



Our housing support

We have actively offered accommodation to single people for over 40 years and currently provide rooms for up to 55 people across 14 shared houses in Ipswich. One of these, the Safe House, is for people in recovery from drug use.

Tenants usually stay between 9 and 18 months before being supported to move on to their own accommodation.

Accommodation

The 14 houses across Ipswich are supplied by ihAg in partnership with Ipswich Borough Council, Home Group and Orbit Housing Associations. Careful consideration is given to the balance of personalities in each house and everyone must be comfortable with shared living.

What are the houses like?

The detached or semi-detached houses are scattered around Ipswich, most close to the town centre. Three to five people live in each house and have individual lockable and furnished bedsits plus a shared kitchen, toilet and bathroom. The furniture usually includes a bed, fridge, small table, chair, wardrobe and chest of drawers.

How much does it cost?

In 2020/21, the weekly charge is £155 per person. This covers the rent plus a service charge for items such as heating, electricity, water, cleaning products and a £10 voucher towards breakfast. The cost is reviewed every year.

Housing Benefit may help towards the rent. The team at ihAg can talk this through and help with the application process as it is not covered by the housing element of Universal Credit. Please remember, Housing Benefit does not cover the total cost of the rent, there is an additional £21 per week to pay. Also, each person living in the house is responsible for their own rent, even if they do not receive Housing Benefit.

Who can apply?

Anyone over 18, living as a single person who has nowhere satisfactory to live, or is about to be in this situation, can register for accommodation.

Additionally, there are four rooms for couples with no dependent children living with them.

Sadly, not everyone can be housed immediately and there is no accommodation available for anyone with high-level support needs.

How to apply

The first step is to register with the Housing Related Support (HRS) Access System at www.suffolk.gov.uk/hrsaccess This is the access route for all Housing Related Supported accommodation commissioned by Suffolk County Council.

ihAg's Housing Team check the system on a regular basis and anyone selected will be asked to attend an assessment. At this time, you will need to provide proof of who you are, this could be a passport, driving licence or birth certificate. If you don't have any of these, don't worry as there are other options available, the team at ihAg can help you. Having a form of identification is one of the first areas discussed as it is needed to help with finding accommodation, as well as to open a bank account or apply for a job.



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The aim of the assessment is to understand whether this is the right home for you and to ensure the best support is in place. Sadly, it isn't possible to house everyone. However, if the accommodation isn't right, you will be provided with more information about what to do next.

The Housing Team at ihAg are very much looking forward to talking to you about your future housing and are very happy to help anyone who needs support registering on the HRS system.

ihAg's rooms aren't available to:

- Anyone who would be housed automatically by the Council or other body
- Anyone who doesn't keep in touch or provide contact details
- Anyone who finds other suitable accommodation
- Couples who want to live together if the few double rooms are already occupied
- Anyone with rent arrears due to a former landlord, unless ihAg's Money Advice Service has helped to negotiate regular payments
- Those whose needs do not match the accommodation available

Support in your new home

A new home is a mix of emotions – exciting and daunting. A member of the Housing Team will continue to support each new resident for an agreed time to help them settle and, importantly, to know where to go for help if needed.

Moving on

The accommodation managed by ihAg is not a long-term solution. When residents are ready to manage their own tenancy, a more permanent solution is found, usually from social housing or the private rented sector. Occasionally moving to another hostel with different support may provide a better option.

What support will be available?

The ihAg Housing Team offers support Monday to Friday from 9.00am to 5.00pm and telephone or face to face appointments are actively encouraged. If necessary, appointments can be made outside of these hours.

A support worker is allocated to each resident and their role is to meet regularly, help with settling in, create a support plan and later, the transition to moving on.

ihAg's head office address can be used for mail to ensure it remains secure and arrangements are made to collect post regularly.

Money advice is available to everyone, including tenants, via the Money Advice Service. Expert and confidential advice is provided free of charge and covers all aspects of financial advice, including accessing benefits, debt management and budgeting.

Safe House residents have additional support as part of their agreement to stay.

House meetings are often held when a specific need is raised either by the tenants or the Housing Team.

Please call 01473 213102 for more information or go online at ihAg.co.uk and use the 'Contact us' form.

To apply for ihAg accommodation visit www.suffolk.gov.uk/hrsaccess