by our Admin Team.

Income Generation

The Centre seeks to generate additional income by fundraising activities and will always welcome volunteers to assist.

We provide training in the public and private sectors on housing related matters. If you would like more information on this please contact us.



Help is at hand...

We are committed to assisting anyone in South Ayrshire who are homeless or in housing need irrespective of race, religion, disability, sex, sexual orientation, age or politics. We often link those out-with South Ayrshire with appropriate services in their area.

We advise on housing issues such as:-

- Homelessness and Housing Options
- Housing Rights and Responsibilities
- Rent Arrears
- Tenancy Rights and Issues
- House Conditions and Disrepair
- Private Rented Sector
- Mortgage Problems and/or arrears
- Landlord/Tenant Disputes
- Deposit disputes
- Fuel Poverty/Rights
- Housing Benefit
- Council Tax Reduction
- Universal Credit Housing Element
- Illegal Eviction and/or Harassment
- Relationship Breakdown
- Mobile Homes
- Antisocial Behaviour

Referrals

You can contact us direct for Information, Advice and Advocacy or you may be referred to us by another service or through the Council's Signpost System.

We receive referrals from various agencies including:-

- Council Housing, Homeless and Social Work Departments
- Women's Aid
- Barnardos
- Councillors, MPs, MSPs, MEPs
- Housing Associations
- SeAScape
- Health Practitioners

Management Committee

The Committee consists of committed volunteer laypersons who are interested in helping those in housing need.

Ayr Housing Aid Centre welcomes applicants to serve on the Committee. The key requirement is a commitment to our aims and objectives. This commitment includes campaigning for local and national policy change and influencing legislation to assist our Service Users.

The Committee meets around 5 times a year and the work can be very rewarding.

If you would like further information please phone or e-mail the Chief Executive.

There is no greater housing need than having no home!

Below is a map if you need directions how to get to York Street

