

## HOUSING

### **The Angle Independent Living Centre**

The Angle is run by the Circle Anglia Housing Group and offers accommodation for single men and women aged 18-60. You have your own bedroom but share kitchen and bathroom facilities with other residents in your block. The Angle is funded to offer housing to people who meet specific criteria. Ring them for more information.

Fourth Avenue, Harlow CM20 1DN  
(01279) 400650 and 400651 Fax: (01279) 306261  
[www.circleanglia.org.uk](http://www.circleanglia.org.uk)

### **Harlow Careline**

This is a 24-hour 365-day emergency response service run by Harlow Council. It is for those who are vulnerable, living alone or at risk for any reason. It is for any age-group and you do not have to be a council tenant. It can also be used in shops, offices and for people working alone. You pay a modest weekly rental charge for the lifeline unit and personal alarm pendant. When you need help, you simply press the red button on the pendant and you will be connected to the Harlow Careline Office. The alarm lets the fully trained staff know who is calling, even if you are unable to tell them what is wrong. They will respond to your call and contact the emergency services on your behalf.

(01279) 446361 for general enquiries  
(01279) 446366 24 hour emergency contact  
(01279) 446364 fax

### **Defend Council Housing**

The local contact for this national campaign is Mick Patrick. You can ring him on 077 9220 8695

### **Foyer (Harlow)**

Harlow Foyer provides housing and support for young people aged 16-25, including specific accommodation and support programmes for young parents. The accommodation is conditional upon residents committing to achieving goals set within a personal action plan. The plan is reviewed regularly with Key Workers.

The Foyer provides specialist support for those with offending behaviour, substance misuse and mental health issues. The Foyer accepts referrals from a range of agencies including the One Stop Shop, Harlow Council, Social Services and Probation Services. It does not accept self-referrals. The staff can also provide support and training services to non-residents, in particular qualified careers guidance.

Harlow Foyer, Occasio House, Playhouse Square, Harlow CM20 1AP

(01279) 625700 Automated Switchboard  
(01279) 625740 Fax  
Email: [harlow.foyer@east-potential.org.uk](mailto:harlow.foyer@east-potential.org.uk)  
[dave.smith@east-potential.org.uk](mailto:dave.smith@east-potential.org.uk)

Safe Moves - the homeless prevention service for young people and their parents is also based at Occasio House (01279 625703).

**Godsafe Almshouses**

These properties in Churchgate Street, Old Harlow are administered by the Old Harlow Pooors Charity.

Foxton Cottage, Matching Tye, Harlow CM17 0QS  
(01279) 731396

**Harlow Accommodation Project****Harlow Homeless Centre**

The Harlow Accommodation Project and Harlow Homeless Centre have merged to form Streets2Home.

Streets2Home offers support, advice and assistance to all homeless or potentially homeless people over the age of 16. It has details of accommodation through private sector landlords. They have not had funding to operate a Deposit Guarantee Scheme since early 2007 but are continually seeking new sources of funding.

Streets2Home also provides a non-residential Day Centre for street/hidden and vulnerably housed people in Harlow over the age of 16. All services offered are free to people fitting this description. It has a day room and kitchen facilities.

Streets2Home is open 9am to 2pm Monday, Wednesday, Thursday and Friday. It is also open from 10am to 12 noon on Sunday.

2 Wych Elm, Harlow CM20 2NY  
(01279) 430011  
Email: [manager.streets2homes@talktalkbusiness.net](mailto:manager.streets2homes@talktalkbusiness.net)

**Harlow Council's Homelessness Section**

They give information and advice to prevent and tackle homelessness. When homelessness cannot be prevented, and if there is a statutory duty, the Council may provide temporary accommodation for people while they look for a home in the private rented sector or "bid" for a property through "Harlow Home Finder".

The Homelessness Assessment Desk is open from 8.30am to 11.30am Monday to Friday for general enquiries and advice. Afternoons are by appointment only. There is a 24 hour service for emergency cases.

Civic Centre, The Water Gardens, Harlow CM20 1WG  
(01279) 446379

**Harlow Council's Housing Allocations Section**

They give information and advice on social rented accommodation, including Council and Housing Association (Registered Social Landlord) properties. Other options are available such as low cost home ownership and self build schemes.

All those who consider themselves to be in housing need may apply to join the housing register. You can get an application form by visiting or ringing Contact Harlow (01279 446655). Completed forms should be returned to the Housing Allocations Section for routine checks to be made.

All eligible applicants are placed in one of four priority bands from where they will bid for available properties under the Council's Choice Based Lettings Scheme. Details on how to bid are sent to each accepted applicant on registration. Properties are advertised in a free

fortnightly magazine, which can be collected from Contact Harlow, local libraries and the Advice Centre or viewed on the Harlow Homefinder website at [www.harlowhomefinder.co.uk](http://www.harlowhomefinder.co.uk)

When people with disabilities register, they are given a mobility level “flag” to indicate the level of their disability. Properties are also graded by flag levels, so that people with disabilities can bid for accommodation that will meet their needs.

Civic Centre, The Water Gardens, Harlow CM20 1WG  
(01279) 446655 - initial calls through Contact Harlow

**Harlow Welfare Rights & Advice** – for specialist advice and representation on housing issues. Harlow Welfare Rights & Advice (HWRA) is open each weekday from 10am until 4pm. Please ring to check when a housing adviser is next on duty. Out-of-hours appointments can be made if necessary, and home visits are available for house-bound people.

2 East Gate, The High, Harlow, Essex CM20 1ND  
(01279) 446622           Inquiries during opening hours  
(01279) 446777           For people in full-time work to leave messages if they cannot make contact during opening hours  
Email:                    [admin@hwra.org.uk](mailto:admin@hwra.org.uk)  
Website:                 [www.hwra.org.uk](http://www.hwra.org.uk)

### **Housing Adaptations**

If you are on a low income, Disabled Facilities Grants (DFGs) may be available for adaptations to your home e.g. for ramps, stair lifts, showers, adaptations to your kitchen etc. DFGs are means-tested. They are used for major adaptations to the homes of all Harlow residents, including Council tenants. Your application must be supported by Essex County Council’s Social Services Their Occupational Therapy Team will carry out an assessment of need. They also have leaflets about adaptations and grants.

You can get the DFG application form from Harlow Council’s Environmental Health Service but you will still need an assessment of need by Social Services.

0845 603 7630           Essex County Council Social Services  
(01279) 446111           Environmental Health Service

Harlow Council provides some **minor** adaptations free of charge to its tenants e.g. grab rails, stair rails, some ramps. The Council may be able to assist vulnerable private sector Harlow residents on low incomes with essential repairs to their home. At the time of printing, a limited fund is available for interest free loans. For more information, ask Contact Harlow (01279 446655).

### **Housing Associations/Registered Social Landlords**

Harlow Council’s Housing Services prepare lists of local Housing Associations and will give advice on the options open to you, depending on your circumstances (01279 446655). Housing Associations advertise most of their vacant properties in Harlow through Harlow Council’s Homefinder magazine. (See the entry for Harlow Council’s Housing Allocations Section).

The lists are also available from Harlow Advice Centre (01279 446622).

The Housing Corporation is the national government agency that funds new affordable housing and regulates housing associations in England. It produces lists of all registered social landlords in England, broken down by name or type of registered social landlord or local authority area.

You can access this information on the website or by contacting them.

Maple House, 149 Tottenham Court Road, London W1T 7BN

0845 230 7000

Fax: 020 7393 2111

Email:

from a link on the website

Website:

[www.housingcorp.gov.uk](http://www.housingcorp.gov.uk)

### **Insulation Grants**

Warm Front grants are available to people who are on certain benefits and own their own home or rent it from private landlord. If you are not sure whether you are entitled to a Warm Front Grant, call their Benefit Entitlement Check Team free on 0800 072 9006, weekdays 9am to 5pm.

You could receive a combination of insulation improvements (loft insulation, draught proofing, cavity-wall insulation and hot-water-tank insulation) and heating improvements (gas, electric or oil central heating, repairs to your existing heating system and conversion of solid-fuel open fires to glass-fronted fires). Some homes that need oil central heating may receive a higher grant. If you have received a grant before, you may qualify for extra insulation and heating work, depending on what your original grant covered.

To apply for a grant, ring the following number weekdays 8am to 6pm.

0800 316 6011

Website: [www.eaga.co.uk](http://www.eaga.co.uk)

### **Lodgings and private rented accommodation**

Lettings agencies and people with rooms to let in their homes advertise in the local weekly free papers. You can also get a list of lettings agencies from Harlow Advice Centre (01279 446622)

Harlow Citizen, 8 Simon Campion Court, High Street, Epping CM16 4AU

01992 572285

[www.harlowcitizen.co.uk](http://www.harlowcitizen.co.uk) - click on "Homes" on the front page

Harlow Herald, Unit G6, Peartree Business Centre, Templefields, Harlow CM20 2BD

(01279) 624331

[www.harlowherald.co.uk](http://www.harlowherald.co.uk) - click on "Property" on the front page

Harlow Star, 6-8 West Gate, Harlow CM20 1JW

(01279) 451545

[www.herts-essex-news.co.uk/news/star](http://www.herts-essex-news.co.uk/news/star) - click on "Jobfinder" on top of page, then click on "Property" and follow the links.

For tourist accommodation, contact Visit Harlow

David Sellings, Image and Marketing Development Officer, Harlow Council, Civic Centre, The Water Gardens, Harlow, CM20 1WG

(01279) 446449

Fax: (01279) 446495

Website:

[www.visitharlow.com](http://www.visitharlow.com)

### **Moat Housing Group – this is now called the Papworth Trust**

The Care and Repair scheme offers help with repairs and adaptations to your home if you are an owner-occupier or private tenant over the age of 60. They can also help owner-occupiers or private tenants aged under 60 with a disability or where a household member is disabled. They will visit your home to discuss any repairs or adaptations you might need. They can help apply for grants or loans that might be available to fund the work; liaise with the local authority or social services where necessary and help with finding a suitable builder. They offer support and practical help before, during and after the works. They can also advise on

energy efficiency and home security and benefits. Papworth Trust is a not-for-profit organisation with charitable aims. It works in partnership with Harlow Council.

There is also a Handyperson Service for people aged 60 or over or people with a disability or who are vulnerable in some other way. It carries out minor jobs e.g. fitting smoke detectors, tacking down loose carpets, putting up shelves, replacing light bulbs and tap washers. The Handyperson cannot help with gardening, gas or electrical work, decorating, chimney or roof repairs and any external repairs above first floor level. If you need help with these, contact the Care and Repair Scheme for details of people who can assist you. You can get free advice and call out from the Handyperson service. Any work done will cost £10.00 per hour on a sliding scale (minimum charge of £5) plus materials. If you are on a low income and cannot afford either these charges or the cost of the materials, phone the Care and Repair Team for advice. They may be able to assist from their hardship fund.

Gardening assistance is also available at £10 per hour for people aged 60 or over or with a disability. Ask about this service if you need someone to cut down long grass, prune plants or cut back hedges, bushes or brambles.

Latton Bush Centre, Southern Way, Harlow CM18 7BL  
(01279) 454328

### **NACRO Housing**

This organisation provides short-term accommodation for single homeless people who have been referred to them by Social Services, Housing Welfare, the Probation Service and Mental Health Services.

Shield House, Elizabeth Way, Harlow CM19 5AR  
(01279) 443303

### **Neighbourhood Dispute Resolution/Community Mediation**

This is a free independent service to residents in Harlow offering help through trained mediators where there is a communication breakdown between neighbours over issues such as noise, children, pets, boundaries, car parking and harassment.

The service is open Monday to Thursday, 9am to 5pm and Friday, 9am to 4pm. It closes from 1pm to 2pm daily. You can make your own appointment or be referred by a professional agency.

Helen Elliott, Sewell House, 349 The Hides, Harlow CM20 3QY  
(01279) 426749 - telephone and fax  
Email: [hefms@ntlworld.com](mailto:hefms@ntlworld.com)

### **Papworth Trust (formerly Moat Housing Group)**

The Care and Repair scheme offers help with repairs and adaptations to your home if you are an owner-occupier or private tenant over the age of 60. They can also help owner-occupiers or private tenants aged under 60 with a disability or where a household member is disabled. They will visit your home to discuss any repairs or adaptations you might need. They can help apply for grants or loans that might be available to fund the work; liaise with the local authority or social services where necessary and help with finding a suitable builder. They offer support and practical help before, during and after the works. They can also advise on energy efficiency and home security and benefits. Papworth Trust is a not-for-profit organisation with charitable aims. It works in partnership with Harlow Council.

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Latton Bush Centre, Southern Way, Harlow CM18 7BL  
(01279) 454328

### **Safe Moves**

This is a homeless prevention service for young people and their parents.

Occasio House, The Foyer, Playhouse Square, Harlow CM20 1AP  
(01279) 625703

### **Shelter**

This organisation provides advice and assistance, including case-work and advocacy, on housing matters. It does not offer a drop-in service. Please ring to speak to an advisor. Opening hours for telephone advice are Monday, Tuesday, Thursday and Friday 9.30am to 1.00pm. There is an Answerphone when lines are busy or closed. If you leave a message, they will ring you.

Essex and Suffolk Housing Aid Centre, 6-8 St. Botolph's Street, Colchester, Essex CO2 7DU

0800 085 1798 - Freephone Advice Line  
01206 560864 - office phone number      01206 578466 - office fax  
Email: [colchester@shelter.org.uk](mailto:colchester@shelter.org.uk)

There are also useful free guides and sample letters to download from the national website at [www.shelter.org.uk](http://www.shelter.org.uk)

### **Sheltered Housing**

Harlow Council provides Sheltered Housing Services at a number of locations throughout the district. Sheltered Housing offers accommodation to those aged 55 years and above. Sheltered Housing Officers provide ongoing monitoring and support to assist the tenants to maintain independence.

Sheltered Housing Administrator, Civic Centre, The Water Gardens, Harlow CM20 1WG  
(01279) 446376

### **Streets2Home**

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2 Wych Elm, Harlow CM20 2NY  
(01279) 430011  
Email: [manager.streets2homes@talktalkbusiness.net](mailto:manager.streets2homes@talktalkbusiness.net)

**Women's Aid (Harlow and Broxbourne)**

They offer emergency temporary accommodation for women and their children who are victims of abuse. They also provide support and counselling, advice about benefits and access to a solicitor.

P.O. Box 2489, Harlow  
(01279) 836611 (24 hours)

Women's Aid also provides the Stay-Safe Floating Support service for tenants who are experiencing or have experienced domestic violence. It offers support to vulnerable women so they can keep safe in their own homes rather than moving into a refuge or other safe accommodation.

You can write to the Women's Aid Stay-Safe Scheme at P.O. Box 2489, Harlow  
(01279) 306606  
Email: [info@womensroom.org](mailto:info@womensroom.org)