

## 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.

### Are you facing being homeless?

If you are at risk of homelessness or rough sleeping, you may be able to get help finding some accommodation from the following organisations:

[Stockton Council's Homelessness and Housing Solutions](#) team aim to prevent people becoming homeless by providing advice and assistance to help them find a solution to their housing problem.

They have produced [a fact sheet for veterans](#) facing homelessness or needing housing advice.

**Tel: 01642 528389 E-mail: [housing.options@stockton.gov.uk](mailto:housing.options@stockton.gov.uk)**

**Address:** Homelessness and Housing Solutions, 16 Church Road, Stockton-on-Tees, TS18 1TX

**Service opening times:** Monday, Tuesday, and Thursday: **9am to 4pm**  
Wednesday: **12.30pm to 4pm**  
Friday: **9am to 3.30pm**

If you are **homeless in an emergency outside these times**, call the **Emergency Duty Team** on **01642 524552** from **5pm - 8.30am** weekdays; and **all-day** weekends (including bank holidays).

[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](mailto:spaces@riverside.org.uk)

[Shelter](#) is a homeless charity with plenty of experience in assisting veterans.

**Chat online** to an advisor using our **free 'webchat' service**

**Call the free helpline: 0808 800 4444 – weekdays: 8am to 8pm; and weekends: 9am to 5pm**

Find your [nearest Shelter advice centre](#).

[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 and you will be placed 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.**

**PLEASE NOTE: Changes are being planned for the lettings system.** It should **not** change your **priority** but may change the application process. The changes were due to start in early 2020 but the Covid-19 Pandemic has delayed them, so check ['Changes are coming' updates](#).

**Accent Group** – is a national Housing Association (Registered Social Landlord) providing homes and services for a diverse range of customers. It has a local office in Stockton.

**Contact Details:**

Trident House, Falcon Court, Preston Farm Industrial Estate, Stockton-on-Tees, TS18 3TX.

Email: [customerservices@accentgroup.org](mailto:customerservices@accentgroup.org) Telephone: 0845 678 0555

Facebook: [facebook.com/accntmb/](https://facebook.com/accntmb/) Twitter: [@AccentGroupLTD](https://twitter.com/AccentGroupLTD)

Opening Times: Monday to Friday: **8am to 8pm**  
Saturday **8am to 12:00pm**

**First Wednesday** of each month **open at 10am** due to staff training.

**Stockton & District Advice & Information Service (SDAIS)** provides advice about a range of housing problems including:

- Unsatisfactory housing conditions
- Threats of possession/repossession
- Problems with rent or mortgage debts
- Landlord and tenant issues (including bonds)
- Neighbourhood problems

Tel: **01642 633877** E-mail: [support@stockton-cab.co.uk](mailto:support@stockton-cab.co.uk)

**Coronavirus – Temporary Changes at SDAIS**

**Reduced Opening Times: 9:30am to 2:30pm from Monday to Friday.**

**Drop-in service (without an appointment) is from 9:30am to 12:30pm.**

**Please note:**

- **Social distancing measures must** be kept at all times to reduce the risk of COVID-19 infection for yourself and others.
- **Waiting times** can be much longer as the number of people allowed in the advice centre is currently limited. This means you may need to **wait outside** for some time before you can see an advisor, so please wear suitable clothing for the weather.
- **Face masks must** be worn **before** you enter the advice centre, for your safety and the safety of others.

**Webchat** is available via the [National Citizens Advice website](#)

**Thirteen Group** – is a housing association which manages 34,000 properties from North Tyneside to York, with the majority of homes for rent and sale in Teesside. 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](mailto:customerservices@thirteengroup.co.uk)

Application Website: [www.compasscbl.org.uk](http://www.compasscbl.org.uk) Telephone: 0300 111 1000

**Contact Centre Opening Times:** Monday to Friday: 8am to 5pm.

**Local Neighbourhood Office:** 45 Stockton High Street, TS18 1LX.  
Open Monday to Friday: 9am to 5pm.

**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).

There is now a **Veterans' Gateway App** which you can use to find support organisations in your area using a smartphone or tablet.

**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

**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.

## **Other Local Housing Providers**

**Anchor Hanover Housing** – 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

**Call FREE on: 0808 102 4069**

**Opening Times:** Monday to Friday: **8am to 6pm**  
Saturday: **8am to 4pm**

**North Star Housing Group Ltd** – accommodation provider (Registered Social Landlord). North Star is a member of three choice-based lettings schemes. To apply for any sort of housing (except supported housing) you will need to [register on one of these schemes](#).

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

**Email:** [customer.services@northstarhq.co.uk](mailto:customer.services@northstarhq.co.uk) **Telephone:** 03000 11 00 11

**Facebook:** [facebook.com/northstarhq/](https://facebook.com/northstarhq/)

**Opening Times:** Monday to Friday: 9am to 5pm

**Habinteg Housing Association** – is a registered social housing provider with 50 years' experience building and promoting accessible homes and communities. Habinteg owns and manages more than 3300 homes in 86 local authorities across England and Wales.

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

**Email:** [Direct@Habinteg.org.uk](mailto:Direct@Habinteg.org.uk)      **Telephone:** 0300 365 3100

**Opening Times:** Monday to Friday: 9am to 5pm

**Home Group** – a housing association, social enterprise and charity offering homes for rent and for purchase.

Enquires can be made by telephone or via the online enquiry form.

**Contact Details:** 2 Gosforth Park Way, Newcastle Upon Tyne, Tyne and Wear, NE12 8ET

**Telephone:** 0345 141 4663

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

**Opening times:** Monday to Friday: 7am to 8pm  
Saturday: 8am to 12pm

**Housing 21** – accommodation provider (Registered Social Landlords) of Retirement Housing and Extra Care for older people of modest means. Provides sheltered housing for older people.

Applicants need to be at least 55 years old, although priority will always be given to people over 65. Contact the housing provider directly (via online application form) or request paper copy to fill in and return.

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

**Email:** [enquiries@housing21.org.uk](mailto:enquiries@housing21.org.uk)      **Telephone:** 0370 192 4000

**Facebook:** [facebook.com/housingcare21](https://facebook.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.

Here are their [contact details](#).

**Telephone:** 01772 667002      **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. You can also [apply online](#).

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

**Email:** [info@railwayha.co.uk](mailto:info@railwayha.co.uk)      **Twitter:** [twitter.com/railwayhousing](https://twitter.com/railwayhousing)

**Opening Times:** Monday to Friday: 8.30am to 4.30pm      **Telephone:** 0800 028 7428