What is T.A.S.A.?

The T.A.S.A. Project is based within the Housing Needs Unit in Newport City Council.

Support Officers are available to help people that are homeless and living in temporary accommodation through Newport City Council. This support can also continue for up to 8 weeks after you move on into your own tenancy.

How does it work?

You meet with a Support Officer who you can discuss your needs with. Together you agree on a support plan that gives you and the Officer things to work towards. For instance, planning your money better or getting a permanent home.
You then meet regularly to achieve the aims of the support plan.

Having support means help with:

- Advice on benefits, debts and budgeting
- Getting help from other agencies
- Life skills e.g. budgeting, filling in forms, dealing with agencies.
- Filling in forms and dealing with letters
- Help and advice through the housing process
- Preparing for and managing a new tenancy

Support is available to everyone placed in temporary accommodation by Newport City Council; it is not compulsory and can last as long as you are living in temporary accommodation.

Does the support end if you get a permanent home?

No; we can support you for up to 8 weeks and help you with:

- Setting up utility accounts
- Completing change of address forms
- Helping you to get hold of furniture and apply for grants (if you are eligible)
- Help in sorting out Housing Benefit
- Help to deal with repairs

Updated March 2011

What happens at the end of TASA support?

If you think you still need support, we will refer you to another suitable project in Newport that gives longer term tenancy support e.g. Lighthouse, Reach, or LIFT. Your Support Officer will discuss this with you as your support with TASA comes to an end.

How can I get help?

Any of the Officers in the Newport City Council Housing Needs Unit can refer you to TASA; often that will be the person who placed you into temporary accommodation. This can be done by completing and signing a simple form. It can also be done at a later date if you change your mind about wanting support. Just call into the Re-housing Services Office.

To speak to a Support Officer ring:
01633 231189
Or email:
emma.mills@newport.gov.uk

Newport
CITY COUNCIL
CYNGOR DINAS
Casnewydd

T.A.S.A. Project

Temporary Accommodation Support & Assistance

Are you homeless and living in temporary accommodation through Newport City Council?

Do you need support in managing or moving on?

FEEDBACK:

People who use our service have a right to make their views known about the service. We hold clients' focus groups twice a year. Also, at the end of the support you have an opportunity to have your views on the service recorded.