

# What else do I need to know?

- Please keep us updated with any change in contact details.
- Costs – the rent for the property will be paid to us either directly from you or through Housing Benefit. Charges for the support service are paid by the Welsh Assembly Government. (Supporting People Revenue Grant)
- If you wish to make a complaint or a compliment about our service please contact **Head Office on 02920460107**
- Any more questions? Call us, write to us, e-mail us!



If you feel you would like to apply or want to find out more, contact:

**Vale Office**  
Foundation Housing/Tai Sylfaen Ltd  
82 Holton Road · Barry  
Vale of Glamorgan · CF63 4HE  
Tel: 01446 741500 · Fax: 01446 742111  
email: [service@valetaisylfaen.dabsol.co.uk](mailto:service@valetaisylfaen.dabsol.co.uk)

Designed at Design Stage, Cardiff Bay · [www.design-stage.co.uk](http://www.design-stage.co.uk)



VALE TEMPORARY  
PROJECT



# Your Questions Answered

## What is the Vale Temporary Project?

- Temporary accommodation for up to two years, with support.
- Partially furnished self-contained flats in Penarth and Cadoxton.
- Space for 5 families or single people.
- The properties are owned by Newydd Housing Association and managed by us.

## Who can apply, what is the criteria? You should be:

- 1) **Aged 16+**
- 2) **Homeless, or at risk of becoming so.**
- 3) **Wanting and needing support to help manage the tenancy.**
- 4) **Willing and able to work towards moving on within 2 years.**

## How do I apply?

Ring us, write to us or e-mail us to request an application form.

## Then what happens?

- You'll be sent the application form.
- Please return it in the SAE provided.
- A support officer will contact you to arrange an Assessment Interview.

## What is an Assessment Interview?

- A meeting between you & 2 support officers, where you discuss what you would like support with.
- The discussion will cover health, financial matters, housing history etc. A detailed form will be filled in during the discussion.
- If you are receiving support from another agency, or have done so in the past, we will ask your permission to contact them. This ensures that we get a full picture of the support you need.

## What happens after that?

- After the interview and after we have contacted any other agencies we will let you know whether you are on the waiting list.
- We will contact you when there is a vacancy.
- You can view the property before accepting it.

"If you are receiving support from another agency, or have done so in the past, we will ask your permission to contact them. This ensures that we get a full picture of the support you need."

## What happens after I move in?

- You will agree an Individual Support Plan with your support officer.
- This plan sets out what *you* would like to achieve whilst in the project.
- You and your support officer will agree how often you will meet, e.g. once per week.
- If you want more information about support, please ask for a copy of our Support Charter.