Finding accommodation in the Tandridge area
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**Advice and assistance when looking for somewhere to live**

If you are homeless or threatened with homelessness, this booklet contains advice and information to help you find suitable accommodation in the Tandridge District.

**Housing options and homelessness prevention**

If you are threatened with homelessness you can book a Housing Options interview with a Housing Adviser. They may be able to help you find other accommodation, or help you stay in your home either permanently or for enough time to find somewhere else to live.

You can do this by contacting the Housing Needs team on 01883 732824 or 01883 732826. These lines are open from 8.30am to 5pm Monday to Thursday and 8.30am to 4.30 pm Fridays.

**Renting privately**

Renting accommodation from a letting agent or private landlord is a suitable option for many people. The main benefit of renting privately is flexibility, as you are able to choose the most suitable property for your particular housing needs and budget.

There are various types of rented accommodation available:

- **Rooms/bedsits:** You have your own room, but usually share facilities such as kitchen and bathroom. This may mean sharing with other tenants and/or a resident landlord and it is generally a cheaper way of renting.

- **Houses, flats and studios:** This is usually self-contained accommodation, but is generally a more expensive way of renting. If you know friends who are also looking for accommodation, you could consider renting a larger property and sharing the cost of the rent between you.

**How much will the rent be?**

Rents are generally high in the Tandridge district area. If you are in receipt of benefit or on a low or moderate wage you may get help through the Housing Benefit system.

This can mean your rent will be paid for you or the rent after any Housing Benefit has been worked out will be no more than if you were renting from the Council or a housing association.
You will need to ensure the rent (before Housing Benefit) is below the Local Housing Allowance level. If it is not, you could have to pay too much for your accommodation. You can get more information about local Housing Allowance rates from the Housing Needs or Housing Benefit teams at the Council.

You need to make your Housing Benefit claim as soon as an agent or landlord has offered you a tenancy. Claims can be made up to four weeks before your tenancy starts. A claim will only run from the date your tenancy starts and will be paid in arrears.

To ensure payment is made as soon as possible, you will need to make sure all the documents needed for your claim to be approved are given to the Council’s Housing Benefit team.

Under current rules Housing Benefit can only be paid to claimants, not to landlords. It will be your responsibility to ensure payments made to you are passed on to your landlord. In exceptional circumstances applicants seen as vulnerable can have their rent paid directly to the landlord. If you want advice on direct payments, please contact the Council’s Housing Benefit or Housing Needs teams.

Single, childless claimants under 35 years old are only allowed Housing Benefit at a rate appropriate to a single room in shared accommodation or accommodation with shared facilities such as bathroom and WC.

This rule does not apply to couples under the age of 35, those under 35 with full time caring responsibilities for children, care leavers between 18-21 and some people with disabilities. For more information contact the Housing Benefit or Housing Needs teams.

**How to find accommodation to rent**

There are many estates agents and letting agents in the area. A list of local letting agencies is included at the back of this booklet. Information is also available on websites with details of properties.

Not all agents will accept Housing Benefit or a deposit bond (see the section on rent deposits). Discuss this with agents when you approach them.

Landlords sometimes advertise accommodation vacancies on cards in shop windows. Newsagents, supermarkets and libraries are often good for this type of advert. Check the cards regularly, as they can change quite quickly.
You could also place an ‘accommodation wanted’ card in a shop. Do not reveal personal details about yourself and if you do decide to view the accommodation, for your own personal safety, you should take another person with you or let someone know where you are going.

It is also a good idea to look in all the local papers and check websites every week. Some landlords let their property without using letting agents. These landlords will advertise in the local free papers. Copies are available in libraries. A list of the local newspapers can be found at the end of this booklet.

**What do I do now?**

Once you have found accommodation you will need to view it. Make an appointment with the letting agent or landlord. Take a pen and paper, a friend and if you have them, references.

You will also have to consider other expenses such as council tax, TV licence, gas and electricity bills. Make a list of questions to ask. For example, how much is the deposit? What date is the rent due? Who is the landlord? What is their address and telephone number?

When you move in keep all papers, documents, letters and receipts relating to your tenancy and accommodation in a safe place. If you need confidential advice regarding your accommodation or tenancy contact the Housing Needs team or Citizen Advice Bureau.

**Rent deposits**

If you need a deposit, Nextstep may be able to help you. They offer a guarantee or bond to private landlords in place of a deposit.

To use the guarantee bond you must be:

- Homeless or likely to be threatened with homelessness in the next three months.
- Have lived in the district for the last three months and have a local connection.
- Need help raising a deposit to rent accommodation in the Tandridge District Council area because you are claiming benefits or on a low income.

Contact Nextstep on 01737 378482 during office hours.
Getting advice on tenancy agreements

The most common type of tenancy used for privately rented accommodation is an Assured Shorthold Tenancy. This must be for a fixed term of no less than six months. Your prospective landlord may provide you with a written or verbal agreement, both are legally binding. If you ask the landlord for the basic terms and conditions of the tenancy in writing, by law, your landlord must supply it.

When the shorthold tenancy comes to an end and the landlord wants possession of the property, he must give you at least two months written notice.

There are other ‘grounds’ for possession. If you need further advice, you can contact a housing adviser on 01883 73 2824/2826/2810. Alternatively you can contact the Citizen Advice Bureau or Shelter. The telephone numbers are at the back of this booklet. For more information ask for the booklet ‘Information for Private Tenants’.

Long term housing solutions

The Housing Register
The Housing Register is for people in housing need who require low cost housing to rent. The number of people on the Register waiting for accommodation always exceeds the number of properties available.

For some applicants this can mean they have to wait several years. When someone completes an application for the housing register, their current housing situation is assessed and they are awarded a banding according to their housing need.

Housing applicants can bid on a weekly basis for properties which will be let to those who bid and who have the highest band and longest time on the register.

There is an information booklet called The Housing Register available which explains how the register works. Each housing applicant is also sent the Tandridge Home Choice booklet which explains how the bidding system works.

Shared ownership options
This is the name given to the various schemes run by housing associations in the district to help people onto the property ladder by owning a share of their own homes.

Shared ownership is suitable for people who are currently on the Housing Register, are in housing need and would like to own their own home, but cannot afford to buy a property on the open market.
Like the Housing Register, this is a long term housing option and inclusion on the list does not guarantee you will be able to obtain a property. For further information contact the housing advisers on 01883 732826 or 01883 732824.

**Key Worker Scheme**
The government has recognised it is often difficult recruiting and retaining staff in key employment posts due to escalating house prices in the South East.

Tandridge has a scheme for housing Key Workers. If you work in Tandridge, you may be able to join the Council’s Housing Register as a Key Worker.

To find out if you are eligible and for more information ask for the Council’s booklet Key Worker?

**Keep positive**

It can be frustrating trying to find somewhere to live, particularly in this area due to the high rents and the sheer number of people looking at the same time.

It helps if you are employed, have a bank account and can provide a reference. Even if you are not employed, be persistent in your search. Keep looking and remain positive.

**Emergency accommodation**

The following hostels may have rooms available on a ‘direct access’ basis. This means that you can contact them yourself, on the day you are homeless and try to book a room for that night.

If you manage to get a room in a hostel you may be able to stay for up to four weeks. Support is usually provided by the staff, which includes help in finding long term accommodation, advice on claiming benefits you might be entitled to and medical assistance.

Due to the way these hostels are funded they may not be able to accommodate you if you are in employment.

Hostels will ask you to provide identification. It is also useful to be able to give your National Insurance Number.

**Croydon Association for the Young Single Homeless**
Tel: 020 8683 0227. 16 to 25 years old only. Contact Housing Advisor on 020 8667 0500 for referral.
Crawley Open House
Stephensons Way, Crawley RH10 1TN. Tel: 01293 447702/03. 18yrs+. men and women. National Insurance Number and a form of ID. The day centre opens at 10am. A place may become available at any time

Leatherhead Night Hostel
3 Church Road, Leatherhead. Tel: 01372 376508. 17+ men and women. Open 6pm.

Mulberry House
32 Epsom Road, Guildford GU1 3LE. Tel: 01483 577375. Not emergency, but can take self-referral. Women only 16 to 35 years old.

Number 5 Project
5 York Road, Guildford GU1 4DR. Tel: 01483 303646. 18 yrs+ men only. Open 6pm.

Shelter Hostel Vacancy Line
Tel: 0808 800 4444.

York Road Project
Woking. Tel: 01483 728739. Men & women, 17 years+
(10-2pm Monday to Friday or after 6pm).

Hostel for 11 single homeless men and women.
Maximum stay 21 days.

Vaughan House
5-7 Chertsey Street, Guildford. Tel: 01483 504704.
Hostel for homeless men and women aged 18+
Maximum stay two years.
Alcohol treatment programme.

St Patricks Night Shelter
Tel: 01273 749561. Cambridge Road, Hove
### Letting agents in the Tandridge district

<table>
<thead>
<tr>
<th>Agent</th>
<th>Telephone number/address</th>
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<tbody>
<tr>
<td>Andrews</td>
<td>24 Station Road, Redhill RH1 1PD Tel: 0845 303 0383</td>
</tr>
<tr>
<td>Bidwells</td>
<td>79 High Street, Caterham-on-the-Hill CR3 5UF Tel: 01883 348035</td>
</tr>
<tr>
<td>Bond &amp; Sherwill</td>
<td>134 Brighton Road, Coulsdon CR5 2ND Tel: 0845 304 5970</td>
</tr>
<tr>
<td>Burns Residential</td>
<td>57 Lower Addiscombe Road, Croydon CR0 6PQ Tel: 020 8680 9444</td>
</tr>
<tr>
<td>Choices - Horley</td>
<td>28A Victoria Road, Horley RH6 7PZ. Tel: 01293 824455</td>
</tr>
<tr>
<td>Choices, Redhill</td>
<td>99 Brighton Road, Redhill RH1 6PS Tel: 01737 783550</td>
</tr>
<tr>
<td>Choices, Caterham</td>
<td>38 Croydon Road, Caterham CR3 6QB. Tel: 0843 2837 281</td>
</tr>
<tr>
<td>James Dean</td>
<td>67 High Street, Reigate RH2 9AE Tel: 0845 305 5464</td>
</tr>
<tr>
<td>Johnson Hewitt</td>
<td>286 Brighton Road, South Croydon CR2 6AG Tel: 0845 305 5952</td>
</tr>
<tr>
<td>Martin and Co</td>
<td>5 Godstone Road, Caterham CR3 6RE. Tel: 0845 307 0287</td>
</tr>
<tr>
<td>Ibbett Moseley</td>
<td>101/103 Station Road East, Oxted RH8 0AY Tel: 0845 305 5100</td>
</tr>
<tr>
<td>Leaders</td>
<td>4 Bell Street, Reigate RH2 7BG Tel: 0845 305 7998</td>
</tr>
<tr>
<td>Payne &amp; Co</td>
<td>11 Station Road West, Oxted RH8 9EE Tel: 01883 712261</td>
</tr>
<tr>
<td>Pinnacle Properties</td>
<td>12 Godstone Road, Caterham CR3 6RA Tel: 0845 307 3240</td>
</tr>
<tr>
<td>Robert Leech &amp; Partners</td>
<td>72 Station Road East, Oxted RH8 0PG Tel: 01883 717272</td>
</tr>
<tr>
<td>Rayners</td>
<td>96 High Street, Godstone RH9 8DP Tel: 01883 744344</td>
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</tbody>
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Streets Ahead  
Ye Market, Selsdon Road, South Croydon CR2 6PW  
Tel: 0845 308 1806

Valley Homes  
414 Limpsfield Road, Warlingham CR6 9LA.  
Tel: 0845 308 3202

White and Sons  
39-41 Station Road East, Oxted RH8 0BD  
Tel: 0845 308 3759

Woodlands  
49 Station Road, Redhill RH1 1QH  
Tel: 0845 308 4062

Newspapers

Paid for
Surrey Mirror
East Grinstead Observer & Courier
Caterham Mirror - Published on Thursday
Horley Mirror
Westerham Chronicle - Published on Friday

Free papers
County Border News - Published Thursday
Tandridge Chronicle - Published Monthly
Caterham Independent

Department of Work and Pensions
24 Whytecliffe Road, Purley, Surrey CR8 2YU  
Tel: 0845 604 3719
15 London Road, Redhill RH1 1BQ  
Tel: 01737 775800

Citizen Advice Bureaux
Soper Hall, Harestone Valley Road, Caterham CR3 6YN. Tel: 01883 344777
1st Floor Library Building, 14 Gresham Road, Oxted RH8 0BQ. Tel: 01883 715525

Shelter Housing Advice Centre
The Orchard, 1-2 Gleneagles Court, Brighton Road, Southgate, Crawley RH10 6AD  
Tel: 0344 515 1749

Opening hours for advice in person:
Wednesday 2pm-4pm, Friday 10am-1pm

Opening hours for telephone advice:
Monday to Thursday 9am-5pm, Friday 9am-1pm
Tandridge District Council’s website is a comprehensive source of information about council services and the community.

You can find information about businesses, councillors, council tax and benefits, housing, jobs, planning, leisure, recycling and waste collections and much more.

www.tandridge.gov.uk

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