



## Contact details

For more information please contact:

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# Housing Support Service





## What is housing support?

Following assessment, this service aims to provide support and advice that is specific to your individual needs to enable you to maximise your independence within your own home.

## Who can receive housing support?

All tenants living in Aberdeen City Council's sheltered housing receive assistance in the form of housing support. This service is coordinated and managed by Bon Accord Care.

## What can Bon Accord Care housing support help you with?

Support staff are available to assist you to manage your tenancy and to provide a safe, secure environment that positively impacts upon your daily life in order to maintain your independence.

### The service includes:

- Developing, reviewing and monitoring your individual support plan to ensure your needs are met
- Daily welfare check
- Supporting good relations with your neighbours
- Promote and encourage you to organise and participate in social and learning activities, as well as supporting you to attend them
- Helping you to arrange appointments with other relevant professionals
- Support and work with your carers / relatives / friends in meeting your needs
- Assist you to deal with letters, bills and benefit claims
- Promoting your involvement in the development of the service, and ensuring links with your local community
- Signposting to other relevant services
- Respond in the event of an emergency 24 hours per day
- Assisting with the security of the complex
- Supporting you to contact and arrange repairs of your property
- Ensure that all health and safety regulations are adhered to, including carrying out risk assessments, fire safety checks, alarm and emergency call system testing to provide a safe and secure environment at all times

This is a chargeable service and will be invoiced by Aberdeen City Council.

## What can I do if I am unhappy with the service provided and wish to complain or make a comment?

From time to time issues may arise which make you unhappy with our service. Very often talking about a problem can fix it; please speak to a member of staff in the first instance to try to deal with your issue.

If you wish to take your complaint further, please refer to our complaints procedure that is displayed within your building for full details.