

Stockton-on-Tees
BOROUGH COUNCIL

Emergency Information & Advice Pack

Helping you resolve your emergency housing issues

This is an Emergency Self Help Pack to provide you with information to assist you to find solutions to your emergency accommodation needs.

For long term housing advice and assistance please contact Stockton Borough Councils, Homelessness and Housing Solutions team, details contained within this pack.

TEMPORARY ACCOMODATION

ARE YOU HOMELESS TONIGHT?

Not everyone will qualify for emergency accommodation, but if we can help we will.

We can only arrange emergency accommodation if we have reason to believe that you are homeless and are eligible for assistance. If you are worried about becoming homeless you must contact us as soon as possible (information about our accommodation drop in/advice service details are below)

HOMELESS TONIGHT, DROP IN SERVICE:

Monday, Tuesday, Thursday: 9am till 4pm

Wednesday: 12.30pm till 4pm

Friday: 9am till 3.30pm

You can visit us at: Stockton Central Library and Customer Service Centre
Church Road, Stockton-on-Tees, TS18 1TX

OUT OF HOURS EMERGENCY ACCOMODATION

The Emergency Duty Team on: **01642 524552**

5pm – 8.30am Monday to Friday,

ALL DAY Saturday & Sunday (and bank holidays)

If you are homeless and have nowhere to stay tonight: Losing your accommodation can be a difficult time but most people do find somewhere else to live. The longer you leave it, the harder it will be to find somewhere to stay.

We will ask you questions about your present situation, if we think there is a real risk of you losing your accommodation or you are presenting as homeless an officer will find out more about your circumstances. Our main aim is to help you to stay in your current accommodation, but if this is not possible (for example if you are at risk from domestic violence) we will give you advice to find you somewhere else to live. We may put you in touch with other agencies for them to help you.

What if I'm not homeless tonight?

The Homelessness and Housing Solutions Service offer a wide range of services to help people who are homeless or likely to become homeless. Where possible, we aim to prevent homeless. We do this by providing advice at an early stage about what legal rights you may have to property, solutions to resolve a threat of homelessness and any housing options available to you. **Initially contact is made with our team either via walk in approach, telephone or email, your details will be taken and dependent on your circumstances you will either been seen as an emergency case that day or arranged to be contacted within a reasonable response time.**

The Homelessness and Housing Solutions service is open between;
9am – 4pm Monday, Tuesday & Thursday, 12.30pm – 4pm Wednesday & 9am - 3.30pm Friday.

You can visit us at: Stockton Central Library and Customer Service Centre
Church Road, Stockton-on-Tees, TS18 1TX

Email us: Housing.options@stockton.gov.uk **Telephone:** 01642 528389

Write to us at: Homelessness and Housing Solutions, 16 Church Road, Stockton-on-Tees, TS18 1TX.

LOOKING TO FIND TEMPORARY ACCOMMODATION YOURSELF?

Disclaimer: The following information is to assist you with making contact with local providers, please note that this is not a recommendation or instruction to use one of the following. There will be other accommodation providers and companies to contact within our locale.

There are many bed and breakfasts, guesthouse, hotels etc. covering the Stockton Borough who may be able to help you with finding accommodation in which to stay on a temporary basis.

The following may be able to help you; you should make your own independent enquiries to secure this accommodation, any arrangement made is a private arrangement between you and the providers. Please bear in mind the decision to accept Local Housing Allowance (housing benefit) claimants is an individual decision made by the company/respective provider. If you will be dependent on being able to claim housing benefit to meet any fees for accommodation you must ensure that you are eligible to receive it, that the property you are enquiring about is eligible to be granted a payment for it (information for both obtained via the housing benefit team) and that the provider will be accepting of this arrangement.

Local B&B's, Guest House's, Hotels	Address	Telephone number
Prefer homes	13-15 Portrack Lane, Stockton, TS18 2HP	01642 672849
Newtown guest house	68 Londonderry Rd, Stockton TS19 0ES	07775711065
2020 homes	Various addresses	01642 924954
Metro inns	Teesway, North Tees Industrial Estate, Stockton, TS18 2RT	01642 606 560
The Garrick Hotel	Yarm Lane, Stockton, TS18 1ES	01642 350 360
Kingswood hotel	379 Norton Rd, Stockton, TS20 2PJ	07917 755764
Four Seasons Guest House	314 Norton Rd, Norton, Stockton, TS20 2PU	01642 554826
Bed & Breakfast 615	615 Yarm Rd, Eaglescliffe, Stockton, TS16 9BS	01642 649282
Rosedene House Farmhouse B&B	Viewley Hill Farm, Norton, Stockton, TS20 1PQ	01642 550476
Parkmore Hotel Best Western	636 Yarm Road, Stockton, TS16 0DH	01642 786815
Premier Inn Hotel Stockton-On-Tees West	Yarm Road Cleveland, Stockton, TS18 3RT	0871 527 9046
Premier Inn Hotel Stockton/Middlesbrough	Whitewater Way, Thornaby, Stockton, TS17 6QB	.08715279048
Thorpe Thewles Lodge	Off Durham Road, Stockton, TS21 3JB	07590 687 190
The Parkwood Inn	64-66 Darlington Rd, Stockton, TS18 5ER	01642 587933
The Stockton Arms Hotel	24 Darlington Rd, Stockton, TS18 5BH	01642 571900
The Claireville Hotel	519 Yarm Rd Eaglescliffe, Stockton, TS16 9BG	01642 780378

LOOKING FOR PRIVATELY RENTED ACCOMODATION?

Disclaimer: The following information is to assist you with making contact with local agents, this is not a recommendation or instruction to use one of the following agencies. Please note also that there will be other accommodation providers and agencies to contact within our locale.

There are many letting agents covering the Stockton Borough who may be able to help you with finding a place to live. You may find advertisements for properties in local shop windows, supermarkets, newspapers and on social media.

The following websites/agencies may be able to help you further, please bear in mind the decision to accept Local Housing Allowance (housing benefit) claimants, is an individual decision made by the company/respective landlord. If you will be dependent on being able to claim housing benefit to meet any fees for accommodation you must ensure that you are eligible to receive it, that the property you are enquiring about is eligible to be granted a payment for it (information for both obtained via the housing benefit team).

Local letting agents

NGU Homelettings	01642 312312
Stockton Flats	0162614651
Whitegates	01642 550076
Ron Greig	01642 533000
MS properties-	01642 677704
Manners & Harrison	01642 606194
Your Move	01642 607191
Reed Rains	01642 601601
Jones Estate Agents	01642 885511
Gowland White	01642 615657
Roseberry Newhouse	01642 424323
Thirlwells	01642 361111
Michael Poole	01642 355000
Browns	01642 677411/363345
Robinsons-	01642 607555
Bridgfords lettings	01642 685244

Acorn lettings	01642 268106
Pattinsons	01642 210132
Leinster Properties	01642 634502
NS Estates	01642 817333
AFR Teesside	01642 956704
Jomast	01642 674203
Kings Lettings	01642 654855
I am Lettings	01642 462153
Adore Properties	01642 205023
Connect Properties	01642 602001
Ingleby Homes	01642 671025
Merrifield Homes	01642 939109
Drummonds	01642 530919
Northgate Lettings	01642 813222
Boro Properties	01642 218000

Websites

www.rightmove.co.uk

www.gumtree.com

www.propertypigeon.co.uk

www.primelocation.com

www.zoopla.co.uk

www.gazettelive.co.uk/news/property/

LOOKING FOR SOCIAL RENTED ACCOMODATION?



Making an application to the Compass Scheme (CBL)

Choice based lettings (or CBL) is a way of letting social housing, and other housing options like private rented homes, mutual exchanges and low cost home ownership. Available homes are advertised on daily basis and people who have an active housing application can express their interest in these properties by bidding for them.

Applications are prioritised by being placed in a banding. The band you are in will depend on your level of housing need. Most people are placed in Band 4 when they first register. If you are working with Homelessness and Housing Solutions you may have your banding changed to reflect your circumstances, if you are not working with the team and you feel you have circumstances that need taking into consideration with regard to your housing you may wish to contact the Compass team to discuss your situation. **Telephone: 0300 1111 000** and ask to be transferred to the compass team.

Registration.

To register, you need to apply online at: www.compasscbl.org.uk.

Once registered, you will need to provide the following information (depending on the makeup of your household not all will apply):-

Proof of Identity for the main (and joint) applicant	Proof of National Insurance Number for the main (and joint applicant)	Proof of address for everyone aged 16 and over who lives with you
If you have a child/children who will be moving with you, we will ask you for recent proof of Child Benefit dated within the last 6 months	If you have shared access to a child/children, we will ask you for details of the child's full time guardian so that we can confirm your access arrangements	If someone to move with your is pregnant, we will ask you to provide proof of pregnancy

Once all information is received, you will be given your login details informed what Band you are in. Available properties are advertised regularly in the 'bidding cycle'. Once your case is active you can log in via the website and bid on properties suitable to your households needs.

When you bid, your position on the list may change as other people make or withdraw their bids. Your final position for a property will be show in your My Bids section when the advert has closed. When the property has finished advertising, a shortlist is produced for each property. The landlord of the property will make any offers of property. A landlord may decide to overlook a person who is at the top of a list if they have a good reason to do so. If you are offered the property, you will be invited to view it before deciding if you want to take it. Some landlords may arrange viewings for more than one person. If you are in Band 1, 2 or 3, we may remove your priority if you refuse an offer of a property that would meet your needs.

LOOKING FOR SOCIAL RENTED ACCOMODATION? CONTINUED...

The following Housing providers operate their own housing lists, you may wish to contact them to apply to be considered for properties with them.

Accent Group

Accommodation provider (Registered Social Landlord).

Address: 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:

Mon, Tues & Thurs, Fri: 9am to 1pm	Wednesday: 10am to 1pm
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Anchor Trust

Accommodation provider (Registered Social Landlord). Independent living for older people. Self-referrals can be made. Application forms can be requested by telephone or via email on the website.

Address: 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
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Habinteg Housing Association

Accommodation provider (Registered Social Landlord). Self-referrals can be made.

Address: Chapman House, Unit 1, Adwalton Business Park, 132 Wakefield Road, 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. Applications can be made online.

Address: 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
Twitter: twitter.com/homegroup

Opening times:

Monday to Friday: 7am to 8pm	Saturday: 8am to 12pm
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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.

Address: 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
Twitter: twitter.com/HousingCare21

Opening Times:

Monday to Friday: 9am to 5pm

Places For People

Accommodation provider (Registered Social Landlord). Self-referral by online application form.

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.

Address: 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)

Homeless Scheme, short term basis (up to 18 months), run by ECHG Middlesbrough, for ex-service personnel of any age. 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.

Address: Customer Service Centre, Riverside, 2 Estuary Boulevard, 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.

North Star Housing Group Ltd

Accommodation provider (Registered Social Landlord). Advertising via the compass scheme and advertises independently directly on their own website.

Address: Endeavour House, St Marks Court, Thornaby, TS17 6QN
Website: <http://www.northstarhg.co.uk>
Email: customer.services@northstarhg.co.uk
Telephone: 03000 11 00 11
Facebook: facebook.com/northstarhg
Twitter: twitter.com/NorthStarHG

Opening Times:

Monday to Friday: 9am to 5pm

Local Housing Allowance Rates

April 2019 to March 2020

The rates below tell you the maximum amount of the Local Housing benefit allowance that you can receive. Your actual benefit may be less depending on the amount of money you have coming in, your capital and any if any other adults (not your partner) are living with you. Most single people aged **under 35** only qualify for the **shared accommodation rate** regardless of the type of accommodation they live in.

If you (and your partner) share parts of your homes with other tenant (for example a bathroom or living room), you will receive the **shared accommodation rate**.

Number of Bedrooms (The maximum LHA rate is the 4 bedroom rate)	April 2019 –March 2020	
	Weekly Rate (£)	Monthly Rate (£)
Shared Accommodation Rate	57.34	249.16
One Bedroom	83.78	364.04
Two Bedroom	97.81	425.01
Three Bedroom	114.00	495.36
Four Bedroom	149.59	650.00

The above rates will apply until they are reviewed in April 2020

What is my Local Housing Allowance Rate?

Your Local Allowance rate depends on how many people live in your household.

You are allowed one bedroom each for:	Any two children of the same sex under the age of 16	Any other aged 16 or over
Every adult couple	Any other child (under 16)	Any two children under 10yrs

A bedroom may also be allowed for:

A non-resident carer who stays overnight to provide care, where an extra bedroom is available for the purposes
A registered foster carer (with a child placed with them or placed within the last 52 weeks, or if newly approved) -only one bedroom is allowed regardless of the number of children
Children who are unable to share because of severe disabilities

Example House households

Household Examples	Bedrooms (LHA Rate)
Single Person, under 35	Shared Bedroom Rate
Single Person, aged 35 and over (living in a self-contained property)	One bedroom Rate
Single person aged 35 and over (living in shared accommodation)	Shared accommodation Rate
A couple living in a self-contained property	One bedroom Rate
A couple living in a shared accommodation	Shared accommodation Rate
Single person with two girls aged 8 and 14	Two Bedroom Rate
A couple with one girl aged 6 and one boy aged 12	Three Bedroom Rate

STOCKTON WELFARE RIGHTS UNIT

How can our service help you?

The Stockton Welfare Rights Unit is here to help. We offer free, confidential advice and information. We are committed to ensure that all of the residents of the Borough have equal access to the benefits system in order that they may receive those benefits to which they are entitled by law'. This commitment serves not only to maximise income to the individual but also brings economic benefits to Stockton.

Telephone advice line – 01642 526141

Please call Stockton Welfare Rights Unit, during normal office hours. Brief details of names, address and query will be taken. You will be given a contact time which is convenient for you when an Officer will ring you back. Alternatively e-mail us at welfare.rightsreferrals@stockton.gov.uk . We will advise you over the phone or will take referral from you if the problem requires further work.

Please note that the Welfare Rights Unit does not have the power to pay money to claimants.

Policy

In the course of our work we find out a lot of information about how difficult it is for people to manage on low incomes and how changes in benefit rules affect claimants in Stockton.

We think it is important to represent the views of disadvantaged groups in our communities and to feed information to local & national government bodies to enable them to make more informed decision about Social Security issues.

Tribunal Representation

This means that if you have an appeal to the Social Security Appeal Tribunal, a Housing Benefit Appeal Tribunal or an appeal to the Upper Tribunal contact us on 01642 526141. If for any reason we cannot represent you we will try and refer you to an appropriate agency.

Campaign work

Change to and interpretation of Social Security Law can often open up the possibility of extra benefit for whole groups of claimants who are unaware of their entitlement. Whenever we aim to promote extra benefit claims and help those people increase their take-up of benefits.

Outreach

We have officers in Stockton Library Monday mornings except the first Monday of the month and Thornaby Library every Monday afternoon. We are in Billingham Library every Friday morning.

Information

We have an extensive information service providing a variety of resources from statutory instruments to handbooks. We aim to produce bulletins at regular intervals intended to keep people up-to-date with benefit issues. We produce briefing papers and information leaflets. Please telephone us to make enquiries or to add your details to our mailing lists.

If you wish to find out more about our service please contact

Telephone: 01642 526141

Email: welfare.rightsreferrals@stockton.gov.uk

Agency Support

Stockton Citizens Advice Bureau

Stockton and District Advice and Information Service (SDAIS)

Address: Stockton & District Advice & Information Service, Bath Lane, Stockton-on-Tees, TS18 2DS

Telephone: 01642 633877

Send us an email at: support@stockton-cab.co.uk

In Stockton Town Centre, just off the High Street just opposite Splash's car park. Offering advice on Welfare Benefits, Debt, Housing, Advocacy, Employment, Immigration, Tax and other areas.

Enquiry Services: - Stockton & District Advice & Information Service (SDAIS) can offer advice and assistance with many problems. Our general and specialist advisers receive ongoing training to keep up to date with the latest government changes which impact upon our lives. We provide services in a wide range of areas which you can look at on the sidebar.

Our Face to Face Service: - We offer both Appointments and a Drop-in Session as part of our core service. Our Drop-in Session runs every weekday from 9:00am until 12:30pm. We also offer Specialist Appointments every weekday from 8:30am until 5:00pm. We also have Saturday Appointments that are available on request. Telephone 01642 633877 to book in advance.

Our Youth Service: -The Cabin is our youth project to provide young people with the opportunity to develop skills and confidence to engage and become actively involved in their local community and obtain high quality advice. The Drop-in Session runs every Weekday 9:00am to 12:30pm. Telephone 01642 615834 or visit <http://stockton-yas.co.uk>.

Advice line Service: -Advice line is a telephone information service that the Citizens Advice Bureau runs nationally. To contact the service call 03442 451 295. The service is open from 9:30am to 3:30pm, Monday to Friday (charges may apply see your provider for details).

CGL

Stockton Recovery Service

Address: 32-34 Williams Street, Stockton-on-Tees, TS18 1DN

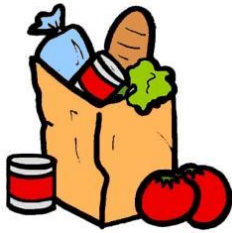
Telephone: 01642 673888 **24hr helpline:** 0800 0522050

Opening hours: Mon & Weds -9.00am-7.30pm Tues, Thurs & Fri-9.00am-5.00pm
Saturday-9.30am-1.00pm (Needle exchange only)

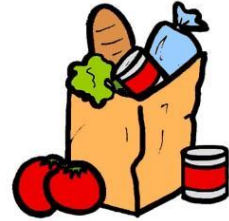
Stockton Recovery Service is an integrated drug recovery service. As a service, they offer a wide range of interventions from prescribing services through to needle exchange facilities and harm minimisation advice. Stockton Recovery Service is for anyone aged 18 years and over who may need support around addiction. As a service we offer a tailor made package of support to all service users to support them in making positive sustained changes in their lives. You can self-refer into the service for support. We have a dedicated engagement team who carry out assessments and support engagement in order to identify personalised recovery goals. As a recovery service our aim is to support positive change and to help better the lives of individuals and the wider community. The range of services we offer to support us in achieving this are:

Foundation of Recovery programme	Complementary therapies	Harm Minimisation advise
Drugs and/or alcohol detox	Psychosocial intervention	Links to Stockton Family Service

Prescribing services	BBV intervention	Recovery support and Aftercare
Criminal justice services	Needle exchange facilities	BRIC initiatives
ETE Support	Benefit support	Housing support



FOODBANK INFORMATION



There are several organisations locally operating food banks and/or hot meals - offering a lifeline to those in need. An example of some of these excellent agencies are:

The Salvation Army
Billingham Foodbank
Labyrinth Holistic Café
AWAY OUT
The Moses Project

All agencies know that anyone can find themselves at crisis point for a number of different reasons.

Most agencies will ask for a food voucher or letter from a referring agency, the reason for this is to ensure that people are seeking help and not just responding to a crisis. This is also to stop the abuse of the foodbanks and ensure that the use is by those only in genuine need.

If you feel you are struggling to put food on the table please ask to speak to an officer regarding getting assistance. An officer will chat to you about your circumstances. The officer can provide you with advice and assistance regarding your circumstances, offer you support if needed to help address some of the issues behind the reasons for your crisis. Information regarding food assistance points can be obtained from a homelessness and housing solutions team officer. Vouchers/letters will be issued to those in need.