

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 we have a Prison Housing Advice Service based in HMP Kilmarnock Link Centre outreaching to HMP Barlinnie and HMP Greenock for those who are returning to East and South Ayrshire Council areas.

Engagement Services

- Tenure Sustainment
- HEY (Housing Education 4 Youths)

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

What help is 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

When we open your case?

We collect statistical data from our caseload. We monitor demand and analyse merging trends on what Service Users require help with. This influences change and improvement of services 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 and this 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 that you may be under pressure, however any abusive or threatening behaviour will not be tolerated.

What about my views?

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

If you are not happy with the Centre?

The Centre is 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 first instance contact our Office Manager.



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

7 York Street, Ayr KA8 8AN

Tel: 01292 288111

Text & WhatsApp helpline: 07549 603895

www.ayrhousingaidcentre.com

E-mail: info@ayrhousingaidcentre.com

advice@ayrhousingaidcentre.com



Scottish National Standards Accredited

Care Inspectorate Regulated

SCOTTISH CHARITY NO: SC049609

Who do we help?

We are committed to assisting anyone within South Ayrshire who are homeless/ 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.

Help is at hand - we advise on housing issues such as:-

- Homelessness
- Housing Rights and Responsibilities
- Rent Arrears
- Tenancy Issues
- House Conditions
- 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
- Mobile Homes

Referrals

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

We receive referrals from agencies including:

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

Our background

Ayr Housing Aid Centre SCIO are a local charity, operating in South Ayrshire. We were established in 1986 following a Shelter Conference on homelessness and became a SCIO in October 2020.

Our primary aims and objectives are to provide free, independent, information, advice, advocacy, representation and engagement services to those who are homeless, threatened with homelessness and/or are 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 team of dedicated staff who's core aim is to help those in need.

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.

Board

The Board consists of committed volunteer laypersons who are interested in helping those in Housing need.

Ayr Housing Aid Centre welcomes applicants to serve on the Board.

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 Board meets 4-5 times a year and the work can be very rewarding.



If you would like further information please phone or e-mail us!

We are here!

Our offices:-
Find us on Google maps

