

Keep me
somewhere
handy!

Supporting our customers

A directory of A2Dominion's support services



Updated September 2020

We're here to help

At A2Dominion we don't just build, manage and sell homes. We strive to create vibrant communities, investing every penny of our profit into affordable homes and community programmes.

As part of our commitment to our customers, we offer a wide range of services and initiatives to support you with your finances, employment and training, health and wellbeing, getting online, moving home and improving your community.

In this directory, you'll find a list of our support services along with an eligibility criteria based on tenure type and location, in order to help find the services available to you.

If you need assistance to establish your eligibility for a service, you can contact us on **0800 432 0077**, by emailing customer.services@a2dominion.co.uk, or via a2dominion.co.uk.

Whatever the support you need, we're here to help.



Help with your finances

Tenancy support Could you do with some support financially? Our **Tenancy Sustainment Officers (TSOs)** can help you to manage your money, reduce any debts, and find out what extra benefits you may be entitled to, including specialty benefit knowledge, advice & guidance for grants, free furniture, basic bank accounts, food bank referrals, energy advice, employment and support to get online.

Eligibility: A2Dominion customers

Location: All areas

Rent Rewards Did you know you can earn cash back by doing normal shopping in person or online and have the cashback credited to your rent account? Using the new Rent Rewards app will help you earn money towards your rent as you shop.

Eligibility: A2Dominion customers

Location: All areas

Turn2us Turn2us is a national charity providing practical help to people who are struggling financially. If you are on a low income, Turn2us can help you find grants and offer the support you need to get back on track. Visit turn2us.org.uk/About-Us to find out more.

Eligibility: Individual assessment based on income

Location: All areas

Help with your finances cont.

Connect for Help **Connect for Help** is a telephone service offering free energy advice and help with bills for low income and vulnerable households across England. Call **0800 029 4548** or visit **connectforhelp.org.uk** to find out more and apply.

Eligibility: A2Dominion customers

Location: All areas

Employment support

Business enterprise

Time to be your own boss? We offer a 6-month programme to help get your business idea off the ground. This includes a series of Saturday workshops and the support of a business mentor. At the end of the programme, you'll get the chance to pitch your idea for business investment.

Eligibility: A2Dominion customers

Location: All areas

Apprenticeships

Apprenticeships are a great option for anyone interested in learning while they work and are a fantastic way to gain job specific skills and qualifications with the support of experienced staff.

Eligibility: A2Dominion customers aged 16+

Location: All areas

Employment opportunities

We offer a full support service for our customers to help get into work or training to upskill. This includes one-to-one support with one of our dedicated employment advisers, workshops around interview techniques, CV writing, job searches and specialist support to overcome any challenges getting into work.

You don't have to be unemployed to access the service; we also help customers in employment progress in their current jobs, access training, or change careers.

Eligibility: A2Dominion customers

Location: All areas



Employment support cont.

Bursaries

Are you aged 14-24 and in education or training? The A2Dominion bursary programme helps our young customers achieve their educational goals and ambitions by awarding grants of up to **£300**. It can be used for things like work tools, clothing for employment or training, equipment for home learning, travel cost and more!

Eligibility: A2Dominion customers aged 14-24 years

Location: All areas

LLW

With **Love London Working (LLW)**, we'll support you all the way from helping you access training and voluntary opportunities, to financial support, to developing key skills like IT and work-related training. We also offer individual support with job applications, CV writing and interview practice. Plus, we have a wide variety of jobs and work placements ready for you to apply to across London.

Eligibility: In order to register with LLW you must be:

- Aged 16+
- Live in London
- Be out of work / unemployed

Location: London only

Health and wellbeing

Christmas gifts

Do you know a neighbour that spends Christmas alone? We deliver Christmas hampers to people who need that little bit of extra support over the festive period.

Eligibility: A2Dominion customers

Location: All areas

Domestic Abuse Service (ADAS)

If you or someone you know is currently experiencing or has experienced abuse from a partner, ex-partner or family member, you can speak to us. Our trained staff offer confidential advice and guidance as well as practical support to help rebuild your confidence and empower you to make the changes you want. The helpline number for Oxfordshire County Council and West Berkshire ADAS is **0800 731 0055** (10am-7pm, weekdays only).

Eligibility: Open to everyone in Oxfordshire or West Berkshire

Location: Oxfordshire or West Berkshire

Health and wellbeing

We offer health and wellbeing projects to support with improving healthy eating, physical activity, mental health and tackling social isolation.

Eligibility: A2Dominion customers

Location: All areas

Help to get online

Digital classes

Need support to get online? We provide free training and support to get you safely online and using the internet with confidence. Learn how to use a computer, tablet or smartphone to access services, manage your finances, shop for the best deals and much more! We offer groups sessions to work alongside other people like yourselves, who are looking to improve their digital skills.

Eligibility: A2Dominion customers

Location: Ealing

Digital DIY

Our Digital DIY service offers the same support as above but via one-to-one sessions in your own home. Support extends to help with hardware and broadband where either are unavailable.

Eligibility: A2Dominion customers who are not online

Location: All areas



Help to move home

We offer a range of schemes to try and help you find a new home. Whether it's downsizing, moving location or reducing overcrowding, our specialist teams are here to help.

You may wish to consider shared ownership. This scheme allows buyers to purchase a percentage share in their home and increase that share over time. To find out more visit a2dominion.co.uk/about-us/Shared-ownership.

You can also register with your local authority to see if you can be added to their waiting list. For a list of your local authority's contact details, visit direct.gov.uk.

Jigsaw

Our in-house transfer website Jigsaw (formerly known as HomeHunt) is free to register and allows you to bid for A2Dominion and other housing providers' homes across the country.

To apply please visit a2dominion.housingjigsaw.co.uk.

Eligibility: A2Dominion tenants

Location: All areas

HomeSwapper

HomeSwapper is a free service which enables tenants to swap council or housing association properties with other people living anywhere in the UK. If you downsize through Mutual Exchange, incentives are available.

To register please visit homeswapper.co.uk.

Eligibility: A2Dominion tenants*

**Social housing tenants with qualifying tenancy*

Location: All areas

Help to move home cont.

New Generation scheme

The New Generation scheme can offer a solution to overcrowding. If you have non-dependent children living with you, they may be able to bid for a 1 bedroom property of their own. For more information and to request an application form please email under.occupation@a2dominion.co.uk.

Eligibility: A2Dominion tenants*

**General needs and affordable housing only*

Location: All areas

Housing Moves

Housing Moves allows tenants of London boroughs or housing associations to move outside their existing borough to a different part of London. To find out more and register please visit housingmoves.org.

Eligibility: A2Dominion tenants*

**General needs, affordable housing, care and support, and housing for older people with qualifying tenancies*

Location: London (majority of London boroughs are participating)

Locata

Locata is available for tenants currently living in West London who wish to move in and around the boroughs of Hillingdon, Harrow, Brent and Ealing.

The service is also open to people who do not live in these four areas of London but would like to do so.

To find out more and to register please visit Locata.org.uk.

Eligibility: A2Dominion tenants*

**General needs, affordable housing, care and support, and housing for older people*

Location: West London

Seaside & Country Homes

The Seaside & Country Homes scheme is open to people living in council or housing association properties in London, where at least one member of the household is aged 55 or above. Properties available are mainly two-bedroom bungalows and one and two bedroom flats.

For more information and to complete an application, please visit bit.ly/SCHA2Dom.

Eligibility: A2Dominion tenants*

**General needs, affordable housing, care and support, and housing for older people
1 household member aged 55+*

Location: London only

Under Occupation scheme

The Under Occupation scheme can assist tenants who are under occupied to downsize their property. We have a specialist team who will provide up to date advice on your housing options. We can offer support in downsizing to those that need it the most. Incentives are available when you downsize.

For more information and to request an application form please email under.occupation@a2dominion.co.uk.

Eligibility: A2Dominion tenants*

**General needs and affordable housing only*

Location: All areas



Housing support and anti-social behaviour

Mediation

Have you had a dispute with your neighbour? If you are unable to resolve it between yourselves, then mediation may help. Mediation provides an opportunity for people to communicate better, to understand one another's concerns, and to jointly come up with ideas for how to end their dispute.

Eligibility: A2Dominion customers*
**General needs and care and support only*

Location: All areas

ICE

Sometimes we could all do with additional support. Our new **Intensive Customer Engagement (ICE)** service can offer you support to engage with other professional services to help enrich and improve your life outside of our usual services.

Eligibility: A2Dominion customers*
**General needs only*

Location: Oxfordshire boroughs

Help to improve your neighbourhood

Great Places to Live Fund

Grants of up to **£2000** are available to customers to improve the places and spaces that matter most to communities.

Eligibility: A2Dominion customers
Location: All areas

Donations fund

Do you have an idea to improve your scheme or neighbourhood? You can apply for a grant for a project and/or improvements that benefit your community.

Eligibility: A2Dominion customers*
**Care and support only*

Location: All areas

NIF

Our **Neighbourhood Improvement Fund (NIF)** helps customers to make improvements in the direct surroundings they live in. Customers can apply for money for improvements such as planting or small scale landscaping projects, or a door entry system. The project needs to be supported by at least 50% of your neighbours, and will be presented to a customer led approval board for decision.

Eligibility: A2Dominion customers*
**General needs only*

Location: All areas



Help to improve your neighbourhood cont.

Corporate volunteering programme

Do you have a communal space that would benefit from improvements? Or perhaps a vulnerable person, maybe an older resident or someone with a disability, who could benefit from support to improve their property?

Our corporate volunteering programme offers businesses and organisations the opportunity to volunteer within our communities and help make a real difference to our customers' lives. Volunteering opportunities take place within A2Dominion's schemes and often include redecorating, gardening and painting.

Eligibility: A2Dominion customers

Location: All areas

Locally based services – Community centres

Community centres

We have 9 community centres that offer a variety of locally accessible activities and events. The centres provide social opportunities, activities to improve health and wellbeing, and recreational after-school and holiday provision for young people. Examples include after-school clubs, fitness classes, homework clubs, advice services, social activities for over 65s, and much more. Many of these activities are now accessible online.

Eligibility: A2Dominion customers

Location: Westminster, Ealing, Stanwell, Bicester, and Chichester

You can find the locations of all our centres at a2dominion.co.uk.



Contact us

Whatever the support you need, we're here to help.



0800 432 0077



customer.services@a2dominion.co.uk



a2dominion.co.uk



a2dominion 