

What happens next?

- Once we receive a referral we will book you a face to face appointment to look together at how we can best support you.
- We will also contact your CCO who referred you to us to confirm when the appointment will be and our ongoing plan to support you
- We will support you for up to 6 months or until we or you feel we have completed all the support that we can offer

Comments/Complaints

We welcome feedback. Any comments or concerns about the service should be addressed and sent to HISS Manager via info@pathdevon.org

Aggressive, threatening or violent behaviour towards us will not be tolerated and may result in removal from the service

P.A.T.H. (Plymouth Access to Housing) Limited is a limited company registered in England and Wales.
Registered Office: Harwell Centre, 28-42 Harwell Court, Western Approach, Plymouth PL1 1PY.



HISS; Outreach Support

A service to help people who are homeless or at risk of homelessness maintain their tenancies or secure accommodation



Housing Information, signposting and Support Service

The Harwell Centre 28-42 Harwell Court Western Approach Plymouth
PL1 1PY

Telephone: 01752 255889—option 1

Hiss@path.org

www.pathdevon.org

BCHA and Path work in partnership to deliver the HISS Outreach Support Service.

We understand the difficulties a person may experience whether you are in a tenancy and have been asked to leave, you are moving into a new home after a period of being unsettled, or you are currently homeless and trying to find a suitable property; and we are here to help.

How can I access this service?

If you are homeless or at risk of homelessness you must speak to Plymouth City Council in the first instance for advice and support.

You can contact Community Connections on 01752 668000, or you can attend the First Stop Shop on New George St.

Your Plymouth City Council Community Connections Officer will refer you to us if they feel you need extra assistance such as;

- In person support—potentially at your home
- Help calling LL's/attending property viewings
- Setting up your new home after a period of homelessness

What support will I receive from HISS?

We will support you on an individual basis for up to 6 months.

Support may include;

- Landlord liaison
- Applying for grants for rent arrears/furniture etc
- Liaison with / referrals to other agencies
- Maximising income
- Searching for properties
- Devon home choice applications and bidding help and advice
- Referral to the Path Renting Support Service
- Setting up your new home; setting up utilities, rent payments and securing furniture



You are eligible for this service if you are;

- Working with a Community Connections Officer
- At risk of homelessness, or homeless
- Setting up a tenancy after living an unsettled way of life
- Single or a couple without children
- A Plymouth resident