

who will help me?

Our experienced staff will help you and give you confidential advice, help and support.

our aim

We aim to offer a free confidential advice, help and support service for under represented people living in the Bradford District. With increased demand from customers, our service is now available to all vulnerable groups of people.

If you live outside the Bradford District we'll try our best to help you by putting you in contact with another service who can help.

We will help to co-ordinate support with a range of supporting agencies across the district. We are currently working with Bradford City Centre Project, Blenheim Project, Bradford Council, Bradford Hate Crime Alliance, CHAS Housing, Fairweather Project, Foundation Housing, Gingerbread, Horton Housing, Police and many more.

equal opportunities

Your right to the service will be treated with respect and in confidence by all members of the tenancy support service team.

We respect equal opportunities, anyone who uses our service will be treated fairly no matter what their ethnicity, gender, sexual orientation, HIV status, physical disability or mental health status.

confidentiality

We understand that some of the issues people need our help with may be difficult to talk about. You may need to talk to someone in private and may not want anyone else to know. You can share your concerns with us in confidence.

We will not tell anyone else information about you without your permission. If we do need to share the information you have given us with another organisation we will explain this to you and tell you why. The only time we would share information without your consent is if a child was in danger and needed protection.

your compliments, comments & concerns

It is important to us that we continually improve our service to our customers and we welcome your compliments, comments on the service you receive. We value your feedback and are always happy to hear from you. We also have a complaints procedure if you want to make a complaint.

different ways you can contact us -

Tenancy Support Service

- Tel: 01274 254111 or 254114
- Fax: 01274 254001
- Email: tenancysupport@bchtgroup.org
- Write to us at; Tenancy Support Service, Bradford Community Housing Trust Group, Trust House, 5 New Augustus Street, Bradford BD1 5LL.
- Website : www.bchtgroup.org

If you would like this leaflet interpreting, please contact 01274 254114 who will arrange to explain the contents.

اگر آپ یہاں دی گئی معلومات کو سمجھنے کیلئے مترجم کی مدد چاہتے ہیں، تو برائے مہربانی اپنے مقامی ٹرسٹ آفس سے رابطہ کریں جو آپ کے لیے ان کی تشریح کرنے کا بندوبست کریں گے۔

আপনি যদি এ দলিলের অনুবাদ পেতে চান তাহলে অনুগ্রহ করে আপনার স্থানীয় ট্রাস্ট অফিসের সাথে যোগাযোগ করুন যারা এতে যা যা রয়েছে সেগুলোর ব্যাখ্যা প্রদান করার ব্যবস্থা গ্রহণ করবেন।

Service provided by Bradford Community Housing Trust Group

Bradford Community Housing Trust Group is a trading name of Bradford Community Housing Trust Limited. Bradford Community Housing Trust Limited is registered in England with registered number 04221767. Registered address, Trust House, 5 New Augustus Street, Bradford BD1 5LL.



Tenancy Support Service

need confidential advice, help or support?

physical ill health	alcohol problems
1st home	harassment
new pregnancy	asylum seeker
community single parent	young person
budgeting	mental health issues
language difficulties	
elderly	domestic violence
benefits advice	drug problems

01274 **254111** or **254114**

Bradford **Homehunter**
a fresh start



Welcome to Bradford Homehunter's

Tenancy Support Service

We offer free confidential advice, help and support on a wide range of issues to all people living in the Bradford District.

Whatever your problem we will do our best to help. We can give you support in setting up your first home, or if you want we can give you more personal advice.

about us

We have been giving confidential advice, help and support to people in the Bradford District since Feb 2003. Since then we have helped hundreds of individuals and families. We speak a number of different languages to make things easier for you.

how does the service work?

We would ideally like you to have been sent to us from an agency, however self referrals are accepted. We will then arrange an assessment visit within 10 working days and go through your needs and offer you the best help.

The level of support we will give you is based on your own needs. We will look at your situation and offer you the best tailor made support available to suit your needs.



free confidential advice, help and support for all

we can give you help on...

- alcohol problems
- anti social behaviour
- bidding on the Bradford homehunter system
- communication difficulties
- community safety
- council tax
- current rent arrears
- debt
- domestic violence
- drug problems
- elderly people
- harassment issues
- health
- housing benefits
- legal services
- local amenities
- maintenance / repairs
- mental health issues
- mobility within home
- neighbour problems
- physical ill health
- pregnant women
- refugees
- single parents
- young people

Call us on

01274 254111 or 254114

Remember if you need help with an issue not listed please contact us, we still may be able to help