

Type I, II and III Advice Services

- Housing Information, Advice and Advocacy
- VASA Type II Casework, reducing poverty and improving health through empowerment
- I'M IN! Private Rented Tribunal Representation
- Prison Housing Advice

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
- Community Outreach

Our Tenure Sustainment service provides crisis intervention housing support for tenants facing eviction.

The Centre attends numerous community events to raise awareness.

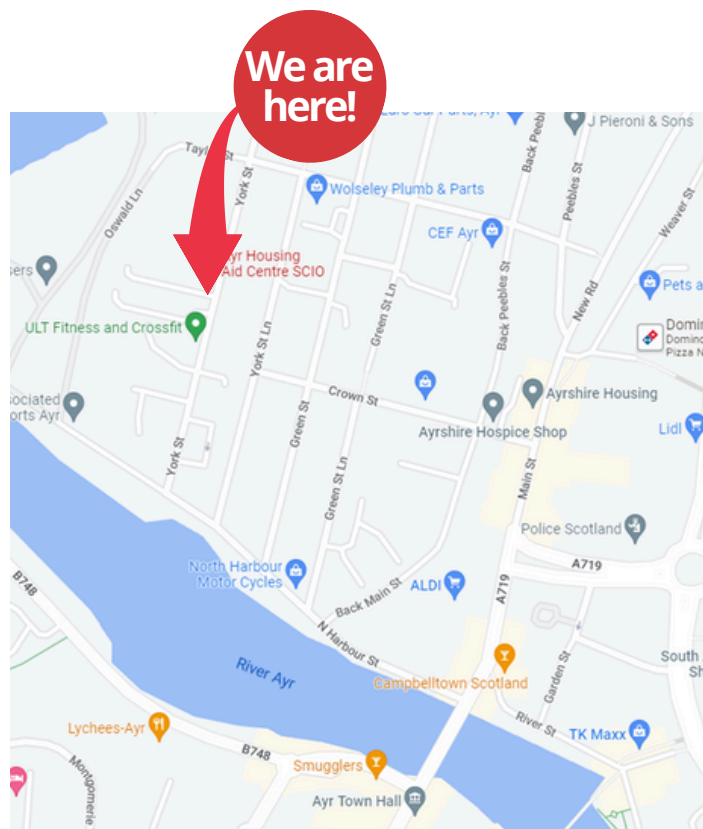
What help is available?

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



Our offices: **Find us on Google maps**



FREE, ACCREDITED INDEPENDENT
**HOUSING INFORMATION,
ADVICE, ADVOCACY AND
ENGAGEMENT SERVICES**

Helping those in housing need since 1986.

7 York Street, Ayr KA8 8AN

Tel: 01292 288111

**Text & WhatsApp helpline:
07549 603895**

**www.ayrhousingaidcentre.com
info@ayrhousingaidcentre.com**



**Scottish National Standards Accredited
Care Inspectorate Regulated
SCOTTISH CHARITY NO: SC049609**

Our background

Ayr Housing Aid Centre SCIO are a local charity, operating in South and East 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 and to alleviate poverty.

The Centre is staffed by a team who are dedicated and non-judgemental.

Income Generation

The Centre seeks to generate additional income by fundraising activities and 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 volunteers who are interested in helping those in Housing need.

AHAC welcomes applicants to serve on the Board with 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.

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 including-

- Homelessness
- Housing Rights and Responsibilities
- Rent Arrears
- Tenancy Issues
- House Conditions & Repairs
- 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.

We receive referrals from agencies including:

- Council Housing & Homeless Services
- Social Work, H&SCP, CLP
- Women's Aid
- Councillors, MPs, MSPs
- Housing Associations
- SeAScape
- NHS
- Addiction Services e.g. RecoveryAyr, Harbour, etc.

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 set by funders. If you are unhappy with the service please in first instance contact our Operations Manager, Emma on 01292 288111.