

Safe, secure housing is important and everyone has a range of housing options to choose from. Don't leave it too late to look into the choices available for you and your family.

Struggling to remain where you are.

There is help and advice to help you to stay in your current home including help to claim Universal Credit, Housing Benefit, mortgage rescue scheme, debt advice, legal advice, mediation, housing support. Contact someone for help/advice as soon as possible.

Main contact

Housing Options at West Offices
Monday – Friday 8.30am-5pm (excl. bank holidays). Please try and come in before 3.30pm.

Contact Housing Options on 01904 554500 or
housing.options@york.gov.uk

Social housing is rented from either your local council or a housing association. Social housing rents are generally lower than private rents, intermediate rent is 80% market value, known as affordable housing. Properties are offered according to housing need and not everyone will be offered a property. To register with North Yorkshire Home Choice contact Housing Registrations to complete a phone application or to make an appointment. Housing Registrations will advise you what

information you need before you attend the appointment.

Social housing – North Yorkshire Home Choice. Contact City of York Council Housing Registrations **01904 554044**
housing.registrations@york.gov.uk or visit
www.northyorkshirehomechoice.org.

You can also apply direct to Joseph Rowntree Housing Trust
01904 735000

Private rented accommodation. You can rent privately either direct from a landlord or through a letting agent. Rents can be higher than in social housing but provide faster access to accommodation and greater area choice.

For more information, see our booklet 'Your guide to renting privately'. Housing Options can advise and assist with rent in advance and bonds.

Private rented accommodation – for information, visit lettings agencies/websites or contact the Housing Options Team by phone on **01904 554500** or e-mail
housing.options@york.gov.uk

Low cost home ownership / shared ownership. Housing Associations and private developers build affordable homes for sale in York. These range from one bedroom flats to four bedroom houses. To buy one, you must be registered with North Yorkshire Home Choice. To see

currently available properties look on website www.york.gov.uk (affordable housing developments page) National HomeBuy gives first time buyers access to home ownership see

<http://www.helptobuyneyh.co.uk/>

or talk to Housing Registrations on 01904 554044

Staying with family and friends. No family is perfect and relationships at home can become difficult. The answer doesn't have to be leaving home, especially if your move out isn't a planned one. The Housing Options Team and Youth Homeless Workers can check financial matters, benefits and arrange mediation between family members. It's often easier to air problems and sort things out with the involvement of an independent outsider. If this isn't successful, we can help you stay where you are for the short term and provide help and support to plan your move out.

Supported Housing. There is a range of supported housing in York for vulnerable households who are homeless or at risk of homelessness, including people with mental health issues, young persons and offenders. Access to all hostels is via **Housing Options** or **Salvation Army** who make a referral to SAP (Single Access Point).

Supported housing (hostels and shared housing) referral via Single Access Point (SAP). E-mail **SAP@york.gcsx.gov.uk** or look at the website SAP referral form. SAP is generally unable to reserve beds for a long period.

*Single Homeless - **Salvation Army** Drop-in held at **Peasholme Centre**, 4 Fishergate, York at 10am – 12pm Monday – Friday (excl. bank holidays) or contact **01904 405330** (office hours*

Domestic Violence / abuse. If you are fleeing domestic violence or abuse, support and emergency accommodation is available from IDAS **phone: 03000 110 110** or 24hr national helpline: **0808 2000 247**

e-mail: info@idas.org.uk

Website: idas.org.uk.

In an emergency ring 999 and ask for the Police

Polish : Niniejsza broszura zawiera wszystkie informacje potrzebne w rozwiązaniu jakichkolwiek problemów mieszkaniowych, które może Pan/Pani doświadczać. Pakiet informacyjny jest również dostępny w innych wersjach językowych.

Turkish : Bu broşürde olabilecek bütün konut sorunlarınızla ilgili ihtiyaç duyacağınız bilgilerin tümü bulunmaktadır. Bu bilgiler kendi lisanınızda da tedarik edilebilir.

Cantonese: 这将告诉你如何解决住房问题。我們
可以您所需的語言提供該資訊