

# Housing Options and Advice in Denbighshire

- Help with accommodation and preventing homelessness.
- Who can help?

## **If you have a problem with housing we want to know about it.**

Whether you are looking for somewhere to live or think you may be homeless, there are people in Denbighshire that can help.

We can also help if you are suffering domestic abuse.

It is important that you get advice early, because the longer you leave it the worse your problem may become. Sometimes we can prevent you from becoming homeless, and we will always try and give you advice so that you can stay in your home. This can include:

- help claiming housing benefits and welfare rights advice
- help in getting a Discretionary Housing Payment (housing benefit top up)
- mortgage rescue
- tenancy rescue or mediation with your landlord
- conflict resolution (mediation) with family members
- help with a deposit or bond for a private tenancy (if you qualify)
- signposting to other specialist services e.g. debt advice
- arranging support to help you manage your affairs
- arranging floating support if you are suffering domestic abuse and want to stay where you are.

If you don't want to stay where you are – we will advise you what your best options are.

The supply of social housing (Council or Housing Association) which is available to let is very limited. For instance in 2007/8 the Council had only 185 properties to let to new tenants in the whole of Denbighshire and 82 of those were in sheltered housing for older people.

If you are homeless and the Council has to put you in temporary accommodation, this will usually be in the private sector and it could be a long time before you get an offer and that might not be in the area you want. This is because the Council and housing associations have to house people according to the law (Housing Act 1996) and it is a myth that becoming homeless always gets you to the top of the waiting list. This is because there may be other households who have more points than you. Some areas of Denbighshire do not have any social housing at

all. We will advise you about the likelihood of finding housing in a particular area and what your HOUSING OPTIONS are.

If you have money problems or are on benefits, it is very important that you get advice before taking up a tenancy and we can sometimes give you direct help finding accommodation and support for you to keep your home.

So the Council will always give you advice on your HOUSING OPTIONS and help you resolve your housing difficulties.

Of course, if your homelessness cannot be prevented, then there are other ways that the Council may be able to help. [See our leaflets:](#)

- ***Homeless in Denbighshire?***
- ***Young, Single and Homeless in Denbighshire?***

There are also a number independent advice agencies, and organisations that can help you.

#### **Where to get help in Denbighshire:**

- ***The Council provides services in Welsh. It can also provide a translation service in other languages through Language Line.***
- ***Let us know if you need see a member of staff of your own sex.***

#### **North Denbighshire:**

Social Services and Housing Options are based at  
64 Brighton Road, Rhyl, LL18 3HP

Tel **01824 706000** (Mon -Thurs 9.00-5.00; Fri 9.00 - 4.30)

**Shelter Cymru** – Independent Advice and assistance

Unit 5, Station Buildings, Bodfor St, Rhyl

**01745 361444** 9.30 – 4.30

**Citizens Advice** - Independent Advice 11 Water St., Rhyl **01745 334568**

**Money Advice Unit: 01745 814 338**

Rhyl Women's Aid 26b Wellington Road, Rhyl **01745 337104**

Rhyl Night Shelter/Resettlement Project – 68 Wellington Road, Rhyl  
**01745 361 728** Night shelter for 18+ years (in Crescent Road), help with finding accommodation and access to bond scheme (16+)

Canolfan Dewi Sant Centre, Clwyd St., Rhyl. Advice, help, lunch.  
Open 9.00-5.00 pm every day including Saturday and Sunday (except Wed  
closed from 1.30 pm). Multi agency services including DIP, NACRO Housing,  
Probation, CAIS and STARS. Also offering basic skills & IT training.  
Tel: **01745 345900**

### **South Denbighshire**

Social Services and Housing Options are based at Council Offices,  
Wynnstey Road, Ruthin LL15 1YN: **01824 706000**  
(Mon -Thurs 9.00-5.00; Fri 9.00 – 4.30)

Glyndwr Women's Aid (Denbigh) **01745 814494** (24 hr)  
Shelter Cymru: PO Box 2293, Wrexham **01978 317911** 9.30 - 4.30

### **Citizens Advice;**

Denbigh: 23 High Street, **01745 814336**  
Ruthin: The Old Fire Station, Market St, **01824 703483**  
Llangollen 37 Hall Street **01978 860983**

Money Advice Unit **01745 814 338**

Denbighshire Supported Lodgings for 16-21 year olds – supported lodgings in  
households offering family style placement. Eirianfa Community Centre,  
Factory Place, Denbigh LL16 3TS Tel **0845 051 8282**

Denbighshire CC Housing Benefits Russell House, Churton Road,  
Rhyl LL18 3DP Tel: **01824 706302, 706312, 706 316, 706400**

Welfare Rights Help Line Freephone: **0800 169 6625** 10 – 4pm.  
Free Advice to Denbighshire residents about a whole range of welfare benefits

Conwy & Denbighshire Bond Scheme **01492 860437**

Wales Domestic Abuse Helpline **0800 801 0800**

Triangle Wales **0808 801 0306** Free confidential housing advice helpline for  
Gay, Lesbian & Bisexual people

*For full information about the Council's Services and voluntary agencies in  
Denbighshire visit the Council's website on [www.denbighshire.gov.uk](http://www.denbighshire.gov.uk)*