

Transition & Resettlement Service (T&R) Brighton & Hove

Frequently Asked Questions

What hours do you work?

Our service is available:

Monday – Thursday, 9am - 5pm

Friday, 9am - 4.30pm

We do not work weekends or bank holidays.

What areas do you work in?

We work with people in living within Brighton & Hove but if someone needs support to resettle into a new home, we can cover from Newhaven to Shoreham.

Do you work with couples or families?

We work with adults (18+). In some circumstances we can work with couples. We are not able to work with families.

Do you have accommodation?

T&R does not have accommodation. We can support people with looking for their own accommodation in the private sector.

Do you do domiciliary care?

We don't provide personal care.

We support people to re-learn or gain skills in managing their accommodation.

Do you search for properties?

We can offer support and guidance to people about how to search for their own properties.

We do not search for properties on people's behalf.

How long does it take to find accommodation?

It is difficult to predict how long it will take as there are a lot of variables involved, such as affordability, availability of accommodation and individual circumstances and requirements.

Can you act as a rent guarantor?

We are not able to act as a rent guarantor.

Can you support with removals?

We can support people to prepare for their move including, getting quotes for and arranging removals, and applying for financial assistance.

We do not provide transport or our own removals service.

Can you give financial assistance?

We support people to manage their finances independently, e.g. through budgeting, applying for benefits, and applying for grants.

We do not have a fund to support people in hardship, e.g. we are not able to support people with getting food, paying for transport, or replacing mobile phones etc.

How long do you work with people?

The length of support is based on the actions and goals agreed with each client, rather than a set timescale. We tend to work with people for around 3-6 months for tenancy sustainment and 6-9 months for resettlement support.

We do not offer long term or unlimited, ongoing support.

Where do you meet people?

We meet people in their own homes, in the community and at our central Brighton office.

Do you take self-referrals?

We do not take direct/self-referrals, however in some situations we are able to take self-referrals for returning clients who need additional support. Please contact a Team Manager to discuss.

Who can make a referral?

Referrals can be made by specific services, including Brighton & Hove Housing Options teams, homelessness services, supported accommodation providers, and specialist and secondary mental health services. If you would like to discuss making a referral, please contact one of our Team Managers.

If you have any questions, please contact one of our Team Managers:

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You can find out more about the Transition & Resettlement service at:
www.southdown.org/services/transition-resettlement-service-brighton-and-hove/

