

## Resettlement

Resettlement is the act of preparing a person for independent living in their own accommodation on a permanent basis.

## Resettlement Services in York

Resettlement services in York provide support through accommodation which offers a programme of varying activities that enable customers to gain the skills needed for living independently. This includes skills such as money management, tenancy work and health issues. This is not an exhaustive list, as individual needs are considered.

There are a number of options available for resettlement:

**Tier 1** – (24 hour staffed hostels) Peasholme Resettlement Centre, Union Terrace, Howe Hill 4 Young People, Robinson Court

**Tier 2** – Shared Housing (Changing Lives), SASH, Restore, Scarcroft

Each person referred into resettlement is assessed on an individual needs basis. There is no 'normal' route through resettlement, for example, some people will go straight into Tier 2 if this is deemed most suitable.

## Accessing Resettlement

Visit the Housing Options Team who will carry out a Housing Assessment and agree a Personal Housing Plan with you. If you feel you require additional support to secure and maintain a tenancy, you may be referred into resettlement services.

You may also be referred to the **Salvation Army Hub** if you need support or specialist advice. You can also go directly to them. They run a drop-in Monday – Friday (excluding bank holidays) from 10am -12pm at 63 Lawrence Street, York, YO10 3BU Contact 01904 416562 (Office hours). No appointment necessary.

Anyone needing accommodation in York is expected to work with the Salvation Army on a daily/regular basis. All services have a local connection criteria. If you do not have a local connection to York the Salvation Army will give you advice and help into accommodation elsewhere.

Salvation Army can also make a referral to a resettlement project once they have completed an assessment of your needs.

## Planned Housing: Hostels and Supported Housing

- Access to hostels is by referral through Single Access Point (known as a SAP). This is generally from the Salvation Army or Housing Options.

## Your responsibilities in hostels

Emergency accommodation, hostels (resettlement services) and supported housing all have practical rules which will be explained to you when you move in. Hostels (resettlement services) are set up to help you develop the skills to live independently, providing help with budgeting, debts, managing your behaviour, your visitors' behaviour, physical and mental health issues. To live in a hostel/supported housing you must agree to accept the support offered. You are responsible for paying the rent and service charge. If you are on benefits or a low income you can claim Housing Benefit to help. You will be asked to leave the accommodation if you fail to pay the rent, service charges or former tenancy arrears agreement or you cause any nuisance.

## Moving on from a resettlement project

The outcomes for permanent accommodation will also differ with each individual but can include a move on to private rented accommodation, shared housing or

social housing. The best outcome for you will be discussed with your allocated support worker in the project you are placed.

## Your personal housing plan

Your personal housing plan stated that a resettlement project is the best option for you and you have been advised to engage with the service you have been referred to.

If you fail to engage with this service or project including not attending appointments and not accepting an offer of a placement, we will end the duty we owe you and your future housing options will be limited.

**Polish :** Niniejsza broszura zawiera wszystkie informacje potrzebne w rozwiązaniu jakichkolwiek problemów mieszkaniowych, które może Pan/Pani doświadczać. Pakiet informacyjny jest również dostępny w innych wersjach językowych.

**Turkish :** Bu broşürde olabilecek bütün konut sorunlarınızla ilgili ihtiyaç duyacağınız bilgilerin tümü bulunmaktadır. Bu bilgiler kendi lisanınızda da tedarik edilebilir.

**Cantonese:** 这将告诉你如何解决住房问题。我們可

Main contact **Housing Options**  
*West Offices, Station Rise, York, YO1 6GA*  
**Monday – Friday 8.30am-5pm** (excl. bank holidays) Please try and **come in before 3.30pm.**  
**Telephone:** [01904 554500](tel:01904554500)  
**Email:** [housing.options@york.gov.uk](mailto:housing.options@york.gov.uk)  
[www.york.gov.uk](http://www.york.gov.uk)