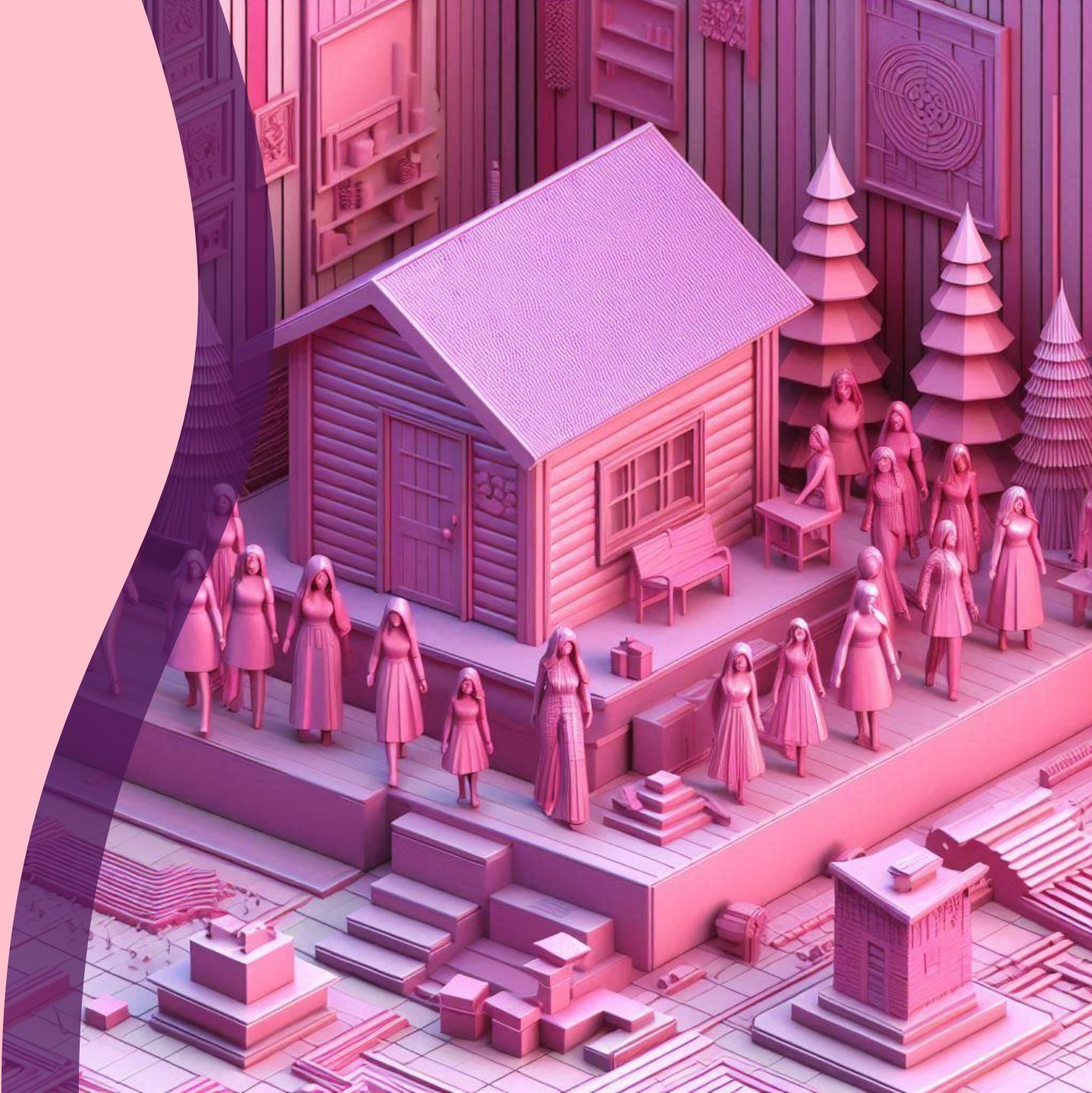


Community Cabin Client Handbook



Community Cabin Foundation



Community Cabin Foundation offers fully furnished, temporary, shared and supported housing across the Wakefield District for females aged 18 years and over.

Our housing aims to support those facing difficulties and to eventually lead to securing your own, permanent accommodation.

All our accommodation meets the Wakefield Council HMO standards, and we are registered on the Wakefield Council Responsible Landlord Scheme.

Meet the Team



Sally - Managing Director



**Charlotte – Admin
Manager**



**Carly – Support and
Accommodation Manager**



**Fran – Support and
Accommodation Manager**



Mia – Admin Assistant



Kiera – Support Officer



Ellie – Support Officer

What to Expect?

In all Community Cabin houses, you will have your own fully furnished bedroom with a lockable door – only accessible by yourself and by Community Cabin staff.

You'll share the communal areas with your other housemates – including the kitchen, which is supplied with essential white goods and cooking utensils.

You'll be provided with a brand-new bedding bundle and towels during the sign-up procedure, as well as this support pack with essential information provided.

If you need more storage or notice any maintenance issues, please make a note and report to your support worker.

Support and Resettlement

Becoming tenancy-ready and obtaining your own permanent accommodation is our main priority.

Within the first 4 weeks of moving into our accommodation, we will discuss your move-on plan.

This will include:

- Setting up a new VICO (previously WDH) account or simply changing the address on your existing one.
- Completing an HM4 form within the first 6 months detailing your reasons for moving on.
- Liaising with other housing workers and providing references where possible.



Support Sessions

Your Community Cabin Support Officers will attend your property weekly.

These sessions will help us to identify your current housing needs and signpost you to other agencies where necessary, and we expect you to engage with these sessions.

Your support session is on:

If you prefer, you can request to speak to us away from the accommodation

We also have an open-door policy at our office between the hours of
10:00am – 2:00pm at 5 Wesley Street, Castleford, WF10 1JG.

Opening Hours

Our working hours are:

9:00am – 5:00pm every Monday to Friday.

We offer a limited out-of-hours service for emergencies via phones until **7:00pm** Monday to Friday.

Out of these hours, messages will not be replied to until the next working day.

(Please Note misuse of this service may lead to warnings.)

In the event of an emergency

– you should always contact 999 first.



Reporting a Maintenance Issue

Community Cabin support workers will attend weekly and any non-emergency maintenance issues should be reported to them.

The workers will make note of these jobs and pass these on to the relevant team.

Our maintenance team are on hand to quickly respond to any emergency maintenance issues that take place.

In the case of emergencies such as a leak or loss of power, you can contact Craig – who's number will be on your notice board.

Keeping you Informed

In your sign-up pack, there will also be a WhatsApp Group Chat form.

This form is to confirm that you are happy with your contact number being shared with your housemates and other members of staff.

This chat is used to inform you of any changes within the house, maintenance works and important updates.

You can use this chat to report any issues within the property, and it will be monitored by 2-3 members of Community Cabin team.



Access to Accommodation



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If we require any access to your accommodation, you'll be given **24-hours** notice.

Please Note:

In the event of an emergency, we will require immediate access.

Your Benefits

When you move into the property, it is important to change your Universal Credit address to avoid sanctions.

You should click on “Report a Change in your Circumstances” and confirm you have housing costs (your housing benefit!)

You should always select that you are in supported accommodation – this is not council accommodation.

Please also make sure you are not stating you have children living in the property with you.



Your Benefits



Community Cabin will sort your housing benefit out on your behalf.

You may also be able to claim PIP and Limited Work Capability (the sickness element of Universal Credit) if eligible.

To claim LWCP, you need to have provided 3 months of fit notes to your journal.

Anyone can apply for PIP as long as you meet the criteria.

A member of the team will help you to complete the forms if needed.

Ending Your Accommodation

If you wish to leave our services and accommodation, please give us as much notice as possible and return your keys to the office at:

**5 Wesley Street,
Castleford, WF10 1JG.**

Upon leaving the property, we will store your belongings for 7 days – in which time, you should make arrangements to collect.



Useful Numbers: Community Cabin Team



Sally: 07766 660039

Charlotte: 07950 593447

Carly: 07512 694404

Kiera: 07903 706188

Fran: 07888 627690

Ellie: 07449 588693

Craig: 07989 967502

Sadie: 07464 335670

Useful Numbers



**Turning Point
Drug Services for Wakefield**
- 0300 123 1912

CAP
- 01924 381 119

Wakefield Probation
- 01924 975 200

Universal Credit
- 0800 328 5644

PIP Helpline
- 0800 917 2222

**PIP
Existing claims**
- 0800 121443

ESA
- 0800 169 0310

Debt Helpline
- 0800 916 0647

Useful Numbers

Samaritans

– 116 123



Calm

– 0800 58 58 58

SHOUT (Text only)

– 85258

Papyrus

(24 hours under 35 years old)

– 0800 068 41 41

Anxiety UK

– 0344 4775 774

Future SELPH

25 and under find the nearest team using the website – they operate across the Wakefield District.

Your housing support worker can also refer you.

Here and Now

- 07776 962 815.

Wakefield based and offer evening face to face appointments up until 10pm. These appointments must be pre booked.



Community Cabin
Hope Changes Everything