



Housing Matters

**Homelessness Accommodation
and Tenancy Support Service**

Are you single and aged over 18?

Are you homeless or at risk of becoming homeless?

Do you live in Leicestershire?

**Housing
Matters**

A partnership between
Falcon Support & NCHA



We are a partnership of two organisations: **Nottingham Community Housing Association** and **Falcon Support Services**. The partnership will deliver Homelessness Accommodation and Tenancy Support Service funded by **Leicestershire County Council**



Housing Matters Tenancy Support Service

Who is the service for?

Housing Matters (Tenancy Support) is for people, over the age of 18 and living in the County of Leicestershire. The support service can work with people in any of the following circumstances:

- A person who may need help to move into and set up their new home
- A person who is currently in temporary accommodation waiting for permanent housing
- A person who already has their own home but is at risk of becoming homeless



The service can work with people regardless of whether they live in a council tenancy, a housing association tenancy, a private tenancy or even those who own their own home.

What does the service provide?

We will provide you with a dedicated Housing Support Worker to help you with managing your housing situation. Support will be focused on helping you to achieve security and independence in your home; our Housing Support Workers will complete a support plan and agree the support they can offer you. We will keep in touch with you through home visits, phone contact, digital channels, drop in's and group work.

Housing Matters Drop In Services

Loughborough

Falcon Centre, 27-31 Pinfold Gate
Open Monday - Friday 9AM - 4.30PM

Coalville

The George Smith Hub, 24-28 Hotel Street
Open Monday - Friday 9AM - 4.30PM

Syston

Syston Community Centre, 7 School Street
Open Monday 10AM - 1PM

Hinckley

Hinckley Salvation Army, 7 Lancaster Road
Open Tuesday 10AM - 4PM

Ashby

Pathways café, Holy Trinity Parish church
Open Thursdays 10AM - 12PM

Blaby

Blaby Baptist Church, Northfield Road
Open Tuesday 2PM - 4PM

Wigston

Wigston Salvation , Bassett Street
Open Thursday 11AM - 1PM

Melton

Storehouse, Hope Centre, 42-44 Nottingham St
Open Friday 11AM - 1PM

Market Harborough

The Symington Building, Adam and Eve St
Open Wednesday 10AM - 1PM

How to access Housing Matters?

You can be referred to us by your local council housing options/needs service or another professional you are working with. We also accept self referrals. For short term support you can access our Drop In's across the county.

Housing Matters Accommodation Service

What does the service provide?

The Falcon Centre provides quick access emergency accommodation. We are based in Loughborough town centre, within easy access of good transport links, with strong community connections and close to local amenities. Our facilities consist of an ensuite bedroom and communal lounge/dining area with catered breakfast and evening meal. A personal charge is payable to cover the cost of food, light, heating and water.

Accommodation is based on a short term stay of 10 months. We have a dedicated staff team on site 24/7, with a Support Worker assigned to each individual to provide regular high quality person centred support. We help you identify and review your needs to create a tailor made Support and Action Plan so you can develop the skills necessary to gain permanent accommodation.

Who is this service for?

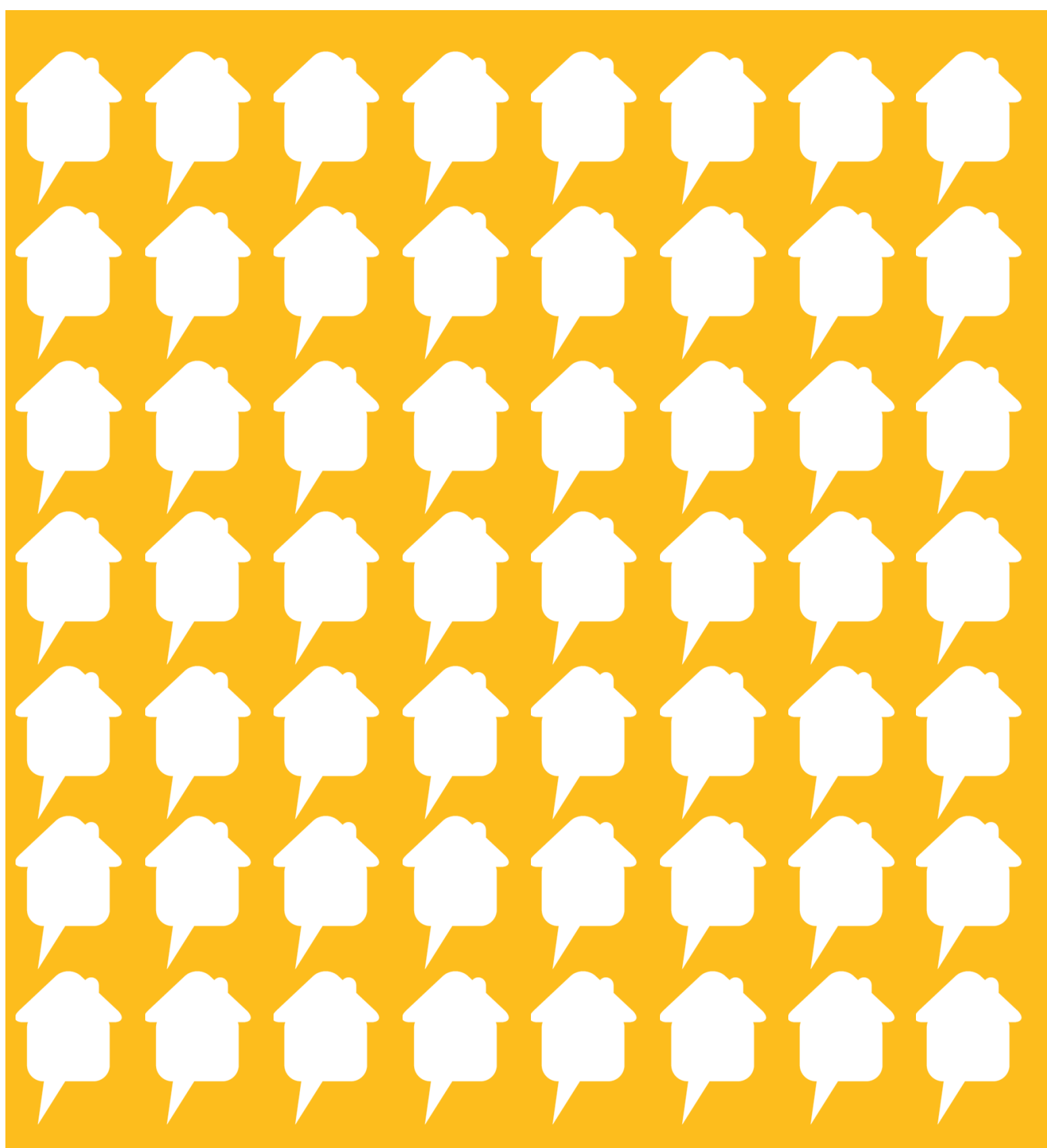
Housing Matters (Supported Accommodation) is for single people, over the age of 18, who are homeless or at risk of homelessness with a local connection to Leicestershire. Accommodation is offered with a Licence Agreement and Support Agreement.

We are a dog friendly service so can accommodate one dog at a time.



**Please contact us on 01509 642382 or
email referralhub@falconsupportservices.org.uk for further assistance.**





Housing Matters Service are provided by:

Falcon Support Services Charity Number 1103101 Company Number 04177320

NCHA Limited Charity Incorporated as a Community Benefit Society Registered Number 7104