

## Do you need help with...

- Finding suitable housing?
- Developing the skills and knowledge to live independently?
- Securing or maintaining your current housing?
- Understanding your housing rights and responsibilities?
- Getting the welfare benefits you are entitled to?
- Dealing with rent or mortgage arrears?
- Budgeting effectively?

**If you answered YES to any of these, get in touch now.**

## How to contact us

Open 9.00am - 5.00pm (Mon-Fri)  
Telephone: 01225 422156  
Mobile: 07917 637846  
Email: [info@dhireach.org.uk](mailto:info@dhireach.org.uk)

## The Reach Partnership

Reach is a partnership between DHI and two other organisations:

### Stonham

Part of Home Group Ltd



Stonham is one of the UK's leading providers of support to vulnerable people with a variety of needs. They offer a diverse range of services to a large number of client groups including: homeless individuals, young people, older people, individuals or families suffering from domestic abuse, those with mental health problems, those with disabilities and those who have been through the criminal justice system.

### Clean Slate



Clean Slate Training & Employment is a social enterprise creating and supporting paid work options for unemployed and under-employed people. They provide person-centred, structured training, peer-led, drop-in advice, and help jobseekers develop their IT and money management skills to grow their independence.



Developing Health  
& Independence

# REACH

## Housing Advice & Support Service



## About the service

The Reach Housing Advice & Support Service offers a combination of advice, information and practical support.

### We can:

- tailor your support to meet your individual needs by offering one off housing advice or signposting you to other relevant organisations
- provide you with short term support to help you get a plan in place to tackle the problems you are facing
- provide longer term support if your situation is more complex.

### The support we offer includes:

- advice on homelessness & housing options
- information about supported housing, the Council's housing waiting list and private rented accommodation
- debt and welfare benefits advice
- signposting and support to address other issues which may affect your housing such as drug or alcohol use, domestic abuse, mental health issues or offending history

We work closely with other services to ensure our support to you addresses all the issues you may be struggling with.

When you contact us we will discuss the support we can offer and agree a tailored plan with you.

## Come to one of our drop-in sessions (no appointment needed)



### Bath

B&NES One Stop Shop, Manvers Street, Bath  
Monday to Thursday 9.00am - 4.30pm  
Friday 9.00am - 4.00pm

### Keynsham

Keynsham One Stop Shop, Civic Centre,  
Market Walk, Keynsham  
Monday 9.00am - 4.30pm

### Midsomer Norton

Rural Recovery Hub, behind Sainsburys,  
High Street, Midsomer Norton  
Friday, 9.00am – 4.00pm  
The Hollies, High Street, Midsomer Norton  
Tuesday, 9.30am – 4.30pm



## Accessing our Services

We have tried to make the service open and accessible to all. If you feel you may have difficulty accessing the service (e.g. problems with disability, language, or child care) please contact us directly so we can look at what we can put in place to allow you to take up the service.

## Complaints, Compliments, Queries

We aim to give everyone the best possible service. To enable us to do this we encourage feedback about our services, particularly about the below:

- If you are unhappy with the service we have provided you with and wish to complain
- If you want to ask a question about the support or service you have received
- If you have any comments about the service:

You can write to the Chief Executive Officer via the details below. We will acknowledge your communication within 5 working days.

### DHI Head Office

15–16 Milsom St, Bath BA1 1DE  
Tel: 01225 478 730  
Email: [info@dhi-online.org.uk](mailto:info@dhi-online.org.uk)  
[www.dhi-online.org.uk](http://www.dhi-online.org.uk)