

## Improving our services

We are always keen to discuss ways we can improve our service. If you have any comments or would like to discuss any aspect of what we do then please do get in touch.

From time to time we invite people that have used our service to meet together as a group. These meetings take place in different areas throughout the county. Please contact us about coming along to the next group meeting.

If at any time you are not

satisfied with the service you receive, you may make a complaint. Please ask for a copy of our Complaints procedure.

"Homemaker made me focus on sorting out problems.

*A marvellous service."*

## Contact us:

Our offices are open Monday – Friday 9.00am - 5.30pm (except Bank holidays).

**Homemaker Southwest  
17 Heavitree Road  
Exeter  
EX1 2LD**

**email:**

**[mail@homemakersw.org.uk](mailto:mail@homemakersw.org.uk)**

**telephone for all enquiries:  
01392 686752**

**fax:  
01392 686755**

**website:  
[www.homemakersw.org.uk](http://www.homemakersw.org.uk)**

January 2010

## Are you worried about...

### Rent or Mortgage arrears?

### Other debt problems?

### Benefit issues?

If you live in Devon,  
Torbay or  
Plymouth  
we may be able to  
help...

17 Heavitree Road, Exeter, EX1 2LD  
01392 686752 Fax 01392 686755  
[mail@homemakersw.org.uk](mailto:mail@homemakersw.org.uk)  
[www.homemakersw.org.uk](http://www.homemakersw.org.uk)

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**homemaker**  
southwest

preventing homelessness, promoting independence



## What we think.....

We believe that everyone has the right to a safe, secure and affordable home. We are an independent charity whose aim is to prevent homelessness and promote independence.

## and how we work ....

We will listen to you and what you want. We will be honest with you and tell you what we think we can do and what we might achieve. We will represent your interests. We will not normally talk to another person or organisation about anything you want to be kept confidential.

"I would never have managed, if it hadn't been for Homemaker"

## What we do ....

We provide advice and support to people living in Devon particularly if you are at risk of losing your home. We can advise you about claiming benefits and dealing with debts. We know other people who work in different organisations who also might help if needed.

- Making sure you are getting all the benefits or tax credits you are entitled to
- Help with budgeting and paying your bills
- Advice on dealing with any debts
- Sorting out rent and mortgage arrears
- Help with benefit appeals
- Support if going to court for debts
- Assistance when moving into a property
- Support to become more independent
- Specialist support in other areas

"The service really helped me understand about budgeting"

**Contact us for details on how to access our service on  
01392 686752**

Most people are referred to us by someone they know such as their landlord, housing advisor, support worker, probation officer, social worker or community psychiatric nurse.

If you are not in contact with any one of the above you can contact us direct and we will see if there is anyone else who could refer you.

## Mortgage arrears?

If you are worried about keeping up with your mortgage payments you can contact our telephone helpline for confidential and independent advice and a free information pack on:

**01392 686760**

(call are charged at local rate although costs may vary from mobiles)