



Housing Options for Older and/or Disabled People in East Renfrewshire



Housing Services

East
Renfrewshire
COUNCIL

We can explain this document to you in other languages and provide it to you in other formats such as Braille and large print. For more information, please contact Customer First on 0141 577 3001 or e-mail: customerservices@eastrenfrewshire.gov.uk.

آپ کے لیے اس دستاویز کی دیگر زبانوں میں وضاحت کی جاسکتی ہے اور یہ دیگر مختلف صورتوں میں جیسا کہ بڑے حروف کی لکھائی اور بریل (ٹائپو افراد کے لیے اُبھرے ہوئے حروف کی لکھائی) میں فراہم کی جاسکتی ہے۔ مزید معلومات کے لیے برائے مہربانی ٹیلیفون نمبر 0141 577 3001 پر کسٹمر فرسٹ سے رابطہ کریں یا customerservices@eastrenfrewshire.gov.uk کے پتہ پر ای میل بھیجیں۔

এহ পএ অন্যান্য ভাষায় বণনা ছাড়া নানা বকল্প আকারেও দেয়া যেতে পারে যথা – বড় ছাপান অক্ষরে এবং উঁচু গঠিত বর্ণমালায়ও (Braille) দেয়া যেতে পারে। এ বিষয়ে আরও খবরাখবরের জন্যে যোগাযোগ করুন কাষ্টোমার ফার্স্ট টেলিফোন: ০১৪১-৫৭৭ ৩০০১ অথবা

ইমেইল : customerservices@eastrenfrewshire.gov.uk

ਤੁਹਾਡੇ ਲਈ ਇਸ ਦਸਤਾਵੇਜ਼ ਦੀ ਵਿਆਖਿਆ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਵੀ ਕੀਤੀ ਜਾ ਸਕਦੀ ਹੈ ਅਤੇ ਇਸ ਨੂੰ ਬਦਲਵੇਂ ਰੂਪਾਂ ਵਿਚ ਜਿਵੇਂ ਵੱਡੇ ਅੱਖਰਾਂ ਅਤੇ ਬਰੇਲ ਤੇ ਪ੍ਰਦਾਨ ਕੀਤਾ ਜਾ ਸਕਦਾ ਹੈ। ਵਧੇਰੇ ਜਾਣਕਾਰੀ ਲਈ ਕਸਟਮਰ ਫਸਟ ਵਾਲਿਆਂ ਨਾਲ ਇਸ ਫੋਨ ਨੰਬਰ ਤੇ ਸੰਪਰਕ ਕਰਨ ਦੀ ਕ੍ਰਿਪਾਲਤਾ ਕਰੋ: 0141 577 3001 ਜਾਂ ਇਸ ਪਤੇ ਤੇ ਈਮੇਲ ਕਰੋ: customerservices@eastrenfrewshire.gov.uk

這份文件可以使用其他的語言解釋,亦可以提供其他形色的版本,例如大字和凸字。請聯絡客

服務 (Customer First) 索取進一步的資料。

電話:0141 577 3001或電郵
customerservices@eastrenfrewshire.gov.uk

आप क लिए इस दस्तावज़ का व्याख्या अन्य भाषाआ म का जा सकता ह आर बदलव रूपा जस बड़े अक्षरों और ब्रेल पर भी प्रदान की जा सकती है। कृपया अतिरिक्त जानकारी के लिए कस्टमर फस्ट वालों से इस फोन नंबर पर संपर्क करें: 0141 577 3001 व इस पते पर ईमेल करें: customerservices@eastrenfrewshire.gov.uk

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1. Who is this leaflet for?

This leaflet is for older and/or disabled people who require information and advice regarding their current accommodation, or who wish to move to other accommodation.

The leaflet will:

Offer information and advice regarding a range of housing options for older and/or disabled people. This leaflet is part of a series of leaflets designed to offer information and advice regarding housing options in East Renfrewshire. Other leaflets in the series include:

- ‘Housing Options in East Renfrewshire’
- ‘Private Renting in East Renfrewshire’
- ‘Homeless or Threatened with Homelessness in East Renfrewshire’
- ‘Low cost Home Ownership in East Renfrewshire’

While this leaflet offers housing advice and information specifically for older and/or disabled people, the other leaflets in this series provide detail on other housing options in East Renfrewshire.

Regardless of eligibility for financial assistance, we can provide you with information, advice and practical assistance, on the full range of housing options available to you to meet your needs. We can assist you in identifying suitable housing for disability related housing needs, and/or liaise with Care & Repair, technical staff and/or external contractors over the specification of housing adaptations to your needs. To discuss your situation, or for further information, you can also contact the council’s Private Sector Housing Officer on 0141 577 3589 (Wed p.m. – Fri)

2 i. Socially rented housing

Renting a property from the council or a housing association.

Anyone aged 16 years old and over can apply to be considered for a council or housing association property.

East Renfrewshire with its two partner landlords (Arklet Housing Association and Barrhead Housing Association), has formed the East Renfrewshire Housing Register – ERHR.

- Arklet Housing Association
- Barrhead Housing Association
- East Renfrewshire Council.

This means you need complete only one application form to apply to one or all three landlords. Each landlord has their own allocation policy (usually on a points based system). Examples where points could be allocated include overcrowding, under occupation, medical reasons, sharing amenities.

If you have any health related issues which affect your current housing circumstances, please ask any of the three landlords for a **medical form** which allow you to supply medical information to be considered for an additional priority.

To apply please contact any of the three landlords at:

Arklet Housing Association

Barrland Court, Barrland Drive

Giffnock G46 7QD

Email: arklet@arklet.org.uk

Tel: 0141 620 1890

Barrhead Housing Association

70 Main Street, Barrhead

East Renfrewshire G78 1SB

Tel: 0141 881 0638

Email: enquiries@barrheadha.org

East Renfrewshire Council

211 Main Street, Barrhead

East Renfrewshire G78 1SY

Tel: 0141 577 3001

Email: customerservices@eastrenfrewshire.gov.uk

2 ii. Private rented sector

Renting a property from a private landlord, usually on a time limited lease.

If you are looking for private rented accommodation you can contact a:

- letting agency from the Yellow Pages,
- read local and national newspapers (where homes for let are advertised),
- contact local solicitors and estate agents (who may have a list of rented accommodation available),
- search property websites, or look out for small ads in shop or post office windows.

You can find more information about private renting on the council's website at:

<http://www.eastrenfrewshire.gov.uk/private-renting>

East Renfrewshire Citizens Advice Bureau (CAB) manages East Renfrewshire's Rent Deposit Scheme. This scheme can assist people who are assessed as being homeless or threatened with homelessness to access privately rented accommodation where the requirement for a deposit is

often a barrier. You can contact our Housing Advice Team on 0141 577 3001 to discuss whether a referral to the scheme might be possible.

You should note that it is illegal for a letting agency to charge you to be included in its housing lists. For more information on benefits you may be entitled to, please refer to the Local Housing Allowance rate and Benefits in the Financial Information & Sources section of this leaflet.

2 iii. Owner Occupation

Buying a property (usually through a mortgage) is where you become the owner of the property.

A guide to the house selling and buying process can be obtained from the Scottish Government website:

<http://www.gov.scot/Topics/Built-Environment/Housing/BuyingSelling/Home-Report>

Alternatively you can contact the Private Sector Housing Officer on 0141 577 3589 (Wed p.m. – Fri).

New Build / Part Exchange

Buying a house / flat from a property developer where the property is under construction or has just been built. There may be the opportunity to discuss the plans with the developer and / or part exchange your own property (if you are an owner occupier). Some property developers may include extras such as: carpets, curtains, kitchen appliances, and so on with the sale of the property.

Details of new build properties can be found in:

- newspapers,
- property websites and

- from property developers.

2 iv. Shared equity schemes

A low cost home ownership scheme run by the government, where you can buy part of a property with the aid of a loan, and the remaining part will be owned by the government who will provide you with an equity loan.

The Low-cost Initiative for First Time Buyers (LIFT) shared equity schemes, are aimed at first-time buyers (on low / moderate incomes) however, other groups are eligible, for example:

- They may be able to help people who are looking for a new home after a significant change in their household circumstances
- They may also be able to help disabled people to access more suitable housing.

The New Supply Shared Equity Scheme, allows first-time buyers to buy a new build property.

The Open Market Shared Equity Pilot is a pilot scheme, to allow first-time buyers to buy a property on the open market, in areas where affordability is a key problem for buyers.

For further information on shared equity schemes you can refer to the Scottish Government's website www.scotland.gov.uk/Home

Alternatively, you can contact the Private Sector Housing Officer on 0141 577 3589 (Wed p.m. – Fri).

2 v. Shared ownership schemes

What are Shared Ownership schemes and how do they operate?

Shared Ownership schemes aim to help people on low to moderate incomes to purchase a property in a way that is affordable for them over the long term.

Homes provided under shared ownership schemes will be suitable for a variety of household sizes and designed to meet a range of housing needs.

Shared Ownership allows you to buy a % share of a property and pay an Occupancy Charge on the remainder to a housing association. You are required to pay an Occupancy Charge because a housing association allows you to occupy the whole property although technically it still owns a share. An Occupancy Charge does not include a cost for repairs to your property. The housing association will provide you with information on how the occupancy charge is calculated.

Under a shared ownership scheme, you will have the option to purchase an initial share of 25%, 50%, or 75% in the property depending on how much income you have.

As is normally the case with any house purchase, you will have to appoint a solicitor to act on your behalf to complete the work involved in buying a home. A solicitor acting on behalf of the housing association will deal with its interest in the purchase.

You will pay for your share of the purchase price in the usual way, along with legal costs, survey fees and any other costs associated with the purchase (including Stamp Duty if applicable).

People who can afford to buy a house outright on the open market are not eligible for shared ownership housing.

The Shared Ownership Agreement (also known as an Exclusive Occupancy Agreement) that you enter into with a housing association is for a 20 year period although you will have the opportunity to extend

provided certain technical legal issues can be satisfactorily overcome. You and your legal advisors will be contacted well in advance of that date to agree an appropriate way forward.

You can find more information on shared ownership at the website of the Scottish Government:

<http://www.gov.scot/Topics/Built-Environment/Housing/investment/grants/hso>

Details of shared ownership schemes in East Renfrewshire can be found on property websites or by contacting the Private Sector Housing Officer 0141 577 3589 (Wed p.m. – Fri).

You can also find more information on how shared ownership schemes operate in our leaflet: 'Low cost home ownership schemes in East Renfrewshire'. You can read or download the leaflet from the council's website under 'housing options'.

2 vi. Homelessness

We understand that from time to time people can experience difficulties which may lead to them becoming homeless or being at risk of losing their home. If you find yourself homeless or threatened with homelessness, it is important that you contact us as quickly as possible, as we may be able to offer advice and assistance which might help to prevent homelessness.

If you find yourself homeless or threatened with homelessness and would like to discuss your situation, or obtain further information, please contact the Housing Advice & Homelessness Team on 0141 577 3001. You can also find additional information on the council's website at:

<http://www.eastrenfrewshire.gov.uk/homelessness-advice>

3 i. Occupational Therapy

Occupational therapy

The occupational therapy team provides advice, guidance and support to anyone affected by problems associated with a physical disability; chronic medical condition and ageing, in order to promote independence within their own home and enhance quality of life.

The service provides:

- Assessments
- Advice on and provision of equipment
- Advice on and adaptations to property.

A member of the occupational therapy team will be able to take you through the assessment process and provide advice and information on the most suitable course of action, taking into consideration your individual circumstances.

If you would like information on equipment and adaptations for your home you can contact an occupational therapist at:

213 Main Street, Barrhead, East Renfrewshire G78 1SW. Tel: 0141 577 3777

Information is also available on the council's website on www.eastrenfrewshire.gov.uk

Owner Occupiers and Private tenants may be eligible for grant assistance for adaptations to their home. Residents must be assessed by an occupational therapist and classed as eligible and in priority need.

To arrange an assessment please contact East Renfrewshire Council's occupational therapy team using the above details.

To find out more about the grants available, please contact the Private Sector Housing Officer at:

211 Main Street

Barrhead

East Renfrewshire G78 1SY

Tel: 0141 577 3589 (Wed p.m. – Fri).

Email: privatesectorhousing@eastrenfrewshire.gov.uk

The council now has a Single Point of Access (SPOA) on its website: www.eastrenfrewshire.gov.uk/spoa to provide information about looking after yourself and living safely at home. This includes information about:

- the range of social care services available:
- equipment to help you,
- help with walking,
- home care,
- telecare,
- community alarms
- visual and hearing impairments
- preparing meals and shopping,
- keeping warm,
- housework,
- medication, and
- continence.

3 ii. Non Financial Assistance for Adaptations

Care & repair

The council's care & repair service provides free and confidential advice and assistance to older people and people with disabilities on handyperson and small adaptations. They can provide practical support to owners & private tenants from project managing adaptation work to offering advice on approaching contractors.

You can find more information on Care and Repair on the website at:

www.carerepairrenfrewshire.org.uk

For further information please contact **Care & Repair** on **0141 812 4111**.

Alternatively you can contact the Private Sector Housing Officer on 0141 577 3589 (Wed p.m. – Fri).

Trusted Traders

The Trusted Trader scheme aims to help customers choose a reliable trader by publishing an online directory of local businesses, vetted by Trading Standards, that have allowed previous customers to comment and rate their work.

www.eastrenfrewshire.gov.uk/trustedtrader

Tel: 0300 300 0380

Alternative funding

East Renfrewshire Council are not able to provide independent financial advice, however, we can offer information on how to source such advice in the commercial market.

Information on how to find a financial adviser can be obtained from the Financial Services Authority (FSA) at: www.fsa.gov.uk/register/home.do

or you can contact the FSA consumer helpline on 0800 111 6768 (Freephone)

For further information, please refer to the financial information and sources section of this leaflet.

3 iii. Information for families and carers

Information on caring and support services, employment rights, financial support, caring for a disabled child, & choosing a care home, can be found on this Government recommended website:

www.carersuk.org/scotland or by calling: 0808 808 7777 (Freephone)

East Renfrewshire Carers Centre

Can provide a full programme of support to local carers and young carers. For further information, please contact:

Tel: 0141 638 4888, or www.eastrenfrewshirecarers.co.uk

Alternatively you can contact the Private Sector Housing Officer on: 0141 577 3589 (Wed p.m. – Fri).

3 iv. Help to Adapt scheme

Help to Adapt is a Scottish Government initiative designed to help older people live independently in their own home for as long as possible. The initiative encourages homeowners over 60 years old to consider making alterations to their property now to ensure it continues to meet their future needs. The aim is to help them stay safe and maintain their quality of life in their own home.

Who is eligible for Help to Adapt?

Help to Adapt is a Scottish Government pilot scheme available to homeowners, aged 60 or over, regardless of income, who have significant equity in their home (e.g. any remaining mortgage would be less than 20% of the value of the property). The scheme will operate in 12 local authority areas, including East Renfrewshire, between April 2015 to 2017 (availability will be subject to demand).

How does Help to Adapt work?

Help to Adapt allows home owners aged 60 years or over to fund adaptations using equity in their home to secure a loan from The Scottish Government. Key benefits include:

- There are no monthly interest charges or compound interest payments.
- The loan is repaid when the owner sells the house, dies or the home is no longer needed.
- There is no minimum loan level (the maximum loan is £30,000).
- **There is a project management fee of 12%** which goes towards the service you will receive from the Help to Adapt team. This includes a named caseworker, an occupational therapist to provide expert advice and technical support to manage all aspects including selection from our approved contractors through to supervision of installation and quality control.
- Because the loan will be secured in your property, you will need legal advice about this and you can, if you wish, also add this cost to the loan. Apart from no interest charges, you as the homeowner are protected in two other ways: if the property value falls, the amount repayable would reduce; if the property value increases, the amount repayable would be capped so you would not pay back more than the average rate of borrowing.
- The amount repaid is linked to the value of the home (see example below)

Value of property on completing the loan	£140,000
Value of loan	£5,600 i.e. 4% of value
Value of property on sale or death - £161,000 (This property has increased in value by 15%)	£161,000
Amount repayable to Scottish Government £161,000 x 4%	£6,440
Amount left for owner or estate	£154,560

Help to Adapt is one of several options which may be available to people and it is not designed to replace statutory schemes. Uniquely, Help to Adapt will help you fund adaptations by using the equity in your home.

Home adaptations are alterations that can help you or a family member, aged 60 or over, keep doing those every day household tasks we all take for granted, for example:

- Getting up and down stairs
- Getting in and out of the bath
- Using phones and door entry systems
- Getting in and out of the house
- Reaching and opening cabinets, cupboards, curtains etc.

Help to Adapt can cover adaptations inside and outside the property.

Some of the most common home alterations can include:

- Handrails
- Ramps
- Adapted toilets, bathrooms or showers – e.g. walk in wet rooms
- Adapted kitchens

The Scottish Government has appointed **Link Group** as managing agent to deliver the Help to Adapt scheme.

To find out more about the Help to Adapt scheme:

Visit the website: www.HelpToAdaptScotland.co.uk

Tel: 0330 303 7801

Email: enquiries@helptoadaptscotland.co.uk

Write to:

The Help to Adapt Team,
Link Group Ltd, Watling House,
Callendar Business Park,
Callendar Road,
Falkirk, FK1 1XR.

4. Financial information and sources

East Renfrewshire Council local housing allowance

Local Housing Allowance (LHA) - established on 7th April 2008 – is used to work out how much Housing Benefit you are entitled too if you rent from a private landlord. Further information is available, on East Renfrewshire Council's website:

<http://www.eastrenfrewshire.gov.uk/local-housing-allowance>

You can also find more information on private renting at:

<http://www.eastrenfrewshire.gov.uk/private-renting>

Housing benefit

If you are on a low income you may be able to claim money to help pay your rent and/ or council tax. This money is called housing or council tax benefit.

You may be able to get housing benefit if you are on other benefits, work part-time or work full-time on a low income.

You cannot get housing benefit to help with the costs of a mortgage or home loan. If you are an owner-occupier, you may be able to get help with your mortgage interest through income support, income based jobseeker's allowance, income-related employment and support allowance (ESA) or pension credit.

To get housing benefit you must pay rent. It does not matter if your landlord is the council, a registered social landlord or a private landlord.

You can also claim housing benefit if you rent a room in a hostel, or are a boarder. You can claim it if you share a flat or a house and can get housing benefit as a joint tenant or a sub-tenant.

You can only get housing benefit if you are responsible for paying the rent for your home, or live with your partner who is responsible for the rent. Only one member of a couple who live together can claim housing benefit. You must also live in the accommodation for which you are claiming Housing Benefit.

Tel: 0141 577 3002

Email: benefits@eastrenfrewshire.gov.uk

You can also find more information about benefits at:

<http://www.eastrenfrewshire.gov.uk/benefits>

Council tax reduction

Council Tax benefit ended in April 2013 after the UK Government's Welfare Reform Act. Council tax benefit has been replaced by council tax reduction. Council tax reduction is assistance to pay your council tax bill and is administered by the council.

You can apply for council tax reduction whether you own your own home, rent, are unemployed or are working.

To qualify for council tax reduction:

- You **must** be on a low income whether from DWP benefits or low paid work.
- You **must** be the person responsible for paying the council tax bill.
- You (and your partner) **must not** have more than £16,000 in savings or capital, unless you are receiving Pension Credit (Guarantee Credit).

For more information go to the [Confidential online benefits calculator](#) from the DWP on <https://www.gov.uk/benefits-calculators>

or you can request a [free benefits health check](#) from the council's income maximisation team. [If you do not meet these requirements, you may still be entitled to other discounts or reductions:](#)

Further information is available at:

www.eastrenfrewshire.gov.uk/benefits

Tel: 0141 577 3071

Pension Credit

If you are claiming Pension Credit, you can also claim for Housing Benefit and Council Tax Benefit with your Pension Credit claim.

You can find more information about Pension Credit, including your possible entitlement, at: <https://www.gov.uk/pension-credit>

Money advice

East Renfrewshire Council's money advice team offers a free, confidential, and independent debt counselling service to East Renfrewshire residents.

211 Main Street

Barrhead

East Renfrewshire G78 1SY

Tel: 0800 052 1023

Email: moneyadvice@eastrenfrewshire.gov.uk

<http://www.eastrenfrewshire.gov.uk/money>

Income maximisation service

East Renfrewshire Council's income maximisation service can give you a financial check-up and help you to apply for any extra benefits. They could also offer advice and assistance with appeals.

211 Main Street
Barrhead
East Renfrewshire G78 1SY
Tel: 0141 577 3071

Email: incomemaximisationofficers@eastrenfrewshire.gov.uk
<http://www.eastrenfrewshire.gov.uk/article/5930/Benefits-health-check>

You can also obtain free and independent money advice from:

The Money Advice Service,
Holborn Centre, 120 Holborn,
London, EC1N 2TD
<http://www.moneyadviceservice.org.uk/en>
Tel: 0300 500 5000

East Renfrewshire Citizens Advice Bureau
216 Main Street, Barrhead G78 1SN
<http://www.cas.org.uk/bureaux/east-renfrewshire-citizens-advice-bureau>
Telephone 0141 881 2032
Mon-Fri 9.30-15.30 (+ Wed 15.30-18.00 (by appt.))

East Renfrewshire Council Money Advice & Rights Team (MART)



Our **Money Advice & Rights Team** have specialist workers who can assist you with:

- Debt Advice
- Welfare Rights
- Benefits Health Check

You can find out more about the Money Advice & Rights Team (MART) at:

<http://www.eastrenfrewshire.gov.uk/money>

You can also contact the team at:

Money advice and rights team (MART)

East Renfrewshire Council,
211 Main Street,
Barrhead,
East Renfrewshire.
G78 1SY

Email: mart@eastrenfrewshire.gov.uk

Tel: 0800 052 1023

Department of Work & Pensions (DWP)

Offices which cover East Renfrewshire include:

Barrhead Jobcentre Plus

20 Paisley Road
Barrhead
East Renfrewshire
G78 1NF
Telephone: 0345 6043719
Textphone: 0345 6088551

Newlands Jobcentre Plus

8 Coustonholm Road
Glasgow G43 1SS
Telephone: 0345 6043719
Textphone: 0345 6088551

Langside Jobcentre Plus

152-158 Battlefield Road
Glasgow G42 9JT
Telephone: 0345 6043719
Textphone: 0345 6088551

Financial Services Authority (FSA)

The regulator of the financial services industry in the UK, where you can seek guidance on financial services: www.fsa.gov.uk

Consumer Financial Education Body (CFEB)

Is responsible for helping you understand financial services in the UK and manage your finances better. It was established by the Financial Services Authority (FSA) and offers information, resources and interactive tools, to help you make informed decisions about money.

Consumer Financial Education Body

63 Wharf Street
Warwick
Warwickshire CV34 5LA
Email: inco@cfebuk.org.uk
www.cfebuk.org.uk

East Renfrewshire Credit Union

Credit unions are non-profit financial institutions, which provide services such as: loans, ISAs, current accounts, etc. They are owned and controlled by their members who have a common link e.g. they live in the same area, are employees of an organisation, etc. A member is anyone with a credit union account.

East Renfrewshire Credit Union Ltd

114-116 Main Street

Barrhead

East Renfrewshire G78 1SG

Tel: 0141 881 1353

<http://www.ercu.coop>

National Debt Line Scotland

Free, confidential & independent advice service, on dealing with debt issues.

Tel: 0808 808 4000 (24hr voicemail)

<https://www.nationaldebtline.org/S/Pages/default.aspx>

Energy Savings Trust Scotland

The Energy Savings Trust Scotland, set up by the Scottish Government, provides a free and impartial advice service on: reducing fuel bills, promoting energy efficiency, and raising environmental awareness.

Energy Saving Trust Scotland,

Second Floor, Ocean Point 1,

94 Ocean Drive, Edinburgh, EH6 6JH

Tel: 0808 808 2282

<http://www.energysavingtrust.org.uk/domestic/>

5 i. East Renfrewshire Council - useful contacts

Private Sector Housing Officer

0141 577 3589 (Wed p.m. – Fri)

Health & Social Care Partnership

0141 577 3003

0300 343 1505 (outwith office hours)

Benefits

0141 577 3002

Housing Advice & Homelessness Team

0141 577 3001

Out of Hours homeless emergency

0800 052 0180

5 ii. Other useful contacts

East Renfrewshire Citizens Advice Bureau

216 Main Street

Barrhead

Tel: 0141 881 2032

<http://www.cas.org.uk/bureaux/east-renfrewshire-citizens-advice-bureau>

Enable Scotland – East Renfrewshire

East Renfrewshire Services

2nd Floor

146 Argyle Street

Glasgow G2 8BL

Tel: 0300 0200 101

<http://www.enable.org.uk/>

Alzheimer Scotland

Argyll & Clyde

56 Kelburn Street

Barrhead

G78 1LR

Tel: 0141 876 9520

Tel: 0808 808 3000 (24 hour helpline)

<http://www.alzscot.org/>

Advice Service Capability Scotland

11 Ellersly Road

Edinburgh

EH12 6HY

Tel: 0131 337 9876

Textphone: 0131 346 7864

Fax: 0131 346 7864

<http://www.capability-scotland.org.uk/get-advice/>

Age UK Scotland

Causeway House, 160 Causewayside

Edinburgh

EH9 1PR

0845 833 0200

<http://www.ageuk.org.uk/scotland/>

Self Directed Support Forum East Renfrewshire

SDS Forum ER

Undercover

56 Kelburn Street

Barrhead

G78 1LR

Tel: 0141 876 9514

Email: admin@sdsforumer.org

Web: www.sdsforumer.org

Housing Options Scotland

Provides information and advice to disabled people, veterans and older people. The main aim of Housing Options Scotland is to ensure that disabled people, veterans and older people can access the right home for them. The service offers advice on social renting, private renting, and home ownership.

<http://www.housingoptionsscotland.org.uk/>

email: info@housingoptionsscotland.org.uk

Tel: 0131 247 1400

Fax: 0870 123 1597

Armed Services Advice Project (ASAP)

ASAP is provided by the Scottish Citizens Advice Bureau Service, and can provide information on benefits, debt and money advice, housing, work-related problems, consumer issues and relationships. You can contact ASAP for assistance if you are/or were in the Armed Forces or Merchant Navy or are a dependent of someone who is or was in the Armed Forces or Merchant Navy.

You can contact the project by telephone on: **0845 231 0300** or find more information at: <http://www.adviceasap.org.uk/>

Veterans Welfare Service (VWS)

The Veterans Welfare Service (VWS) gives support to veterans and their dependants. The focus of the service is to provide assistance following a change in situation that may have resulted in a welfare need, such as: leaving the service, bereavement, changes in disablement, changes affecting income or finances, changes affecting housing.

www.veterans-uk.info

Tel: 0141 224 2709

Email: spva-vwsglasgowmailbox@mod.uk

You can contact the:

Private Sector Housing Team

By telephone at:

0141 577 8362

privatesectorhousing@eastrenfrewshire.gov.uk

Our **Housing Advice Team** can be contacted
at:

Telephone: **0141 577 3001** (office hours)

E-mail: customerservices@eastrenfrewshire.gov.uk

Our opening times are:

Mon – Thurs: 8.45am - 4.45pm

Friday: 8.45am - 3.55pm

Our **Customer First Team** is also available at any time
between 8.00am–6.00pm on 0141 577 3001

You can write to us at:

East Renfrewshire Council

211 Main Street

Barrhead G78 1SY

You can also obtain independent advice from:

East Renfrewshire Citizens Advice Bureau

216 Main Street, Barrhead G78 1SN

Telephone 0141 881 2032

Mon-Fri 9.30-15.30 (+ Wed 15.30-18.00 (by appt.))