

If you require Council Information in another format, please contact Customer Services on 01793 463725

আপনার যদি অন্য কোন আকারে বা রূপে তথ্যের দরকার হয়, কাস্টমার সার্ভিসেসকে (01793) 463725 নম্বরে টেলিফোন করুন।

如果您需要用其它语言或方式咨询这方面的信息，请拨打我们的顾客服务热线：(01793) 463725。

જો તમને બીજા ફાર્મટ (પત્રક) માં જાણકારી જોવતી હોય તો કૃપા કરી ગ્રાહક સેવા પ્રતિનિધિનો ટેલીફોન નંબર (01793) 463725 ઉપર સંપર્ક કરો.

यदि आपको अन्य फार्मट (पत्र) में जानकारी चाहिए तो कृपया ग्राहक सेवा प्रतिनिधि से टेलीफोन नंबर (01793) 463725 पर संपर्क करें।

Per informazioni in altro formato, contattare il Servizio Clienti chiamando il numero: 01793 463725

別の構成・形式で資料をご使用される必要がある場合には、次の番号の弊社顧客サービスまでお問い合わせ下さい。電話：01793 463725

Jeśli chcesz uzyskać informacje w innym formacie, prosimy o kontakt z Wydziałem Usług dla Klientów pod numerem telefonu 01793 463725.

ਜੇਕਰ ਤੁਹਾਨੂੰ ਕਿਸੇ ਹੋਰ ਫਾਰਮੈਟ ਵਿਚ ਜਾਣਕਾਰੀ ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿ੍ਪਾ ਰਕੇ ਕਸਟਮਰ ਸਰਵਿਸਿਜ਼ ਨਾਲ ਟੈਲੀਫੋਨ ਨੰਬਰ (01793) 463725 ਤੇ ਸੰਪਰਕ ਕਰੋ।

Hadaad u baahatid macluumaad hab kale ku qoran fadian la soo xinir Adeega macmiisha (Customer Services) oo kasoo wac lambarkan (01793) 463725

اگر آپ کو کسی دیگر زبان یا دیگر کلمات وغیرہ میں معلومات درکار ہوں تو براہ مہربانی کسٹومر سروسز سے ٹیلی فون نمبر : 01793 463725 پر رابطہ قائم کریں۔

Bengali

Chinese

Gujarati

Hindi

Italian

Japanese

Polish

Punjabi

Somali

Urdu

Your Housing Options

Housing Needs, Wat Tyler East
Beckhampton Street, Swindon SN1 2JH

You can contact the Housing Needs by:
Telephone: 01793 463181 Fax: 01793 463307

The Housing Needs Department is open:
Monday – Friday 9am – 4.30pm
Tuesday 1pm - 4.30pm

ART203 / 2610 / 06

Contents

Preventing Homelessness

Elderly Persons Aged 60 or over

Buying a Home

Private Rented Accommodation

Hostels

Swindon Borough Council's Housing Register:

Anyone aged 16 or over can register for both Council accommodation and Housing Association accommodation by completing just one application form (available on the Swindon Borough Council website or Housing Advice Section) This will not give you immediate access to Council or Housing Association accommodation but you will be placed on the waiting list. You could be on the list for several years depending on your circumstances and type of accommodation required to suit your needs. You must remember to keep us informed of any change of address or personal circumstances as this can increase or decrease the amount of points you are allocated depending on your current housing situation.

Preventing homelessness in the private sector

The earlier you let us know about your housing problem, the more we can do to help.

Our Housing Advice Service offers free and confidential advice for people who live in the private sector. Our aims are to prevent homelessness and to improve housing conditions in the private sector.

How we can help

The Housing Options can advise on and help with:

- notices to leave and possession action by landlords or lenders
- legal rights and responsibilities
- repairing obligations
- checking that rent increases are carried out correctly
- rent arrears, rent account problems and claiming benefits
- deposit (bond money) returns

Most homelessness is preventable and we aim to act as early as possible before a problem worsens. We can give you a personal service with options and advice to suit you.

Disrepair

If you have problems with the condition of your rented home, the council's environmental health and technical officers can help with disrepair, fire safety in flats and bed-sits, overcrowding and inadequate cooking, washing or toilet facilities.

Our Environment & Property department is responsible for inspecting conditions in private rented accommodation. It targets unfit properties, overcrowding and poor maintenance through education and enforcement (including legal action).

The Enforcement Team aims to improve the poorest housing in the private rented sector by tackling issues that affect the health, safety and wellbeing of families and individuals who have least control over the standard of their living accommodation.

To achieve this aim, the team will:

1. inspect privately rented properties to ensure they meet the relevant legislation
2. offer advice and if necessary enforce regulations
3. hold awareness-raising events, such as the landlords and tenants forum
4. register houses in multiple occupation to ensure standards are met and improved
5. Landlord Accreditation Scheme

Want to Buy a Home?

To be considered you will need to register your interest on our Low Cost Home Ownership (LCHO) database. Please ask for an information pack.

Who is eligible?

Essentially, you will need to have a genuine requirement for alternative housing and be unable to afford to buy a suitable property at full price on the open market.

What is Low Cost Home Ownership?

Basically, it is an opportunity to become a homeowner at a lower cost than full open market prices. Predominantly, this will be Shared Ownership with housing associations.

Shared Ownership – what is it?

It is a 'part buy, part rent' arrangement, typically to buy a 50% share of a new property. A subsidised rent is paid to the housing association for the un-purchased part. Greater shares are usually available later on, right up to 100% ownership.

What will it cost?

Buying under any scheme will involve paying all the usual cost associated with home ownership, including those for solicitors, searches, valuation, stamp duty (depending on purchase price) and possibly a deposit (depending on the lenders policy).

For an information pack please contact the Sales & Development Team on (01793) 464414 or 464286.

Elderly Persons Aged 60 or over

If you are over 60 or nearly 60 and on Disability Living Allowance why not consider the Councils sheltered accommodation.

Council Tenants

If you are under occupying your home or finding the property too big to maintain then you can apply to be transferred from your current accommodation into sheltered accommodation, or a bungalow.

Owner Occupiers and Private Tenants

If you own your home and are over 60 and finding problems with maintaining the payments or the property is too big then you can also complete an application form for sheltered accommodation.

Want to stay in your home?

Swindon Home Independence and Repair is a free independent advisory service that may be able to help with organising repairs, improvements, and adaptations. They may also assist with minor repairs. For more information phone 01793 490308.

Moving Home (for Council and Housing Association Tenants)

If you are already a council or housing association tenant, and you are looking to move, you can wait a long time for a transfer. All applications are assessed and awarded points according to housing need.

HomeSwap

HomeSwap is the national exchange register for secure council and assured housing association tenants, run by MoveUK. If you want to swap with other tenants, either locally or nationally you can register on-line or download an application form by visiting their website: www.availablehomes.org.uk. Once registered, your unique number enables you to search their database for potential exchange partners.

For those without internet access, telephone registration is available by contacting the MoveUK helpline on 0845 606 6161.

Register on the HomeSwap scheme today to get your personal registration number!

Private Rented Accommodation

In Swindon accommodation is often initially let on a short-term basis, normally 6 months. However, the Landlord may wish to extend this if the first 6 months has run smoothly. Private rented accommodation is an option that will give you

choice about where you want to live and avoid homelessness and a lengthy wait on the Housing Register. It is suitable for all persons looking for accommodation, especially for those who want to live in a particular area, close to schools, employment or family support.

You can use the following to look for accommodation.

1. Newspapers The Evening Advertiser is the best known, and many people read it, so there is a lot of competition. The best day to look is every Wednesday, if you cannot buy a copy then there should be one available in the local library
2. Scoop published weekly, with a 'property to let' section
3. Notice-boards Cards placed in newsagents' windows advertise flats or rooms. You should go round the shops in the area you are interested in as regularly as you can.
4. Students' union or college If you are a student, your college may be able to help you find somewhere to stay. You should contact your students' union or college.
5. Accommodation (letting) agencies Accommodation agencies let and manage rooms, flats and houses on behalf of private landlords. Most agencies advertise in the local press, Yellow Pages and the Thomson Directory.

Be prepared to go to several agencies and look at different rooms and flats. Finding a flat through an agency is expensive, as they will always expect rent in advance, usually with a deposit as well, and an agency fee.

Always telephone an agent before visiting to find out if they have property available. If you are not working, ask whether they accept people receiving benefits, the rent and type of accommodation available and the fee they charge.

Always, if you are on Income Support or Job Seekers Allowance, claim Housing Benefit to help pay your rent. If you are in receipt of other benefits or working but have a low income you may be entitled to a reduced amount of housing benefit. You will need to complete a Pre-Tenancy Determination Form to ensure that if you are entitled to Housing Benefit that your rent will be covered. Both forms are available from Housing Benefit.

An accommodation agent can only charge you a fee for its services if you accept accommodation it has found for you. The House of Lords has ruled that it is lawful for an agency to charge if a person actually finds accommodation through the agency. Under the Accommodation Agencies Act (1953), it is illegal for an agency to charge just for registering a person's details ('going on their books') or supplying addresses of accommodation to people. If an agent asks for money in advance, seek advice before paying.

However, you may be asked to pay a returnable deposit and one month's rent in advance – this is normal practice. Deposits (also called 'bond money') are usually one month's rent. You may also be asked to supply references from your employer or last landlord.

An agency may charge for drawing up a tenancy agreement and an inventory (a list) of the contents.

Still no luck?

There is no guarantee that you will find somewhere quickly, even after trying all these methods. Many people hear of flats by word of mouth from friends or work-mates, so it is a good idea to let everyone know that you are looking. It can take a long time to find what you want; so you have to be prepared to keep looking.

Hostels

Young Persons Aged 16-25

Accommodation for Females Only Aged 16-25

Wiltshire House
64 Exmouth Street
Tel: 01793 613677
Referrals: Self & via Agencies

Beacon Youth Trust
Townsend House
66-68 Bath Road
Tel: 01793 536712

Referrals: Self & via Agencies

Accommodation for Males Only

Radnor House (Aged 16-21)
61 Radnor Street
Tel: 01793 512610
Referrals: Self & via Agencies

Accommodation for both Males & Females

Mullane House (Age 16-21)
Threshold Housing Link
Tel: 01793 524661
Referrals: Self & via Agencies

Milton Road Project (Age 16-25)
Milton Road
Tel: 01793 531679
Referrals: Self & via Agencies

The Swindon Foyer (Aged 16-25)
17-21 Bath Road
Tel: 01793 531679
Referrals: Self & via Agencies

Emergency accommodation

If all else fails and you don't have a bed to sleep in for the night, you may find that the direct access hostels are your only option.

Culvery Court
Harding Street
Tel: 01793 538208
Referrals: Direct Access Hostel

Davis House
Turl Street
Tel: 01793 531107
Referrals: Direct Access Hostel

**For more advice or information
Housing Needs Team,
General Enquiries
01793 463181**

Notes:

Notes: