



**HOUSING  
SERVICES**

**WE CAN  
TRANSLATE**

**TENANT  
APPROVED**

**NAC  
HOUSING  
SERVICES**

# Housing Options in North Ayrshire



Recognised for excellence  
5 star - 2013



North Ayrshire Council  
Comhairle Siorrachd Àir a Tuath

[www.north-ayrshire.gov.uk](http://www.north-ayrshire.gov.uk)

## **Advice & assistance**

- **Do you need advice and assistance to access housing?**
- **Are you struggling with issues which are impacting on your tenancy?**
- **It is important that you get help as soon as possible to ensure your housing difficulties do not become a crisis, which could result in homelessness.**
- **We will work with you to assist you in securing a housing outcome which meets your needs.**



**The North Ayrshire Council Housing Advice Team (HAT) will discuss your housing options in order to resolve any issues you may have. This free advice service is available to anyone over the age of 16 and is tailored to meet individual needs and circumstances. The advice includes:**

- **The various housing options within North Ayrshire**
- **Support available to assist you to stay within your own home**
- **Assistance to prevent homelessness**
- **Information and support to access Private Rented accommodation**
- **Housing Support available dependant on your needs**
- **Options for owning your own home including shared ownership/equity**
- **Assistance to apply for a mutual exchange**
- **Advice regarding mortgage to rent options available**
- **Referrals to other services such as money advice, employability and health.**

**Please note that if we have reason to believe that you are homeless or threatened with homelessness within 56 days then we have a statutory duty to investigate your situation and process an application for homeless assistance.**

## **The office's opening times are:**

**Monday – Thursday**

**9.00am to 4.45pm (see the note below\*)**

**Friday**

**9.00am to 4.30pm**

**\*note: On the second Thursday of every month, the office will be closed from 1.30pm to 4.45pm for staff training purposes.**

## **How to access North Ayrshire Council Housing Advice Team**

**We are located at Galt House, 31 Bank Street, Irvine, KA12 0LL Tel: 01294 314600. We are also able to assist with telephone and email enquiries. You can email us at [housing-info-advice@north-ayrshire.gov.uk](mailto:housing-info-advice@north-ayrshire.gov.uk).**

**An appointment with a specially trained advice officer can be arranged at a time to suit you. We also operate a drop in service for people who require emergency accommodation, please be aware it will be on a first come basis and you may have to wait to be seen. If you are homeless or threatened with homeless please see our leaflet "Are you Homeless".**

# **What you need to bring to your appointment?**

**We recommend you bring as much information as you can in relation to your housing need, for example, tenancy agreements, notice to quits, bank statements, proof of your financial circumstances. Please also bring identification such as a valid passport, birth certificate, driving licence, biometric residencycard.**

**If you are unsure please contact us on 01294 314600 and we will be able to confirm what you**



**Please bring  
identification  
to your  
appointment**

# **What is a Housing Options Appointment?**

**The appointment is an opportunity to speak face to face with an Advisor and discuss your current situation.**

**The appointment will take place in a private room to ensure the conversation is confidential.**

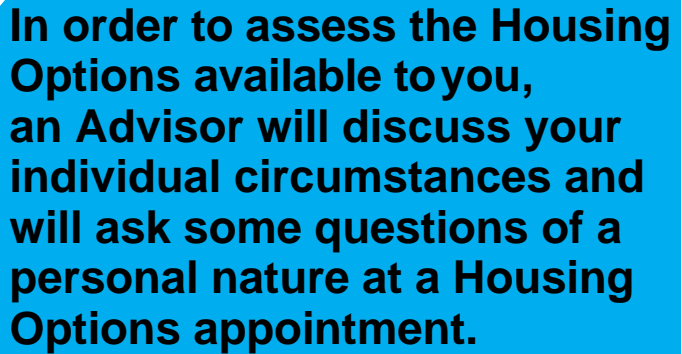
**A same sex interview can be arranged if required.**

**If you wish, you can bring along a friend, carer or advocate.**

**If English is not your first language, or you have a visual or hearing impairment, please let us know before your appointment so we can arrange to have the appropriate service available, for example, translation services, sign language service.**

**In order to assess the Housing Options available to you, the Advisor will discuss your individual circumstances and will ask some questions of a personal nature. They will also advise why certain other Housing Options may not match your needs.**

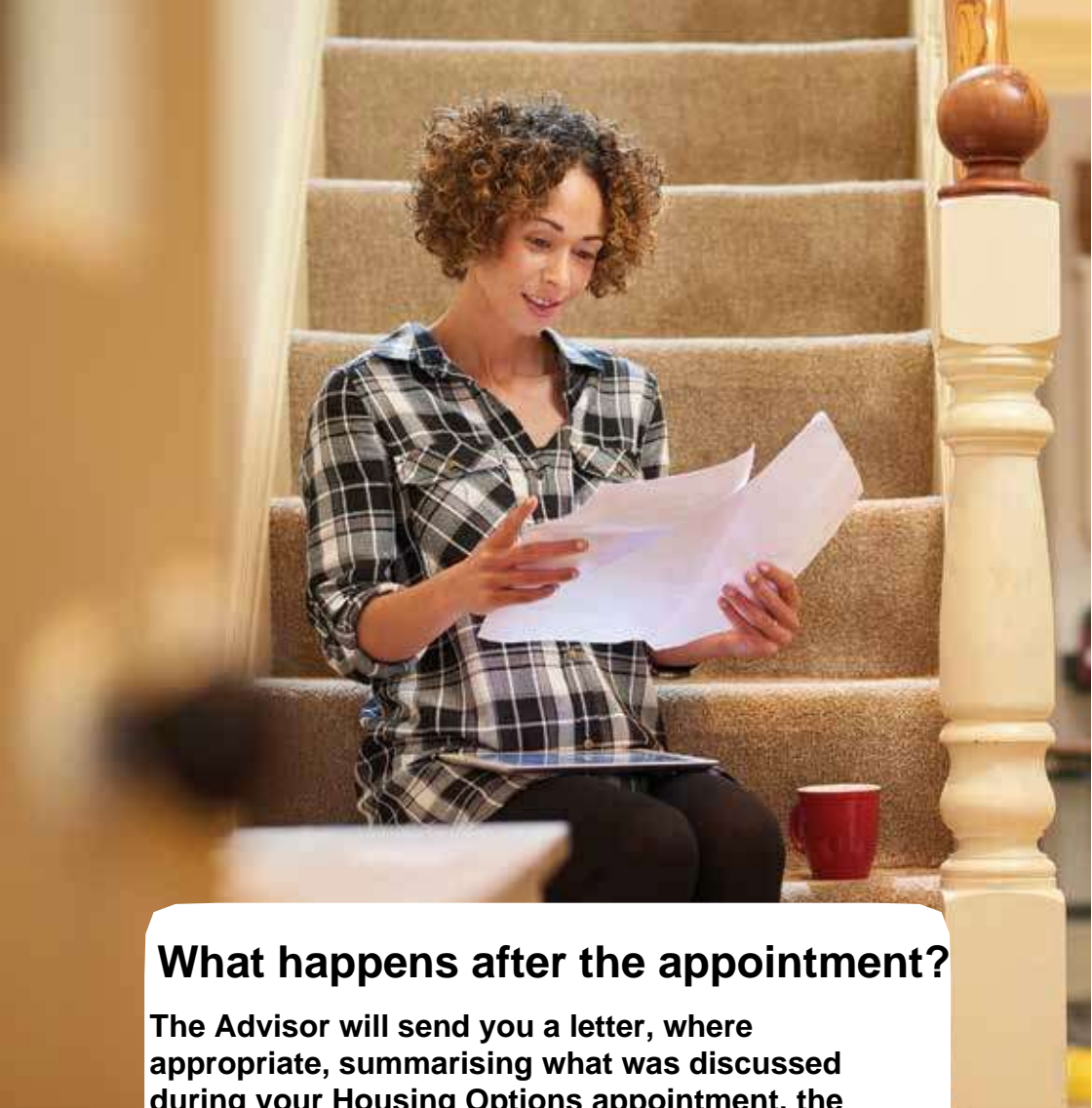
**If any referrals are to be made to other agencies then the advisor will, with your consent, contact the relevant agency and make the appropriate referral.**



**In order to assess the Housing Options available to you, an Advisor will discuss your individual circumstances and will ask some questions of a personal nature at a Housing Options appointment.**

## **What we will do for you:**

- **We will meet with you in a private and confidential room**
- **You can bring a friend into the interview with you**
- **You can ask to speak to an Officer of the same sex**
- **We will send you a letter with details of what was discussed following your interview**



## **What happens after the appointment?**

**The Advisor will send you a letter, where appropriate, summarising what was discussed during your Housing Options appointment, the letter will also detail any follow up actions which were agreed at the appointment. We will maintain contact with you until you have a positive housing outcome.**



# Useful contacts

**Housing Advice Team  
01294 314600**

**Out of Hours  
Homeless Stand By  
0800 0196 500**

**North Ayrshire  
Council Housing  
Support Services  
01294 317370**

**Community Safety  
Team  
01294 314640**

**Barnardos North  
Ayrshire Families  
Service (BNAFS)  
01294 556208**

**Welfare Reform Team  
0300 999 4606**

**Scottish Welfare Fund  
01294 310001**

**Veterans Services -  
SSAFA  
020 7403 8783**

**Citizens Advice Bureau  
Irvine 22a Eglington  
Street, Irvine, KA12 8AS  
01294 278051**

**Community Housing  
Advocacy Project  
(CHAP)  
01294 475636**

**Ayrshire  
Homelessness &  
Prevention Services  
(AHAP)  
01294 475633**

**Three Towns  
Resource Centre,  
Saltcoats (CMHT)  
01294 470010**

**Caley Court, Stevenston  
01294 476000**

**North Ayrshire  
Money Matters  
01294 317786**

**North Ayrshire  
Women's Aid  
01294 602424**

# Useful contacts

**North Ayrshire Council  
Housing Providers  
Largs Area Office  
(Brooksby)  
01475 687590**

**Three towns Housing  
Office (Town Hall)  
01294 310005**

**Dalry/Beith Housing  
Office  
01294 836710**

**Kilbirnie Housing  
Office  
01505 685177**

**Kilwinning Housing  
Office  
01294 552261**

**Irvine Area Housing  
Office  
01294 310150**

**Other Major Local  
Housing Providers  
Irvine Housing  
Association  
0345 112 6600**

**ANCHO  
01294313121**

**Cunninghame  
Housing Association  
(CHA) 01294 468360**

**Isle of Arran Homes –  
Trust Housing  
0131 4441200**

**SHELTER  
0808 8004444**

Date of Appointment	
Advisor Name	
Preferred Option	
What you need to do	
What we will do	
Referrals	
Comments	

## If you would like to find out more about the service, please contact



North Ayrshire Council Housing Advice Team,  
Galt House, 31 Bank Street, Irvine, KA12 0LL



**01294 314600**



**housing-info-advice@north-ayrshire.gov.uk**

**This document is available in other formats such as audio tape, CD, Braille and in large print. It can also be made available in other languages on request.**

該文件還有其他形式，如語音磁帶、CD、盲文版本及大字體版本。如有需求，還提供其他語言版本。

یہ دستاویز دیگر شکلوں میں بھی دستیاب ہے، جیسے آڈیو ٹیپ، سی ڈی، بریل اور بڑے حروف کی چھپائی میں۔ درخواست کرنے پر یہ دستاویز دیگر زبانوں میں بھی مہیا کی جا سکتی ہے۔

ਇਹ ਦਸਤਾਵੇਜ਼ ਹੋਰ ਰੂਪਾਂ ਵਿਚ ਵੀ ਮਿਲ ਸਕਦਾ ਹੈ، ਜਿਵੇਂ ਸੁਣਨ ਵਾਲੀ ਟੇਪ 'ਤੇ، ਸੀ ਡੀ 'ਤੇ، ਬ੍ਰੇਲ ਅਤੇ ਵੱਡੇ ਅੱਖਰਾਂ ਵਿਚ। ਮੰਗ ਆਉਣ 'ਤੇ ਇਹ ਹੋਰ ਬੋਲੀਆਂ ਵਿਚ ਵੀ ਦਿੱਤਾ ਜਾ ਸਕਦਾ ਹੈ।

Ten dokument jest do uzyskania w różnych formatach: na taśmie dźwiękowej, płycie CD, brajlem i dużym drukiem. Na żądanie, można go także otrzymać w innych wersjach językowych.