

Housing

Housing is also a concern for military personnel. Moving house is a stressful experience, and that goes double for leaving [Service Family Accommodation](#), or single soldiers who have been serving abroad.

[Veterans' Gateway](#) is the first point of contact for veterans seeking support. It's made up of a number of military charities and can put you in touch with organisations who can help further. [Contact Veteran's Gateway on 0808 802 1212](#) (24 hours a day, 365 days a year)

The [Joint Service Housing Advice Office \(JSHAO\)](#) provides specialist housing advice on behalf of the Ministry of Defence's (MOD) – **before you leave the forces**. The JSHAO also runs the MOD referral scheme which may help you to find a housing association home. You can apply if you are:

- married or a separated spouse still in services family accommodation (SFA)
- single and living in a hostel within 6 months of leaving the forces

[Compass](#) is the Choice Based Lettings Scheme for the Tees Valley area and is made up of a number of councils and partner organisations. They offer a wide range of properties for social rent with no bond required, affordable rent, low cost home ownership, mutual exchange and accredited private rented accommodation throughout Middlesbrough, Stockton, Hartlepool, Redcar and Darlington.

When you register an application, you will be assessed based on the information you have provided to us and place you into one of 5 Bands, depending on your level of housing need – Band 1 is the highest and 5 the lowest. **People leaving the armed forces are placed in band 1.**

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[STOLL](#) has been housing and helping veterans for over 100 years. They help to arrange accommodation for people leaving the Armed Forces and Veterans. Although their own housing schemes are in West London, they work with housing associations and local authorities across the country to find appropriate accommodation – mainly for single Veterans – through their **Veterans' Nomination Scheme**.

[Haig Housing](#) is a military – only housing association providing housing assistance to ex-Service people and / or their dependants. The Trust has over 1,400 properties throughout the UK, which are a mix of family-sized houses, flats, maisonettes and bungalows.

[The Royal British Legion](#) offers access to advice and information through their phone helpline, online Live Chat, e-mail and their website 'Knowledge' database.

[The Citizens Advice Bureau](#) offers a service dedicated to providing advice to veterans and their families looking for accommodation **after leaving active service**.

[The Officers' Association](#) provides support and advice to **former officers** and their dependents on a variety of matters including employment, finances, housing, health, wellbeing, volunteering and maintaining a social life.

Facing being homeless?

If you are at risk of homelessness or rough sleeping, you can get help finding accommodation from:

Stockton & District Advice & Information Service (SDAIS) has specialist **Home Owner Service (Mortgage Rescue Scheme)**. Do you have mortgage arrears, or can you no longer afford to remain in your mortgaged property?

If so, book an appointment with our Specialist Home Owner adviser who will be able to discuss the options available to you and help you develop a strategy to deal with your housing situation. An appointment can be made by contacting 01642 528389. SDAIS works in partnership with Stockton Borough Council's Housing Options Service.

Stockton Council's Housing Options Service may be able to assist you if you are homeless or at risk of becoming homeless. The Homelessness and Housing Solutions Service aim to prevent people becoming homeless by providing advice and assistance to help them find a solution to their housing problem.

Riverside Housing provides single person's accommodation and a number of other support services for **single homeless veterans** in the Tees Valley area. The 20 furnished flats at Hardwick House in Middlesbrough are a safe and secure environment, offering single veterans up to 18 months support to help them transition into permanent housing and employment.

All referrals to Hardwick House are via **SPACES** – Single Persons Accommodation Centre for the Ex-Services. They can be contacted on **01748 833797 / 872940 / 830191** or e-mail spaces@riverside.org.uk

Shelter is a homeless charity with plenty of experience in assisting veterans.

Other Local Housing Providers

The following organisations may help if you are homeless, or you are facing homelessness.

Accent Group – accommodation provider (Registered Social Landlord).

Contact Details: 2nd Floor 202 Linthorpe Road, Middlesbrough, TS1 3QL.

Email: customerservices@accentgroup.org Telephone: 0345 678 0555

Facebook: [facebook.com/accntmb/](https://www.facebook.com/accntmb/)

Twitter: twitter.com/AccentHousing

Opening Times:

Monday and Tuesday: 9am to 1pm

Wednesday: 10am to 1pm

Thursday and Friday: 9am to 1pm

Anchor Trust – accommodation provider (Registered Social Landlord). Independent living for older people. Self-referrals can be made as can agency referrals. Application forms can be requested by telephone or via the email form on the website.

Contact Details: Shared Services Centre, Burnbank House, Balliol Business Park, Benton Lane, Longbenton, Newcastle upon Tyne, NE12 8EW

Website: www.anchor.org.uk/

Telephone: 0808 102 4074

Opening Times:

Monday to Friday: 8am to 6pm

Saturday: 10am to 4pm

North Star Housing Group Ltd – accommodation provider (Registered Social Landlord). Applicants can apply directly to the provider or referrals can be made through agencies. Application forms can be requested by phone or by calling into the office.

Contact Details: Endeavour House, St Marks Court, Thornaby, TS17 6QN.

Website: [Home | North Star Housing Group Ltd](http://Home|NorthStarHousingGroupLtd)

Email: customer.services@northstarhg.co.uk **Telephone:** 03000 11 00 11

Facebook: [facebook.com/northstarhg/](https://www.facebook.com/northstarhg/)

Twitter: twitter.com/NorthStarHG

Opening Times:

Monday to Friday: 9am to 5pm

Habinteg Housing Association – accommodation provider (Registered Social Landlord). Self-referrals can be made.

Contact Details: Chapman House, Unit 1, Adwalton Business Park, 132 Wakefield Road, Drighlington, Bradford, BD11 1DR.

Website: www.habinteg.org.uk/

Email: Direct@Habinteg.org.uk

Telephone: 0300 365 3100

Twitter: twitter.com/Habinteg

Opening Times:

Monday to Friday: 9am to 5pm

Hanover Housing – accommodation provider (Registered Social Landlord). Supported independent living for older people. Self-referrals and agency referrals. Applications can be made online.

Contact Details: North Regional Office, Dove Court, Bolton Street, Bradford, BD3 0BJ.

Website: www.hanover.org.uk/

Email: general.enquiries@hanover.org.uk

Telephone: 01480 475 069

Twitter: twitter.com/@Hanover_Housing

Opening Times:

Monday to Friday: Telephone between 9am and 5pm

Home Group – accommodation provider (Registered Social Landlord). Enquires can be made by telephone or via the online enquiry form.

Contact Details:

Website: www.homegroup.org.uk/

Telephone: 0345 141 4663

Facebook: [facebook.com/HomeGrouphousing](https://www.facebook.com/HomeGrouphousing)

Twitter: twitter.com/homegroup

Opening times:

Monday to Friday: 7am to 8pm

Saturday: 8am to 12pm

Applying to rent a Home Group property: www.youtube.com/watch?v=8OmT_xaBXs0

Housing and Care 21 – accommodation provider (Registered Social Landlords). Provides sheltered housing for older people. Applicants need to be aged over 55 years. The applicant can contact the housing provider directly (via online application form) or a referral can be made by an agency on behalf of the applicant.

Contact Details: Housing & Care 21, Tricorn House, 51–53 Hagley Road, Birmingham, B16 8TP.

Website: www.housingandcare21.co.uk

Telephone: 0370 192 4000

Facebook: [facebook.com/housingcare21](https://www.facebook.com/housingcare21)

Twitter: twitter.com/HousingCare21

Opening Times:

Monday to Friday: 9am to 5pm

Places For People – accommodation provider (Registered Social Landlord). Self-referral by completion of application form. Application forms online.

Contact Details:

Website: www.placesforpeople.co.uk/

Telephone: 0845 850 9571

Opening Times

Monday to Friday: 8am to 8pm

Railway Housing Association

Accommodation provider (Registered Social Landlord). Self-referral Application forms and information packs can be requested by phone or by calling into the office.

Contact Details: Bank Top Square, Neasham Road, Darlington, DL1 4DR

Website: www.railwayha.co.uk/

Email: info@railwayha.co.uk

Telephone: 0800 0287428

Twitter: twitter.com/railwayhousing

Opening Times:

Monday to Friday: 8.30am to 4.30pm

Riverside (English Churches Housing Group) – scheme run by ECHG for ex-service personnel of any age. Homeless Scheme runs by ECHG Middlesbrough. The scheme does not discriminate on the amount of time spent in the services. Staff will work at finding permanent accommodation anywhere in the UK. Referrals can be made through local Councils and other agencies.

Contact Details: Customer Service Centre, Riverside, 2 Estuary Boulevard
Estuary Commerce Park, Liverpool, L24 8R.

Website: www.riverside.org.uk

Email: spaces@riverside.org.uk

Telephone: 0345 111 0000 (24 Hour Service) **Facebook:** facebook.com/RiversideHousing/

Twitter: twitter.com/RiversideUK

Opening Times:

Monday to Friday: 9am to 5pm.

Thirteen Group – is a housing association which is a combined partnership between Erimus Housing, Housing Hartlepool, Tees Valley Housing, Tristar Homes and Thirteen Care and Support. Applications can be made online via the link below.

Contact Details: Thirteen Group, North Shore Road, Stockton-on-Tees, TS18 2NB

Email: customerservices@thirteengroup.co.uk **Website:** www.thirteengroup.co.uk/

Application Website: www.compasscbl.org.uk **Telephone:** 0300 111 1000

Facebook: facebook.com/ThirteenGroup

Twitter: twitter.com/Thirteen_Group

Contact Centre Opening Times:

Monday to Friday: 8am to 5pm.

Local Neighbourhood Offices:

Stockton: Stratford House, 11-12 Ramsgate, Stockton, TS18 1BS.
Monday to Friday, 9am to 5pm

Thornaby: Thornaby multi-user centre, The Pavilion, Stockton, TS17 9EW.
Monday to Friday, 9am to 1pm

Billingham: Billingham Library, Kingsway, Billingham, TS23 2LN.
Monday to Friday, 9am to 1pm