

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 call people together to talk about our services in a group setting. 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

**"Made me focus on
sorting out problems.**

A marvellous service."

A client

Contact us:

Homemaker Southwest

email:
eileen@homemakersw.org.uk

lisa@homemakersw.org.uk

pat@homemakersw.org.uk

telephone for all
enquiries:

01271 323242

website:
www.homemakersw.org.uk

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Member of

advice UK

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Registered Charity No 1088596 Company No 4190963
OFT Licence No 573144

Are you worried about...

**Benefit or debt issues?
Support to stop
offending?
Finding somewhere to
live?**

If you live in North
Devon or Torridge
we may be able to
help...

homemaker
southwest

preventing homelessness, promoting independence



What we think and how we work.....

We work in a friendly and informal way. 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. We will act in a professional way.

"If not for Homemaker I would never have managed"
A client

What we do

We give advice and support to people in North Devon. We know a lot about claiming benefits and dealing with debts. We can offer support to help you to stop offending if you want it. We know other people who work in other organisations who also might help.

- Making sure you are getting all the benefits you are entitled to
- Help with finding accommodation
- Guidance in securing rent deposits/rent in advance
- Sorting out rent
- Ongoing assistance with attending appointments and completing forms.
- Support if going to court for debts
- Working with other agencies to resolve problems and disputes
- Support to become more independent

Let us help you to help yourself

Contact us for general advice on accessing our service on

01271 323242

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?

We have also recently set up a telephone advice line. If you are worried about keeping up with your mortgage payments please contact us for free, confidential and independent advice and an information pack on:

01392 686760

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