

Help that is available in Test Valley Borough Council

if you are homeless or threatened with homelessness and how to access that help.



www.testvalley.gov.uk



TestValleyBC



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Important Information:

- If you are threatened with homelessness we advise you to make contact with the housing options team at Test Valley Borough Council immediately, to receive housing advice and options on 01264 368000.
- If you are homeless we advise you to make contact with the housing options team at Test Valley Borough Council immediately on 01264 368000.

Local Organisations that can help:

Debt and Money Advice

Citizens Advice Bureau

www.citizensadvice.org.uk

Advice and information on benefits, employments, housing rights, money and debt.

- **Andover and District CAB**
35 London Street, Andover
Tel: 01264 365534
- **Test Valley (Romsey) CAB**
Former Magistrates Court,
Church Street, Romsey, SO51 8JQ,
Tel: 01794516378
- **Eastleigh CAB**
101 Leigh road, Eastleigh,
SO50 9DR
Tel: 02380616046
- **Winchester District CAB**
The Winchester Centre,
68 St Georges Street,
Winchester, SO23 8AH
Tel: 03444 111306
- **Basingstoke CAB**
The Library, 19-20 Westminster
House, Potters Walk, Basingstoke,
RG21 7LS,
Tel: 08442 451283

Christians Against Poverty (CAP)

capuk.org

CAP provide monetary and debt advice.

- **Christians Against Poverty**
Jubilee Mill, North Street, Bradford,
BD1 4EW
Tel: 01274 760720
Email: info@capuk.org

The Alliance Programme

www.rcsservices.org.uk/bbo-lottery-project

The Alliance Programme enables positive outcomes. The project is for people who are experiencing multiple barriers that are preventing them from moving closer to the work place. The project provides wrap around support service, enabling participants to plan their future and access local services. To participate in the project you must be over 18, have the right to work in the UK and be unemployed or economically inactive. You have to experience two or more barriers to employment. If you sign up to this project you will receive 50 hours of one to one dedicated support and the external intervention will focus on health, employability, digital inclusion, financial capability, work ethic and attitude and in work support.

- **RCS Limited**
Romsey School, Greatbridge Road,
Romsey, Hampshire, SO51 8ZB
Tel: 01794 522106

Accommodation and Community Support

Test Valley - Two Saints

www.twosaints.org.uk/andover-test-valley-2

Accommodation and support for single homeless people with Emergency Beds, Hostel and Stage 1 and 2 Supported Accommodation.

- **Dene Court and Prospect Court**
Dene Court, 2 Dene Road,
Andover, SP10 2RN
Prospect Court, Flat 1-7
Winchester Road, Andover, SP10 2EG
Tel: 01264 359959

These services are accessed through Test Valley Borough Council Housing Options Service, at Test Valley Borough Council, Beech Hurst Weyhill Road, Andover, SP10 3AJ. 01264 368 000 or Test Valley Borough Council, Former Magistrates Court, Romsey, SO51 8AQ, 0179 4527 700

Community Support Services- Two Saints

www.twosaints.org.uk

Provides wide range of advice and support within the community at Drop in Centres across Test Valley.

- Tel: 01264 369679

Together

www.together-uk.org

Supports people with mental health issues to work towards improved health and wellbeing. This is in the form of intensive accommodation support and community support.

Referrals can be by the Housing Options Team at Test Valley Borough Council

- **West Hampshire Housing and Support Service**
St George's Lodge, Mews Lanes,
Winchester, SO22 4PR
General enquiries: 02077807300

Andover Foyer - Alabare

Andover Foyer is an integrated support and accommodation service for 16-21 year olds. With accommodation located at River House and Sarum House, comprising of 25 beds and one emergency bed.

The accommodation is accessed through Children's Services and the Early Help Hub.

- Sarum House, Winchester Road,
Andover, Hampshire
Tel: 01264 323314

The Little Junction

This is at the rear of River House. This is a drop in centre for 13-24 year olds, offering advice on topics such as housing, employment and training, counselling.

- River House, 70 Junction Road, Andover, Hampshire
Tel: 01264 369694
-

Andover Crisis and Support Centre

*www.
andovercrisisandsupportcentre.org.
uk*

Community based service providing accommodation for women and women with children fleeing domestic abuse, who are in need of a supportive environment. Also provides the wider community with a telephone and drop in service offering information, advice, support and a counselling service.

- 15-21 New Street, Andover
Tel: 01264366122
-

Enham Housing Trust

Enham Housing Trust is a trusted register provider of affordable and social housing in Hampshire. Enham provides a wide range of rented housing options. Enham also provide support to enable you to stay in your own home.

- **Enham Trust**, Enham Place, Head Office, Enham Alamein, Andover, SP11 6JS Tel: 08451 307504

Housing Care

www.housingcare.org

Independent housing provider for age exclusive properties, retirement properties, enhanced shelter accommodation, extra care schemes, nursing homes, residential care homes and close care schemes. These could be licensed, rented, purchased under shared ownership, or full ownership.

Andover and District Mencap

This organisation actively advocates for people dealing with learning disabilities, for their families and carers. They work with their members within the local community enabling children, adults and their families with learning difficulties to live as independent as life as possible.

- The Wellington Centre, Winchester Road, Andover, SP10 2EG
Tel: 01264 321840
Email: enquiries@andovermencap.org
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The Hampshire Making Safe Project

This provides target hardening, resettlement, outreach and domestic violence support.

- Email: spoc@theyoutrust.org.uk.

If you need to speak to somebody about the effects of Domestic Abuse you can contact 'You & Co' *www.youandco.org.uk/crime-info/talking-about-abusive-relationships*

Victim Support

www.victimsupport.org.uk

Victim Support is an independent charity for victims of crime in England and Wales and can also provide information about domestic abuse

Hampshire Liaison and Diversion Service

This is a NHS led service working in police custody and the courts in South East, South West and North Hampshire. They assess and support vulnerable people to access services that you need. Individuals who have mental health problems, alcohol or substance misuse problems, learning difficulties, head injuries, autism, ADHD and other vulnerabilities can access this service. You can be any age. The three main aims of the service are to;

- Support you to access other services
- Provide reports to the courts
- Support you to navigate through the criminal justice system
- Liaise with your current care providers

Basingstoke Team;

- The Bridge Centre, new Road, Basingstoke, Hampshire. RG21 7PJ
Tel: 01256 376813
Email: SHFT.NHLDS@nhs.net

SAIL-provides support and advice

www.lifeyouwant.org.uk

This support is provided by phone or at a number of drop in sessions. The drop in sessions offer support and advice with any daily issues which might be affecting your independence, health or welfare. For example they can help you if you have problems with;

- Your housing
- Welfare benefits
- Managing your money
- Accessing health services
- Issues with drug and alcohol
- Finding work or a training course
- Helping you to find interesting things in your area
- Meeting new people and finding friends

Anybody can refer themselves on;

- Tel: 0330 822 02082 (*This phone line is open mon-Friday, 9am-5pm*)
- Email: hampshiresail@theyoutrust.org.uk

Community Projects

Integrated Domestic Abuse Services Hampshire (IDASH) - You Trust

theyoustrust.org.uk

IDASH provides refuge, resettlement, outreach and domestic violence support.

- Tel: 03300165112
 - In an emergency always call the police on 999
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The Bridge

www.thevalleychurch.co.uk

Provides a valuable service to the community of Test Valley. The Bridge can provide hot food & drinks, laundry and washing facilities and advice and support to homeless people

- **The Bridge**
33 Bridge Street, Andover SP10 1BE
Tel: 01264 335522
-

Yellow Brick Road

www.ybrp.org.uk

Supports young families to become more independent in life skills, encouraging them to return to further education and/or to enter the workplace.

- Winton Community Academy,
London Road, Andover, SP10 2PS
Tel: 01264 360 589
Email: youngmumsmatter@gmail.com
-

Inclusion Service

Provides a range of interventions for anyone aged 18 and over who are using drugs and/or alcohol or experiencing issues associated with its use.

- 51 Bridge Street, Andover,
Hampshire SP10 1BG
Tel: 03001240103 (Please chose option 8)
-

Food Bank

Providing emergency food parcels to people in crisis. The quickest way to reach the food bank is to use the telephone.

Andover

andover.foodbank.org.uk

- St John the Baptist RC Church,
Alexandra Road, Andover,
SP10 3AD
Tel: 01264 362111

Romsey

- Romsey Foodbank,
Freedom Centre, Unit 20, Romsey
Industrial Estate,
Greatbridge Road, Romsey
SO51 0HR
Tel: 01794 450451 or 07761 405870
Email: info@romsey.foodbank.org.uk
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Unity - 'Tenancy Project'

www.tvcs.org.uk

Supports households back to employment or training who are also threatened with homelessness/ financial exclusion

- Tel: 0330 400 4116
Email: info@tvcs.org.uk

Help Lines

National Debt Line

www.nationaldebtline.org

- Tel: 0808 808 4000
-

Women's Aid – 24 hour national domestic

www.womensaid.org.uk

- Tel: 0808 200 0247
Email: helpline@womensaid.org.uk
-

Victim Support

www.victimsupport.org.uk

Free and confidential emotional and practical help to anyone who has been affected by crime in Hampshire and Isle of Wight.

- Tel: 0238 024 0616 or 0808 168 9111
-

Refuge

Free phone 24 hour national domestic violence helpline for women and children;

- Tel: 08082000247

Samaritans

Offering a safe place for you to talk any time you like, in your own way – about whatever's getting to you. You don't have to be suicidal.

- Tel: 116123
Email: jo@samaritans.org

Local Branches

- **Winchester and district branch of Samaritans**
13 Upper High Street, Winchester, Hampshire, SO23 8UT
- **The Newbury Samaritans**
58 West Street, Newbury, Berkshire, RG14 1BD
- **Samaritans of Salisbury and District**
42 Milford Street, Salisbury, Wiltshire, SP1 2BP
- **Basingstoke Samaritans**
5 Essex Road, Basingstoke, Hampshire, RG21 7TA

Independent Legal Advice

Wiltshire Law Centre

The law centre provides free and confidential legal advice and representation in Welfare Benefits, Housing Law, Employment and Debts. If you need advice in any of these areas they can help, subject to current eligibility. The Law Centre operates in the same way as any solicitors firm in the high street, in that they employ advisors to provide high quality professional legal services.

- Tel: 01793486926
Email: info@wiltslawcentre.co.uk

Hampshire Family Law

www.hampshirefamilylaw.co.uk

- Tel: 0196286884 or 02073530711
Email: info@hampshirefamilylaw.co.uk

Family and Child Law Solicitors

www.fclaw.co.uk

- 21 Phoenix, Caxton Close, Andover, SP103FG
Tel: 01264 326594
Email: enquiries@fclaw.co.uk

Swain and Co

- Tel: 0800 0351 999 or 0239 248 3322
Email: Email@swainandco.com

Shentons

- Star Lane, Staple Gardens, Winchester, Hampshire SO23 9AD
Tel: 01962 844855
Email: main@shentons.co.uk

National Organisations that can help:

Shelter

www.shelter.org.uk

Specialist help in housing related matters for anyone who is homeless or has a housing related problem. Subjects covered include; disrepair, rent, illegal eviction, harassment, housing benefit, repossession and landlord/tenant disputes.

Closest Shelter Advice Service is:

- Thames Valley, 27 Church Street, Slough,
Tel: 0344 515 1380 or 0808 800 4444

National Centre for Domestic Violence

www.ncdv.org.uk

To make a referral:

- Tel: 02071868270 or 08009702070
- Txt NCDV to 60777 for a call back

ManKind

new.mankind.org.uk

Confidential helpline is available for all men across the UK suffering from domestic violence or domestic abuse by their current or former wife or partner (including same sex partner). If you are concerned for a male family member or friend you can phone seeking information and advice on their behalf

- Tel: 0182334244
-

Private Renting:

Local Estate Agents

Belvoir Lettings

- 18 Bridge Street, Andover, SP10 1BH
Tel: 01264 366611

Ashwells Lettings

- 520 Andover House, George Yard,
SP10 1PB
Tel: 01264 726054

Brockenhurst

- 1-3 London Street, Andover,
SP10 2PA
Tel: 01264 350 350

Your Move Lettings

- 23-25 London Street, Andover, SP10
2NU
Tel: 01264 338299

Connells

- Winchester House, Andover,
SP10 2EA
Tel: 01264 726031

Graham and Co

- 13 London Street, Andover,
SP10 2NU
Tel: 01264 356500

Crown Residential Lettings,

- 154 Junction Road, Andover,
SP10 3JF
Tel: 01264 333950

Martin & Co

- 1 The Mall, Andover, SP10 1QL
Tel: 01264 364293

Bournes Lettings

- 8 Swan Court, East Street, Andover,
SP10 1EZ
Tel: 01264 333222

William S Baxter Castles Properties

- 63 Charlton Road, Andover,
SP10 3JY
Tel: 01264 337305

Pearsons

- 17-21 London Street, Andover,
SP10 2NU
Tel: 01264 351771

Castles Properties

- 8A High Street, Ludgershall,
SP11 9PZ
Tel: 01264 792793

Karen Sykes

- 29 London Street, Andover,
SP10 2NU
Tel: 01264 332000

Austin Hawk

Web Based Agency

- 1-2 Swan Court, Andover, SP10 1EZ
Tel: 01264 350508

These websites are for information only and not a recommendation from the Council.

Rightmove

www.rightmove.co.uk

Zoopla

www.zoopla.co.uk

Spare Room

www.spareroom.co.uk

Gumtree

www.gumtree.com

Property Wide

www.propertywide.co.uk

Flat Mate Rooms

www.flatmaterooms.co.uk

Facebook

en-gb.facebook.com

Room Buddies

www.roombuddies.co.uk

Tenants Rights

If you are a tenant or landlord and would like information and advice on your rights and responsibilities, how to deal with disagreements and fair rents, you may find the following websites useful:

- **gov.uk/housing**
- **Housing Ombudsman service**
www.housing-ombudsman.org.uk
- **Valuation Office agency**
www.gov.uk/government/organisations/valuation-office-agency
- **Shelter**
www.shelter.org.uk
- **DCLG**
www.gov.uk

Test Valley Borough Council
Housing and Environmental Health Service

Beech Hurst, Weyhill Road, Andover, Hampshire, SP10 3AJ
Tel: 01264 368000

Former Magistrates Court, Romsey, Hampshire, SO51 8AQ
Tel: 01794 527700

www.testvalley.gov.uk