

For a copy call 01732 227438.

If you need help communicating with us or understanding this document, we can arrange for an interpreter to help you.

Further copies of this document can be obtained from:

**The Social Housing Team
Sevenoals District Council
Argyle Road
Sevenoals
TN13 1GN**

e-mail: housing@sevenoaks.gov.uk

Tel: 01732 227438

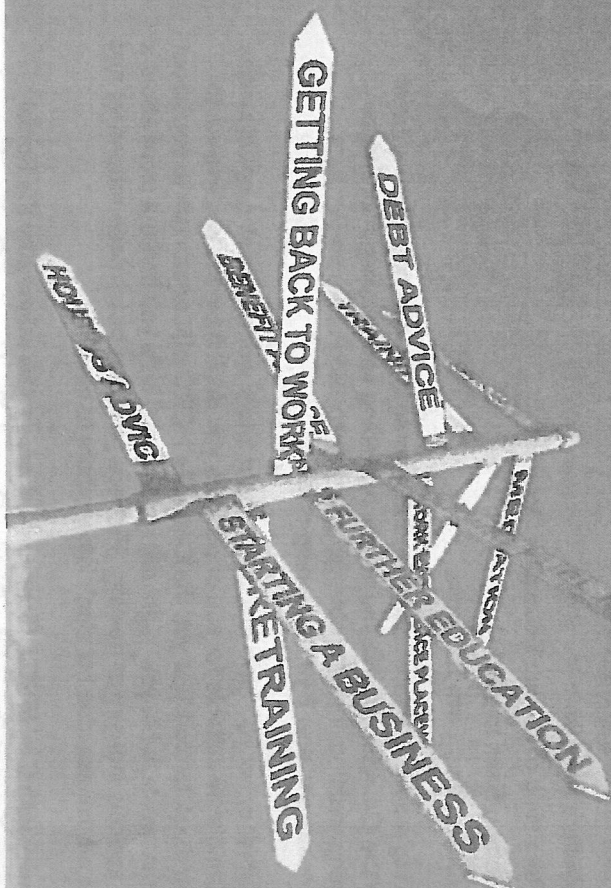
Sevenoaks

THE
Project

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pharmaceuticals

Which direction will the HERO Project take you?



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Housing, Energy, Retraining, Options

What is the HERO Project?

The HERO project offers practical advice and guidance on a range of options to help you plan your future housing and career and to better manage your finances.

The Council has a trained HERO Officer who can talk to you free of charge, on a one to one basis about:

- Housing Problems
- Saving Money on Fuel Bills
- Debt or Mortgage Advice
- Welfare Benefits
- Retraining or Further Education Options
- Getting Back to Work
- Starting Your Own Business.

Having a decent, secure and affordable home is an essential starting point and the Council can give you advice on finding and keeping appropriate accommodation, if you're struggling to pay housing costs and/or living expenses and also if you are being evicted.

Whether or not you have any ideas about future work or training opportunities that might be suitable for you or perhaps you don't have the confidence to return back to work just yet, the Council's HERO officer can talk to you about your interests, what you might enjoy doing and help you find out more about a job, specific industry or training. Perhaps you have been made redundant and have a business idea but don't know where to start.

To meet with the HERO officer you will need to be referred by the Social Housing Team at Sevenoaks District Council, The Housing Options Team at West Kent Housing Association or Job Centre Plus. Their contact details are at the end of this leaflet.

Once referred, appointments are offered at a number of locations throughout the district as follows:

- Monday 2 – 5pm, Hartley Library, Ash Road, Hartley,
- Tuesday 2 – 5pm, The Old Tourist Information Centre at Edenbridge Leisure Centre, Stangrove Park, Edenbridge, TN8 5LU
- Wednesday 2 – 5pm, Swanley Library & Information Centre, London Road, Swanley, BR8 7AE
- Thursday all day WKHA Offices, London Road, Sevenoaks, TN13 1AX
- Friday 10 – 1pm, Council Offices, Argyle Road, Sevenoaks, TN13 1HG
- On the first Wednesday of each month the HERO office will be at the Haver Road Gypsy Site, Edenbridge between 10 – 1pm

Contact Numbers:

- Social Housing Team, Sevenoaks District Council 01732 227000
- Housing Options Team, West Kent Housing Association 01732 749433
- Melodie McNamara, Job Centre Plus, Tonbridge 01732 583700

More information on the HERO Project is available online at www.sevenoaks.gov.uk/HERO

HERO: Housing Energy Retraining Options

HERO FAQs/Common Problems

Below are some common questions/queries dealt with by HERO. This not an exhaustive list of areas where HERO can assist, but is intended to give an idea of the type of queries we are able to help with.

Housing

- Asked to leave by landlord/relative
- Housing Disrepair
- Housing Benefit Suspended
- Notice from landlord
- Rent Arrears.
- Mortgage debt/repossession
- Overcrowding
- I can't afford my rent

Benefits

- What am I entitled to?
- Will I be better off going back to work?
- Can I claim.....?
- Can I claim tax credits?
- Can I get help with childcare?
- Benefit Overpayments
- I've been told I can't claim.....
- Is it worth staying in work?

Debt

- Council Tax Arrears/Payment Demands/Bailiffs
- Unmanageable debt (letters from bailiffs/debt collectors etc.)
- Debts to utility companies
- Behind with payments, chasing letters from credit companies
- Problems with budgeting

Employment/Training

- 'I have an idea for a business, how do I become self employed?'
- Looking for work, unsure where to start/not having any success/need advice.
- Options for courses and funding.
- 'I'm self employed, how do I grow my business?'

Saving Money on Energy

- How can I make my bills cheaper?
- Inefficient Property.
- Do I have to have a key-meter?