



How we expect clients to work with us

- We expect clients to be respectful to our staff and other members of the public who you may come into contact with.
- We ask that you are on time for your appointment or contact us beforehand if you are unable to attend. We will be able to book you another appointment.
- Whilst we accept that not all of our clients are free from drugs or alcohol, we expect our clients to be able to engage in the service in an appropriate manner.
- We expect our clients not to use any discriminatory language or behaviour at any time.
- Be honest with us – we are best placed to help you if we know the whole story. We do not judge.
- Act upon the advice we have given you, with our help. Try your best to help us help you.

Your advice worker is:

Our office hours are normally
10am-4pm Monday-Wednesday and
10am-2pm Thursday
We are closed Fridays

Phone: 01242 226672

Email: advice@chac.org.uk

Cheltenham Housing Aid Centre Charter What you need to know

Cheltenham Housing Aid Centre, also known as CHAC, is an independent housing advice charity. We are not part of the council or any other statutory organisation. We are here to help YOU with your housing.

We provide free, confidential and independent housing advice to adults from Cheltenham Borough who have mental health challenges, older people, people with long-term health conditions, people with substance misuse issues and people with disabilities.

We can work with you until your case is completed and will keep you updated on what is happening at all stages. Fixing housing problems can be very difficult, long and complicated; we will try our best to do what we can but cannot always solve your problem. We will be honest and realistic with you throughout the process.

We can meet you face to face with a prior appointment or help you via telephone or email. Whatever suits you best.



What can Cheltenham Housing Aid Centre do?

- ✓ Advice on looking for somewhere to live.
- ✓ Help by speaking to your landlord.
- ✓ Help by ensuring the council are doing all that they should be doing.
- ✓ Help with housing related benefits that can help pay your rent or help with sorting out rent arrears.
- ✓ Advice on how to keep your home if you are at risk of losing it.
- ✓ Provide advice on how to manage disrepair if your home is in a poor condition.
- ✓ Advice on neighbourhood nuisance or anti social behaviour.

What can Cheltenham Housing Aid Centre not do?

- ✗ We do not have or own any housing of our own.
- ✗ We do not provide deposits or rent in advance or pay off rent arrears.
- ✗ We do not act as a guarantor.
- ✗ We do not provide benefit or debt advice – but can refer you to services who can provide this.
- ✗ We do not provide you with ongoing support, we are an advice service and can refer you to other support services if needed.
- ✗ We cannot make decisions for you or tell you what to do.

How will Cheltenham Housing Aid Centre work with you

- We will assign you an advice worker, who will be your main contact. All contact and correspondence should go through them if possible. Other advice workers will be available if your advice worker is not available.
- We will be respectful and honest with you at all times.
- We will always listen to you and only ask questions that we need to.
- We will be non-judgmental.
- We are knowledgeable about housing and will pass this knowledge onto you in an appropriate manner.
- We will only speak to third parties on your behalf if you have given us written permission to do so.