

## How to access and contact the Refugee Housing Support Service



The service is accessed through referral. Forms are accepted from individuals and referring agencies. Referral forms can be obtained from:

- START or Path
- local refugee organisations
- or, downloaded from Path's website: [www.plymouthpath.org](http://www.plymouthpath.org)

**Return completed referral forms to either:**

### START

Address: Unit 4, HQ Building,  
237 Union Street,  
Plymouth, PL1 3HQ

Telephone: 01752 255200  
Fax: 01752 668826

### Path

Address: Harwell Centre,  
Western Approach,  
Plymouth, PL1 1PY

Telephone: 01752 255889  
Fax: 01752 293715



The Refugee Housing Support Service is provided by :



START: Registered Charity No.1108113  
Limited Company No. 5242598

Path: Registered Charity No. 1097772  
Limited Company No. 4478819

The service is funded by:



## Refugee Housing Support Service

Providing housing related support to refugees

**Who is the service for ?**



The **Refugee Housing Support Team** offers support and advice to **anyone with refugee status**.

That is:

- **Those with indefinite leave to remain**
- **Those with discretionary leave to remain**
- **Those granted leave to remain under humanitarian protection**

Support is available following receipt of a positive decision. This could be help with finding and settling into new accommodation, or support in maintaining current housing.

**What services do we provide?**



**How do we deliver them?**

We aim to help both individuals and families gain and keep their accommodation. We can help the transition from homelessness through to resettlement, and assist refugees to become safe and secure in their homes.

We do this through:

- Home visiting service
- Drop in access at the Harwell Centre (Tuesday and Thursday mornings)
- Appointments at the Harwell Centre
- Drop in at the Cultural Kitchen (contact START for details)

We aim to:

- Reduce homelessness
- Give support in finding appropriate accommodation
- Assist in securing long term housing
- Support in accessing benefits and budgeting advice
- Help in accessing other services
- Encourage social inclusion

**Quality of Service:**

We aim to provide a service that is professional, responsive, fair, respectful, effective and efficient.

We work closely with other services and groups in the city and use interpreters when necessary.

**If you wish to comment on this service:**

We welcome all comments and concerns about the service.

If you should wish to make comment, please contact the START Manager.