



# Housing Management Services SERVICE UPDATES

## Gas, Fire Safety and Electrical Safety Checks

Normal service for gas, fire and electrical tests.

## Cleaning Services

Cleaning services continue at sheltered housing schemes.

## Grounds Maintenance

Our grass cutting services are ongoing.

## Independent/Sheltered Living Schemes and Hostels

All schemes and hostels are closed to non-essential visitors.

## Lettings

Letting properties is ongoing where we can.

Some offices, including the Civic Offices, are now open to visitors on a limited basis - check website for details.

## Council Offices and Hubs

## Developments

Work continues on our building sites where safe to do so.

## Ending A Tenancy and Reporting Anti-Social Behaviour (ASB)

To bring your tenancy to an end or report ASB call 01446 700111.

## Rent Payments

Pay rent by direct debit or standing order at [www.valeofglamorgan.gov.uk](http://www.valeofglamorgan.gov.uk) or call 01446 700111 (CIV) or 01446 736815.

Call the money advice team: Mark on 07739 194963, Lisa on 07739 194956 or Charlotte on 07739 194962.

## Money Help

## Estate Inspections

We continue to inspect our estates.

## Time Banking, Training and Tenant Meetings

All activities are currently suspended.

Where services operate we ensure that two metre social distancing measures are in place. Please don't forget to tell us if anyone in your household has Coronavirus symptoms.

SEPT 2020



# Housing Solutions and Support Services SERVICE UPDATES

## Homelessness

Homeless or in threat of becoming homeless call 01446 700111 or email [homelessadviceassistance@valeofglamorgan.gov.uk](mailto:homelessadviceassistance@valeofglamorgan.gov.uk)  
For housing emergencies outside working hours contact 01446 721534.

## Ty lolo

Ty lolo Hostel is closed to non-essential visitors.

## Housing Support

Phone and social media support provided - face to face support available for the most vulnerable. Call 01446 709793, or email [supportingpeople@valeofglamorgan.gov.uk](mailto:supportingpeople@valeofglamorgan.gov.uk)

## Supported Housing

Referral assessments are being undertaken by phone. Face to face support is available for the most vulnerable. Call 01446 709793 or email [supportingpeople@valeofglamorgan.gov.uk](mailto:supportingpeople@valeofglamorgan.gov.uk)

## One Stop Shop

Open for telephone support - call 01446 735444 or 07796 239784.

All services to support hospital discharge and prevent hospital admission are being completed via telephone or email, however these services will be completed in person if necessary and/or high risk.

## Accommodation Solutions

## Occupational Therapy Assessments

Assessments to support Homes4U application are now taking place in person.

For Homes4U queries call (01446)700111 or email [Homes4U@valeofglamorgan.gov.uk](mailto:Homes4U@valeofglamorgan.gov.uk) Homes4U adverts are available fortnightly online: <https://www.valeofglamorgan.gov.uk/Homes4u>

## Aspire2Own

For queries phone 01446 709476/433 or email [housingstrategy@valeofglamorgan.gov.uk](mailto:housingstrategy@valeofglamorgan.gov.uk)  
Adverts for properties in the scheme are on the Vale website, where you can register interest: <https://www.valeofglamorgan.gov.uk/aspire2own>

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## Council Offices and Hubs

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