

## What else can be done?

*We will ensure that housing and support services are delivered to meet the requirements of our Equal Opportunities Policy.*

*We will review our performance, effectiveness and the value of our services delivered to vulnerable customers.*

## Two Castles Housing Association

WITH CHARITABLE STATUS.

If you require more information please contact the Housing Officer for your area

### North West Region

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### North East Region

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housing services to  
**vulnerable** residents



Two Castles Housing Association 

*Opening more doors for more people*

## **What is our aim?**

*We want to deliver responsive services to people who are vulnerable as a result of:*

- Old age
- Mental illness, handicap, physical disability
- Or any other special reason

## **What arrangements will we have in place?**

*We will use the information available to us to identify individual vulnerable residents who are, or might be, at risk of losing their tenancy.*

*We will say how our housing management services will take account of residents' vulnerability e.g. we will offer disabled adaptations to properties and include the need for external support services to be provided.*

*We will consult with and establish links with outside agencies which can provide support and care services to individual residents.*

*We will draw up appropriate action plans for sheltered housing in consultation with residents.*

## **How will we meet these arrangements?**

*We will refer customers to Social Services if they appear to be eligible for community care assessment.*

*We will arrange independent expert assessment of the medical condition of applicants for housing, where this is relevant to their application e.g. by community physicians or occupational therapists.*

*We will ensure that new and existing residents with special needs have access to support which will:*

- Enable them to live as independently as they wish
- Help them to carry out their tenancy obligations
- Enhance their security and stability

*We will identify individual residents who are having difficulty managing their tenancy and arrange appropriate support, where possible.*

*We will seek to ensure that support services are adequate, flexible and appropriate to customers' individual needs. Service may include:*

- Help with personal care
- Help with welfare benefits and budgeting