

## A guide to renting a home for autistic and/or learning-disabled people in Greater Manchester



## Contents

<b>Page 3</b>	Introduction
<b>Page 4-6</b>	Looking for a new home
<b>Page 7</b>	Living in your home
<b>Page 8</b>	Reasonable adjustments
<b>Page 9</b>	Moving home
<b>Page 10- 23</b>	Where to find more information and help?
<b>Page 24</b>	Appendix 1 – What reasonable adjustments do I need?
<b>Page 25</b>	Appendix 2- Housing Flowchart
<b>Page 26</b>	Appendix 3- Glossary for housing flowchart

Thank you to Citizen's Advice and Shelter as most of the information in this leaflet has been adapted from [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk) and [www.Shelter.org.uk](http://www.Shelter.org.uk)

## Introduction

This resource has been developed by the Greater Manchester Autism and Learning Disability Housing Implementation group. The group is made up of autistic people and their families and professionals from many different sectors including housing. The purpose of the resource is to support autistic people and people with learning disabilities understand how to rent a property and what their rights are in relation to that as well as where to get help.

Although we have linked autistic and learning-disabled people together in this document, it is important to state that the needs of the two groups are often very different and we strongly advise that the support offered is person-centred and that assumptions are not made about needs and adjustments.

There are five documents dealing with different aspects of support on housing for autistic and learning-disabled people.

This one is a guide to autistic and learning-disabled people who need general housing advice

We also have:

A guide to autistic and learning-disabled people facing eviction

A guide to Private Rented Sector Landlords on working with autistic and or learning-disabled tenants

A guide to Council/Housing Association Landlords on working with autistic and learning-disabled tenants

A guide to Housing Advice organisations on customers with autism or learning disabilities.

All guides can be found on the GMAC website [www.autismgm.org.uk](http://www.autismgm.org.uk)

## Looking for a new home

If you pay money to live in your home this is called rent.

If you pay rent to live in your home you will be the Tenant.

The person you pay this money to is called the Landlord. This is the person or group who own the building

If you are a tenant there are rules that you and your Landlord will have to keep to. When you agree to move into your home you will need to sign a Tenancy agreement that is a list all of these rules.

A person only has a tenancy if they are in self-contained accommodation and are not sharing facilities with other people for example in a shared house.

Having a tenancy agreement means you live in a property as long as you pay rent and follow the rules.

For general information about housing and types of tenancies, please see the link below.

[www.citizensadvice.org.uk/housing/](http://www.citizensadvice.org.uk/housing/)



**There are different places you can rent a home from:**

### **A Registered Social Landlord (Council of Housing Associations)**

Sometimes known as “Social Landlords”, the first step is to register on the housing waiting list with your local council. The council will then decide what priority the application has based on the circumstances of each individual.

For some housing associations, you may have to apply directly and you can find out what housing associations there are in the area you wish to live in by contacting the locality contacts on pages 7-12

<https://www.citizensadvice.org.uk/wales/housing/social-housing/applying-for-social-housing/getting-a-council-home/>

### **A private landlord**

This is where a person or more than one person owns your home and you pay rent to them.

You can find out more about how to find and apply for a privately-owned home by visiting the Citizens Advice website:

<https://www.citizensadvice.org.uk/housing/renting-privately/private-renting/finding-a-home-to-rent/>

**For More details including a Flowchart and a glossary please see Appendix 2 and 3 of this document**

## Looking for a new home

### **Social Landlords (Council or housing association)**

After you have joined the housing waiting list, you will be informed what banding for priority the council has given you. This can change if your circumstances changes so you need to keep the housing waiting list form up to date.

Ask your council if you have to bid for homes or if they'll pick one for you.

If they choose one for you, they could offer it by phone. They will usually follow it up with a letter.

Your local council might have an online system where you can look for a home.

If you like a home and it's suitable for you, you can let the council know you're interested by applying for it online - this is called 'bidding'. Your council will tell you how their bidding system works.

The homes will all have a closing date, so make sure you bid before then.

If you've bid for a home, it doesn't mean you'll get it.

Your council will tell you how often you can bid for homes. They might also set a limit on how many homes you can bid for.

Once the bidding period has closed, your council will look at your level of priority and usually how long you've been waiting.

The council will usually offer the home to the person who has the highest level of priority in their scheme.

Some councils offer support for this process called "bidding buddies"

You might be able to refuse a council home if you don't think it's suitable for your needs, but it's important to check - some councils might remove you from their waiting list.

### **Private Landlords**

The quickest way to find a property is online, on property search websites. You can easily search for the exact area you want and arrange viewings on websites.

If it's hard for you to look for a property online you could visit local estate agents. It's also worth asking friends and family and checking local noticeboards and newspapers.

When you're looking for a home don't pay any money without seeing the property first.

Don't rent a property directly from an existing tenant. This is called 'subletting' - the tenant might not have the landlord's permission to rent to you.

If a tenant is just showing you the property on behalf of the landlord they should give you the landlord's details.

Not all landlords and letting agents will let you rent from them if you get Housing Benefit or housing costs payments through Universal Credit.

You only need to tell your landlord or letting agent you get Housing Benefit or Universal Credit if they ask.

You might be able to get a landlord or letting agent to accept you by giving extra references. You could ask more than one of your previous landlords to give you a reference that says your rent was always paid on time.

You could also get a guarantor to help you get accepted. A guarantor is someone who agrees to pay the rent if you don't.

[Ask your local council](#) if they have a list of landlords and letting agents who will rent to people who are getting Housing Benefit.

## Living in your home

If you are already renting or looking to rent a home you might need to make changes to help you live there because you're autistic or learning disabled. You might have a right to make changes because of **The Equality Act 2010**. These changes are called **reasonable adjustments**.

**It is important that you tell people about your diagnosis as if the housing advice organisations or landlords do not know you have this diagnosis, they may not know that they need to make any reasonable adjustments.**

**Reasonable adjustments** can be changes that would:

- Help you be able to look for a home
- Help you to understand how to have and keep a tenancy
- Changes in how your landlord does things
- Changes to your tenancy agreement
- They could also be changes like **equipment** or getting some extra help from someone in your home.

The landlord might have to make adjustments if you being autistic or learning disabled means that it is harder for you to find a property or live in the property compared to someone who is not autistic or leaning disabled.

To find out more about reasonable adjustments visit the Citizens Advice website:

<https://www.citizensadvice.org.uk/housing/discrimination-in-housing/taking-action/asking-for-adjustments-to-help-with-your-disability/>



**Tip:** Write down what help you think you may need when:

- 1) Looking for a home
- 2) Moving into your home
- 3) Living in your home

You could write these down yourself or get someone you know to help you. This will give you an idea of what reasonable adjustments you may need.

There is a sheet at the end of this document to write your notes on.

## Example of Reasonable Adjustments you might ask for

Here is a list of examples of reasonable adjustments you could ask for:

- To be able to communicate via the best communication method for you. This may include email, text, phone or face to face, whichever form of communication works best. The autistic or learning-disabled person or supporter, may need to explain which form of communication you prefer.
- To make sure that you have understood what is being said/ explained. The staff member needs to check understanding and not make assumptions.
- To have a named contact or a consistent support.
- To be shown understanding about hypersensitivity to certain things like noise and light which may lead the autistic or learning-disabled person to become very stressed or anxious.
- To avoid automated letters and have information communicated in a more person-centred way.
- To consider some kind of mediation if there are issues with neighbours leading to potential conflict
- To have rules about tenancies clearly explained and if necessary have provision of an accessible tenancy agreement.
- To explain the more informal rules about the tenancies such as where bins should be kept, and what constitutes an unacceptable level of noise.
- Allow longer transition periods between properties for autistic and learning-disabled people.
- To allow the autistic or learning-disabled person to communicate with support from another person or family members if needed
- If you feel it would calm you down, to ask about opening a window for fresh air. This is often better than just air conditioning because of the noise.
- Ask if you can bring your own drink when in a meeting as it may also help you to feel less stressed.
- Ask if you can have a longer appointment or two shorter appointments if it would help you process better
- Ask if any of the information is in a visual format including videos



## Moving home

### **Leaving by choice**

If you want to leave your home to move somewhere else you will need to end your tenancy.

If you have a Fixed Term tenancy now, but want to move home click here to find out how to end a tenancy:

[https://england.shelter.org.uk/housing\\_advice/private\\_renting/renewing\\_your\\_private\\_tenancy](https://england.shelter.org.uk/housing_advice/private_renting/renewing_your_private_tenancy)

If you have a periodic tenancy and want to move click here to find out more:

[https://england.shelter.org.uk/housing\\_advice/private\\_renting/ending\\_a\\_periodic\\_tenancy](https://england.shelter.org.uk/housing_advice/private_renting/ending_a_periodic_tenancy)

### **Eviction (for more detailed information see the Guide to tenants at risk of eviction)**

If you want to stay living in your rented home but your landlord wants you to move out they will ask you to leave either by telling you face to face, over the phone or in writing. If you don't move out they may start a process to **evict** you. This means to apply to court to force you to leave the house or flat you are renting from them.

There are rules about evictions set out in law. You can find out about evictions and your rights by visiting:

#### **Shelter UK:**

[https://england.shelter.org.uk/housing\\_advice/eviction](https://england.shelter.org.uk/housing_advice/eviction)

#### **Citizens Advice:**

<https://www.citizensadvice.org.uk/housing/renting-privately/ending-your-tenancy/get-help-if-youre-being-evicted-england/>

Charity	Website
Citizens Advice	<a href="http://www.citizensadvice.org.uk/">www.citizensadvice.org.uk/</a>
Housing LIN	<a href="http://www.housinglin.org.uk/">www.housinglin.org.uk/</a>
Learning Disability England	<a href="http://www.learningdisabilityengland.org.uk/">www.learningdisabilityengland.org.uk/</a>
MENCAP Learning disability charity	<a href="http://www.mencap.org.uk/">www.mencap.org.uk/</a>
The National Autistic Society	<a href="http://www.autism.org.uk/">www.autism.org.uk/</a>
Shelter	<a href="http://www.shelter.org.uk/">www.shelter.org.uk/</a>

Where can I find more information and help?

National information

**General support and advice organisations in Greater Manchester for autistic and learning-disabled people**

Organisation	Contact
Advocacy together Hub- Rochdale	01706 645 830 / 07867 459 340 rochdaleadvocacy@together-uk.org <a href="http://www.together-uk.org/projects/advocacy-hub-rochdale/">www.together-uk.org/projects/advocacy-hub-rochdale/</a>
<u>Autizma</u>	07956 002933 / 07950 940030 info@autizma.co.uk <a href="http://www.autizma.co.uk/">www.autizma.co.uk/</a>
Bury People First	0161 705 4342 <a href="http://www.burypeoplefirst.org/">www.burypeoplefirst.org/</a>
The Greater Manchester Autism Consortium	0161 998 4667 <a href="http://www.autismgm.org.uk/">www.autismgm.org.uk/</a>
Manchester People First	0161 839 3700 mcrpeoplefirst@gmail.com <a href="http://www.manpf.org/">www.manpf.org/</a>
People First Tameside	0161 308 3699

	<p>speakup@pftameside.org</p> <p><a href="http://www.peoplefirsttameside.org/">www.peoplefirsttameside.org/</a></p>
Salfordautism	<p>07713 903224</p> <p>support@salfordautism.org.uk</p> <p><a href="http://www.salfordautism.org.uk/">www.salfordautism.org.uk/</a></p>
Stockport Speaking Out group	<p>0161 480 8979</p> <p>info@stockportadvocacy.co.uk</p> <p><a href="http://www.stockportadvocacy.org.uk/speaking-out-group-sog/">www.stockportadvocacy.org.uk/speaking-out-group-sog/</a></p>
Trafford Advocacy Hub	<p>0300 323 096</p> <p>admin@advocacyfocus.org.uk</p> <p><a href="http://www.advocacyfocus.org.uk">www.advocacyfocus.org.uk</a></p>
Wigan and Leigh People First	<p>01942 728748</p> <p>info@wlpf.org.uk</p> <p><a href="http://wlpf.org.uk/">wlpf.org.uk/</a></p>

### Housing advice services across Greater Manchester

*NB Citizens Advice Service, Shelter, Tenants Union, GM Law Centre and MIND offer housing advice in all areas.*

#### Bury

#### Council services

Organisation	Contact
<b>Citizens Advice Greater Manchester</b>	<p><a href="http://www.citizensadvicegm.org">www.citizensadvicegm.org</a></p> <p>Online Chat and also available 7 nights a week from 7pm- 10pm</p>
<b>GM Law Centre</b>	<p>Tel. 0161 769 2244 reception@gmlaw.org.uk</p> <p><a href="http://www.gmlaw.org.uk/">www.gmlaw.org.uk/</a></p>

Service	Contact
<b>Bury Council</b>	<a href="http://www.bury.gov.uk/index.aspx?articleid=10387">www.bury.gov.uk/index.aspx?articleid=10387</a>  <a href="http://www.bury.gov.uk/index.aspx?articleid=14177">www.bury.gov.uk/index.aspx?articleid=14177</a>
<b>Bury housing assessment team</b>	<a href="https://www.bury.gov.uk/index.aspx?articleid=14177">https://www.bury.gov.uk/index.aspx?articleid=14177</a>
<b>Bury Council - Urgent Housing Advice</b>	0161 253 5537 (9am-5pm Mon-Fri); 0161 253 6606 (out of hours)
<b>Bury Council – Central Access Point (CAP)</b>	CentralAccess@bury.gov.uk Tel. 0161 253 5940
<b>Greater Manchester MIND</b>	<a href="http://www.gmmind.org.uk/about/">www.gmmind.org.uk/about/</a>
<b>Shelter Greater Manchester</b>	<a href="https://england.shelter.org.uk/get_help/local_services/manchester/services">https://england.shelter.org.uk/get_help/local_services/manchester/services</a>  Tel:0161 820 7589
<b>Tenants Union</b>	<a href="http://www.tenantsunion.org.uk/">www.tenantsunion.org.uk/</a>  If you need help with a deposit  <a href="http://www.billhelp.uk/manchester-rent-deposit-scheme-programmes/">www.billhelp.uk/manchester-rent-deposit-scheme-programmes/</a>

### Other local services

Organisation	Contact
<b>Citizens Advice Bury &amp; Bolton</b>	<a href="http://www.cabb.org.uk/">www.cabb.org.uk/</a> 0300 300 9071
<b>Bury Law Centre</b>	St John's House, 155-163 The Rock, Bury BL9 0ND 0161 272 0666 <a href="mailto:info@burylawcentre.co.uk">info@burylawcentre.co.uk</a>
<b>Bury Red Door</b>	Caritas Centre, St Joseph's Presbytery, Peter St (off Walmersley Road), Bury BL9 6AB 0161 272 0771 <a href="mailto:reddoor@caritassalford.org.uk">reddoor@caritassalford.org.uk</a> <a href="http://www.caritassalford.org.uk/service-view/red-door/">www.caritassalford.org.uk/service-view/red-door/</a>
<b>The Housing Link (young people 16+)</b>	12 Mather Street, Radcliffe M26 4TL 0161 723 2040 <a href="mailto:info@thehousinglink.org.uk">info@thehousinglink.org.uk</a>

### Bolton

#### Council services

Service	Contact
<b>Bolton Council</b>	<a href="http://www.bolton.gov.uk/housing-options-advice">www.bolton.gov.uk/housing-options-advice</a>
<b>Bolton Housing Advice Services</b>	Tel. 01204 335900 <a href="mailto:E.housing.options@bolton.gov.uk">E.housing.options@bolton.gov.uk</a>

### Other local services

Organisation	Contact
<b>Bolton at Home</b>	Tel: 01204 328 000, website: <a href="http://www.boltonathome.org.uk/contact-us">www.boltonathome.org.uk/contact-us</a> – webchat facility available.

<b>Citizens Advice Bury &amp; Bolton</b>	<a href="http://www.cabb.org.uk/">www.cabb.org.uk/</a> 0300 300 9071
<b>Urban Outreach</b>	info@urbanoutreach.co.uk Tel.01204 385848 <a href="http://www.urbanoutreach.co.uk/">www.urbanoutreach.co.uk/</a>

**Manchester  
Council services**

<b>Service</b>	<b>Contact</b>
<b>Manchester City Council</b>	<a href="http://www.manchester.gov.uk/info/500341/housing_help_and_advice">www.manchester.gov.uk/info/500341/housing_help_and_advice</a>
<b>Housing Solutions</b>	Tel. 0161 234 4692 hss@manchester.gov.uk

**Other local services**

<b>Organisation</b>	<b>Contact</b>
<b>Barnabus</b>	45 Bloom Street, Manchester M1 3LY 0161 237 3223 <a href="http://www.barnabus-manchester.org.uk/im-homeless-and-need-help-1">www.barnabus-manchester.org.uk/im-homeless-and-need-help-1</a>

<b>Booth Centre</b>	For people 18plus Pimblett St, Cheetham Hill, Manchester M3 1ET 0161 835 2499 <a href="http://www.boothcentre.org.uk">www.boothcentre.org.uk</a>
<b>Centrepoint</b>	Supports homeless 16-25 year olds. Based in city centre and Wythenshawe): 0161 228 7654 or 0808 800 0661; Webchat available.  <a href="http://centrepoint.org.uk/what-we-do/housing/manchester/">centrepoint.org.uk/what-we-do/housing/manchester/</a>
<b>Cheetham Hill Advice Centre</b>	0161 740 8999 <a href="mailto:triage@cheethamadvice.org.uk">triage@cheethamadvice.org.uk</a> ; Text 07823 495307  <a href="http://www.cheethamadvice.org.uk/">www.cheethamadvice.org.uk/</a>
<b>Citizens Advice Manchester</b>	<a href="http://www.citizensadvicemanchester.org.uk/">www.citizensadvicemanchester.org.uk/</a> 03444 111 222  Facebook messenger; Online Chat available. People can self- refer in and they will give you a call back <a href="http://www.citizensadvicemanchester.org.uk/housing-advice">www.citizensadvicemanchester.org.uk/housing-advice</a>  They also have free phones in 7 of the libraries which have now reopened (Wythenshawe, Longsight, Newton health, Gorton, Withington, Didsbury and central library.) When the libraries are open, people can go in and call Manchester CAB for free from one of their phones.
<b>Cornerstone Day Centre</b>	104B Denmark Rd, Manchester M15 6JS 0161 232 8888  <a href="http://www.cornerstonecds.org.uk/">www.cornerstonecds.org.uk/</a>
<b>Lifeshare</b>	First floor, 27 Houldsworth St, Manchester M1 1EB 0161 235 0744  <a href="http://www.lifeshare.org.uk/">www.lifeshare.org.uk/</a>
<b>NHS GM mental health</b>	<a href="http://www.gmmh.nhs.uk/housing-advice-service/">www.gmmh.nhs.uk/housing-advice-service/</a>
<b>Shelter Manchester</b>	<a href="https://england.shelter.org.uk/get_help/local_services/manchester">https://england.shelter.org.uk/get_help/local_services/manchester</a>  0344 515 1640; Online Chat available



<p><b>Reach Out to the Community (South Manchester only)</b></p>	<p>488 Wilbraham Rd, Chorlton-cum-Hardy, Manchester</p> <p>0161 862 9415</p> <p><a href="http://www.reachouttothecommunity.co.uk/">www.reachouttothecommunity.co.uk/</a></p>
--	--

**Oldham  
Council services**

Service	Contact
<p><b>Oldham Council</b></p>	<p><a href="http://www.oldham.gov.uk/info/200257/homelessness">www.oldham.gov.uk/info/200257/homelessness</a> <a href="https://www.oldham.gov.uk/directory_record/17125/housing_options_team_oldham_council">https://www.oldham.gov.uk/directory_record/17125/housing_options_team_oldham_council</a></p>

**Other local services**

Organisation	Contact
<b>Citizens Advice – Stockport, Oldham, Rochdale, Trafford (CASORT)</b>	<a href="http://www.casort.org/">www.casort.org/</a> 0300 330 9073; Facebook, Twitter, Online Chat
<b>Keyring</b>	Tel. 0161 628 4133; 24-hour helpline Tel. 0333 000 0321 <a href="https://www.keyring.org/">https://www.keyring.org/</a>
<b>Key To The Door</b> (young people)	8 Eldon Precinct, Ashton Road, Oldham, OL8 1JP 0161 344 1121 <a href="mailto:keytothedoor@outlook.com">keytothedoor@outlook.com</a>

**Rochdale  
Council services**

Service	Contact
<b>Rochdale Borough Housing</b>	0300 303 8548 <a href="mailto:housing.homelessness@rbh.org.uk">housing.homelessness@rbh.org.uk</a> <a href="http://www.rbh.org.uk/">www.rbh.org.uk/</a>

### Other local services

Organisation	Contact
<b>Citizens Advice – Stockport, Oldham, Rochdale, Trafford (CASORT)</b>	<a href="http://www.casort.org/contact">www.casort.org/contact</a> 0300 330 9073; Facebook, Twitter, Online Chat
<b>Gaddum</b>	<a href="http://www.gaddumcentre.co.uk/getting-help-rochdale/">www.gaddumcentre.co.uk/getting-help-rochdale/</a>
<b>Key To The Door</b> (young people)	8 Eldon Precinct, Ashton Road, Oldham, OL8 1JP 0161 344 1121 <a href="mailto:keytothedor@outlook.com">keytothedor@outlook.com</a>

### Salford

#### Council services

Service	Contact
<b>Salford Housing Options Point (SHOP)</b>	<a href="http://www.salford.gov.uk/housing/housing-advice-and-support/salford-housing-options-point-shop/">www.salford.gov.uk/housing/housing-advice-and-support/salford-housing-options-point-shop/</a>  7 Wesley Street, Swinton, M27 6AD 0161 793 2020; or 0161 794 8888 (out of hours).

### Other local services

Organisation	Contact
<b>Citizens Advice Salford</b>	<a href="http://www.salfordcab.org.uk/">www.salfordcab.org.uk/</a> 0300 330 9074; Email form on website
<b>Salford Loaves &amp; Fishes</b>	<a href="http://www.salfordloavesandfishes.org.uk">www.salfordloavesandfishes.org.uk</a> 1 Paddington Close, Salford, M6 5PL; Tel. 0161 737 8775; E. <a href="mailto:info@salfordloavesandfishes.org.uk">info@salfordloavesandfishes.org.uk</a>
<b>Spirit of Salford</b>	<a href="http://www.salford.gov.uk/spiritofsalford">www.salford.gov.uk/spiritofsalford</a> ; Tel. 0800 952 1000; Online enquiry form
<b>Manchester City Mission (under Salford)</b>	Windsor Christian Centre, Churchill Way, Salford M6 5BU  0161 736 7959  <a href="https://citymission.org.uk/">https://citymission.org.uk/</a>
<b>Mind in Salford</b>	<a href="https://www.mindinsalford.org.uk/our-services/">https://www.mindinsalford.org.uk/our-services/</a>  0161 710 1070

**Stockport  
Council services**

<b>Service</b>	<b>Contact</b>
<b>Stockport Homes</b>	<a href="http://www.stockporthomes.org/find-a-home/homeless-advice/">www.stockporthomes.org/find-a-home/homeless-advice/</a> Cornerstone, 2 Edward Street, Stockport SK1 3NQ. Online advice or fill in enquiry form on website. 0161 474 3780 or 0161 217 6016

**Other local services**

<b>Organisation</b>	<b>Contact</b>
<b>Citizens Advice – Stockport, Oldham, Rochdale, Trafford (CASORT)</b>	<a href="http://www.casort.org/contact">www.casort.org/contact</a> 0300 330 9073; Facebook, Twitter, Online Chat
<b>The Prevention Alliance</b>	<a href="http://www.stockporttpa.co.uk/">www.stockporttpa.co.uk/</a> 0161 474 1042 <a href="mailto:info@stockporttpa.co.uk">info@stockporttpa.co.uk</a>
<b>The Wellspring</b>	Harvey Street, Stockport, PO BOX 456, SK1 1YD 0161 477 6344 <a href="mailto:info@thewellspring.co.uk">info@thewellspring.co.uk</a> <a href="https://thewellspring.co.uk/">https://thewellspring.co.uk/</a>

**Tameside  
Council services**

<b>Service</b>	<b>Contact</b>
<b>Tameside Council Housing Advice</b>	<a href="https://www.tameside.gov.uk/Housing/Housing-and-Homelessness">https://www.tameside.gov.uk/Housing/Housing-and-Homelessness</a>

**Other local services**

<b>Organisation</b>	<b>Contact</b>
<b>Citizens Advice Tameside</b>	<a href="http://www.tamesidecab.org.uk/">www.tamesidecab.org.uk/</a> 0300 330 9076; Textphone: 03444 111 445 <a href="mailto:advice@tamesidecab.org.uk">advice@tamesidecab.org.uk</a> Online Chat available
<b>Key To The Door</b> (young people)	8 Eldon Precinct, Ashton Road, Oldham, OL8 1JP 0161 344 1121 <a href="mailto:keytothedor@outlook.com">keytothedor@outlook.com</a>

**Trafford**  
**Council services**

<b>Service</b>	<b>Contact</b>
<b>Housing Options Service Trafford (HOST), Trafford Council</b>	<p>Waterside House, Sale Waterside, Sale, M33 7ZF; Tel. 0161 912 5513; E. <a href="mailto:host@trafford.gov.uk">host@trafford.gov.uk</a> outside of office hours you become homeless, contact the Emergency Duty Team by telephoning 0161 912 2230. <a href="https://www.traffordhomechoice.co.uk/choice/">https://www.traffordhomechoice.co.uk/choice/</a></p> <p><a href="https://www.trafford.gov.uk/contact-us/housing-options-service-trafford.aspx">https://www.trafford.gov.uk/contact-us/housing-options-service-trafford.aspx</a></p>

**Other local services**

<b>Organisation</b>	<b>Contact</b>
<b>Citizens Advice – Stockport, Oldham, Rochdale, Trafford (CASORT)</b>	<p><a href="http://www.casort.org/contact">www.casort.org/contact</a> 0300 330 9073; Facebook, Twitter, Online Chat</p>

**Wigan  
Council services**

<b>Service</b>	<b>Contact</b>
<b>Housing Options Team, Wigan Council</b>	<a href="http://www.wigan.gov.uk/Resident/Housing/index.aspx">www.wigan.gov.uk/Resident/Housing/index.aspx</a>  <a href="http://www.wigan.gov.uk/Resident/Housing/Council-homes/Find-a-home/What-are-my-housing-options/index.aspx">www.wigan.gov.uk/Resident/Housing/Council-homes/Find-a-home/What-are-my-housing-options/index.aspx</a>  <a href="http://www.wigan.gov.uk/Council/Contact-us/Life-Centres/index.aspx">www.wigan.gov.uk/Council/Contact-us/Life-Centres/index.aspx</a>  01942 489005

**Other local services**




<b>Organisation</b>	<b>Contact</b>
<b>Citizens Advice Wigan</b>	<a href="http://www.cawb.org.uk/">www.cawb.org.uk/</a> 0300 3309 077; <a href="mailto:advice@cawb.org.uk">advice@cawb.org.uk</a>
<b>The Brick</b>	10 Arcade Street, Wigan, WN1 1LU  01942 236953 <a href="http://www.thebrick.org.uk/">www.thebrick.org.uk/</a> <a href="mailto:enquiries@thebrick.org.uk">enquiries@thebrick.org.uk</a>



**Appendix 1**



**What reasonable adjustments do I need?**

	<p><b>What help do I need</b></p>	<p><b>Who can I ask for help with this?</b></p>
<p>When I am looking for and applying for a home</p> 	<p>For example: Help with filling out forms.</p>	
<p>When I move into my home</p> 	<p>For example: Help with setting up water, gas and electricity bills.</p>	
<p>When I am living in my home</p> 	<p>For example: Help in organising how to pay my bills every month.</p>	



**Do you need housing?**

This simple flowchart aims to describe the process for getting either private rented housing or housing from a housing association or council (called social housing).

It is a brief description of the processes and steps you will need to take. Private rented housing and social housing are different and have different rules and laws.

**If you are homeless or in danger of being homeless you must contact your local council. They can help you.**

**Private rented housing:**

- You rent your home from a landlord or through a company called a letting agent.
- Some letting agents are called ethical agents. They work to a higher standard than some other landlords.
- Your tenancy will be for 6 months to start with and will then automatically renew each time your rent is paid.
- During the first 6 months your landlord has to have a very good reason to try and evict you (make you leave your home).
- If you need help to pay your rent for most people this amount is limited if you are under 35 and single. There are exceptions for people in certain groups.
- There is more private rented housing available.
- Private rented housing is furnished or unfurnished.
- It is normally more expensive than social housing.

**Social housing (housing association or council)**

- You rent your home from a housing association or a council
- You will get a trial tenancy for 6-12 months.
- After this your tenancy has no time limit and you can live there forever if you want to and are a good tenant.
- If you need help to pay your rent there is no age limit.
- There are rules about how many bedrooms you can have. This means if you have more bedrooms than the government thinks you need, you may have to pay a charge for that. Talk to a benefit advisor if you are not sure.
- Social landlords offer support for people who need it, so they can be successful in their home.
- Some social landlords offer supported housing, where you will get help to live in your home. This might be shared or your own home.
- Social housing rents are cheaper than private rented housing.
- Most social housing is not furnished.
- Social landlords have to keep to more rules than private landlords and provide services including repairs & maintenance. There is a charge for some of these services.
- There is less social housing and it can be more difficult to get.
- You can apply for social housing while you are living somewhere else. Your local council or housing association can give you advice.

## Glossary (Housing)

**Private rented:** Property owned by a landlord and leased to a tenant.

**Deposit:** An amount of money paid before moving into a property. The deposit is your money. It should be returned to you in full at the end of the tenancy unless your landlord has a reason to make deductions e.g. to cover rent arrears or damage to the property. (*Shelter*)

**Bond Guarantee:** A way to help you rent privately by providing either:

- cash to help with a deposit and rent in advance
- a written guarantee to the landlord that the scheme will cover unpaid rent or damage up to a certain amount

You may have to pay back money paid out on your behalf. (*Shelter*)

**Lettings agency:** Letting agents advertise homes for rent on property websites and in their office. A letting agent may also collect rent and arrange for repairs of the property.

You usually have to register with a letting agent if you want to rent a property through them. You can register with as many as you like.

The letting agent must not charge you for registering or giving you information on properties. It is a criminal offence to do this. (*Shelter*)

**Social housing:** Social homes are provided by housing associations (not-for-profit organisations that own, let, and manage rented housing) or a local council. As a social tenant you rent your home from the housing association or council, who are your landlord. The key idea of social housing is that it's more affordable than private renting and usually provides a more secure, long-term tenancy. This gives social renters better rights, more control over their homes, and the chance to put down roots. (*Shelter*)

**Housing list:** A list of people that wish to apply for housing from their local council. Most councils have online application forms for the housing register/ housing list on their website. You can also contact the council directly for an application form.

**Housing Benefits:** If you are on a low income, you may get help towards your rent. You can apply if you are working, or unemployed. \*

**Tenancy Agreement:** The tenancy agreement is a contract between you and your landlord. It may be written or verbal. The tenancy agreement gives certain rights to both you and your landlord. For example, your right to occupy the accommodation and your landlord's right to receive rent for letting the accommodation. (*Citizens Advice*)

**Furnished:** Accommodation that includes basic furniture needed for everyday living e.g. sofa, one or more beds, a dining table and chairs, a cooker, carpets, curtains and other white goods in the kitchen.

**Unfurnished:** Accommodation that does not include any furniture. Sometimes unfurnished accommodation may include curtains/blinds, carpets &/or white goods. It is advisable to check directly with the landlord for each property.

### Glossary information taken from:

Shelter <https://www.shelter.org.uk/>

Citizens Advice <https://www.citizensadvice.org.uk/>

Wigan Council <https://www.wigan.gov.uk/Business/Property-and-Land/Private-Landlords/Ethical-lettings-agency.aspx>

## Notes