**Croydon Council Housing Support Services**

Croydon Council supports those who are homeless, threatened with homelessness or in housing need with -

* Assessment of entitlement to housing for people who are homeless or threatened with homelessness.
* Housing provided for people considered in priority need of housing.
* Temporary accommodation may be available while enquiries are made about eligibility.

For more information about housing services go to: <https://www.croydon.gov.uk/housing-services>

Before accessing any housing-related services through Croydon Council, *you will need to complete the online Housing Options Online Self-Help Tool****.*** This should take around 15-30 minutes to complete. You will be asked a series of questions about your individual circumstances to identify your housing options. Use this tool if you have been asked to leave your accommodation or you are at risk of losing your home.

*If you cannot access the internet* at home you can also computer at your local library or at Croydon Council’s Access, Croydon (Bernard Weatherill House, Mint Walk, Croydon CR0 1EA). *If this is not possible*, contact Croydon Council for further support. How to contact: Drop-in, phone or contact for an appointment. \**This is not an application for social or council housing*

**Homelessness**

The *Homeless prevention and intervention team* (HPIT) provide support to thosewho are homeless or are threatened withhomelessness. In order to access support, theindividual must complete the online *Housing**Options Self-Help tool*. Croydon Council only has a duty to provideaccommodation if the following conditionsare met:

• You are homeless- you do not have a home that you have a right to live in or you do have a home but it is not reasonable for you to continue living there.

• You are eligible for assistance (most UK residents).

• You are not intentionally homeless and could not have taken action to prevent yourself from losing your home.

• You have a local connection to Croydon.

If the above criteria are met, you will be assigned a Housing Needs caseworker who will help to house you. This may be in short-term accommodation to begin with (most likely not in Croydon) but afterwards into a more stable home. If the criteria are not met, Croydon Council can still provide advice and help in finding suitable accommodation.

**The main point of access is though Croydon Council housing assessment tool**

[Housing Options Self-Help Tool](http://www.croydon.gov.uk/housing/yourhome/housing-helptool)

**Walk in access:** Bernard Weatherill House, 8 Mint Walk, Croydon CR0 1EA

**Referred by statutory body**: [dutytorefer@croydon.gov.uk](mailto:dutytorefer@croydon.gov.uk)

**Referred by internal service** (includes joint assessment)

**Email**: [homeless-intervention@croydon.gov.uk](mailto:homeless-intervention@croydon.gov.uk)

Homeless Support Team (HST) E: [hst@croydon.gov.uk](mailto:hst@croydon.gov.uk) | T:0208 726 6000 Ext 26309

**Council housing** (also known as social housing) is accommodation owned by a council or housing association and provided at a lower rent than an equivalent property in the private sector.

Eligibility: you must:

* Be over 18 years old.
* Live in Croydon and have lived in Croydon for at least three years (previously 12 months).
* Not be registered on another council’s housing register.
* Not be able to afford to rent or buy a suitable private property
* Not owe rent arrears from a previous tenancy.
* Not have broken any tenancy conditions, including anti-social behaviour.
* Not be under immigration controls.

If after you have completed the *Housing Options Self-Help Tool* council housing is indicated as a suitable option, you will be directed to the online application form.

Croydon Council uses a banding system to group applicants according to their level of need.

Band one is for people with an urgent need, band two for those with an ‘increased priority’ and band three for those with a ‘moderate need’. People in band one will be housed faster than bands two and three, but there will still be a waiting list (those assessed *with a low housing* needs *are no longer placed on the housing* *register*).

To meet the minimum level of ‘moderate’ housing need, one or more of the following must apply:

* You must currently be living in overcrowded accommodation (needing two additional bedrooms or more).
* You are living in unsanitary or unsatisfactory accommodation that has at least a moderate impact on your health.
* You have moderate problems related to a medical condition or disability which affect your ability to manage in your home. You are homeless according to the Housing Act.
* You are a foster carer or adoptive parent and need to move to larger accommodation to accommodate a child

that is being looked after by Croydon Council.

* You need to move on welfare grounds e.g. because you are leaving local authority care.
* People with a medical condition or disability may be placed in a higher band if they can explain why they are struggling to manage in their current home and need to be re-housed as quickly as possible. If this applies to you or a dependant living in your household, it is important to provide as much information as possible. Explain the difficulties the medical condition or disability causes, the impact of your current housing and details of any doctor, health worker or social worker who can support your application.

*\*You will need to create an account before you can apply for housing.*

**Housing Register Team** Provides information and support on social housing in the London Borough of Croydon andare responsible for managing Croydon Council’s Housing Register. For more information about applying for a council house property: <https://www.croydon.gov.uk/housing/find-home/applying-council-property>

\**The council is currently not in a position to offer anyone a social tenancy due to the high demand for social housing within the local authority.*

**Housing options for older people**

Sheltered housing is rented accommodation for older people who want to stay independent, but have support available

when they need it. Schemes are typically blocks of self-contained flats with some communal areas. Residents have the security of an alert system and periodic visits from a warden. Sheltered housing also provides a secure tenancy, but not the right to buy your own home. For a list of sheltered accommodation schemes in Croydon, visit

**Eligibility** for sheltered housing, you need to be:

* Over 60 years old (some people aged under 60 may be able to access sheltered housing after an assessment, depending on their individual circumstances).
* A Croydon Council or housing association tenant, tenant of a private landlord or a qualifying owner occupier.

You might also be considered for sheltered housing if you:

* are over 55 and it would meet your needs
* have a disability or certain medical conditions
* are a private homeowner willing to exchange your property to be rented by the council

To apply for sheltered housing via Croydon Council:

* *Existing council housing tenants will need to complete a housing transfer form*.
* *Property owners and private renters will need to complete an application form* to go on the housing register.

*All applicants will need to fill in the online sheltered housing assessment form*. For more information go to: <https://www.croydon.gov.uk/adult-health-and-social-care/care-homes-and-housing/sheltered-housing>

Once Croydon Council has received your forms, they will assess your eligibility for sheltered accommodation. There is a substantial waiting list for re-housing and applicants are placed in bands to reflect their housing need. The waiting time will depend on your position in your current band and your choice of sheltered schemes

**Supported housing** aims to developand sustain a person’s ability to live asindependently as possible, either in their ownhome (floating support) or in accommodationwith staff on site. Young people and adultswho are vulnerable and have housing-relatedsupport needs, perhaps as a result of adisability, might qualify for supported housing.Before applying for supported housing,applicants must complete the online HousingOptions Self Help Tool: [www.croydon.gov.uk/housing/yourhome/housing-helptool](http://www.croydon.gov.uk/housing/yourhome/housing-helptool)

**Contact details and useful links**

**Revenues and benefits (including council tax and housing benefits)**: T: 020 8726 7000

**Housing:** T: 020 8726 6100 | E: [hsg-rehousing@croydon.gov.uk](mailto:hsg-rehousing@croydon.gov.uk) | W: <www.croydon.gov.uk/housing>

**Opening hours:** Monday: Tuesday, Thursday, Friday 8.30am - 4.45pm, Wednesday, 1pm - 4.45pm

For more information go to these Croydon Council Website Links

* Homelessness: For support if you're homeless/at risk of being homeless. <https://www.croydon.gov.uk/housing/housing-support/homelessness>
* Housing Self Help Tool: <www.croydon.gov.uk/housing/yourhome/housing-helptool>
* Housing Support: <https://www.croydon.gov.uk/housing/housing-support>
* Housing Benefit**:** <https://www.croydon.gov.uk/benefits/housing-benefit>
* Form Filling**:** If you or the person you care for need support filling in the forms, visit Access Croydon (Bernard Weatherill House, Mint Walk, Croydon CR0 1EA) or call the Croydon Council Housing Team on 020 8726 6100.