

# HOUSING ADVICE

## BENEFIT CHANGES

From April 2013, thousands of households in Croydon will be affected by changes to the benefits they receive. For some, these changes could cause financial difficulties with their rent payments.

This fact sheet gives information on some of the housing options available. You could also contact your local Citizens Advice Bureau (details overleaf) for information on how to go about renting or buying a home or just finding somewhere to live.

## MOVING

You may be a council or housing association tenant who needs to downsize to avoid being affected by the benefit changes or you may want to move out of Croydon to an area where housing is more affordable. There are a number of schemes available including:

### Mutual exchange

Swap homes with another tenant, through a housing association or another local authority. Visit our online mutual exchange page at [www.croydon.gov.uk/exchange](http://www.croydon.gov.uk/exchange) or call **020 8726 6100**.

### Special transfer payment

Receive help with moving costs and a downsizing grant of up to £8,000 (subject to eligibility). Visit our online special transfer payment page or call **020 8726 6100** or email [hsgrehousing@croydon.gov.uk](mailto:hsgrehousing@croydon.gov.uk)

### Seaside and country homes

Local housing associations offer around 3,200 bungalows and flats in Cornwall, Norfolk, Lincolnshire, Dorset and Cambridgeshire. One or two bedrooms homes are available for people aged 60 or over. Priority is given to applicants who will free up large homes. For more information visit [www.croydon.gov.uk/seaside](http://www.croydon.gov.uk/seaside) or call our rehousing assessment team on **020 8726 6100** or email [hsg-mobility@croydon.gov.uk](mailto:hsg-mobility@croydon.gov.uk)

## HomeSwapper

**HomeSwapper.co.uk** is the UK's largest online service helping people swap homes. In one year they have helped over 25,000 tenants move home. Register at [www.homeswapper.co.uk](http://www.homeswapper.co.uk)

## FINDING A HOME

Croydon Council can provide you with a 'Find your home' pack which contains information on:

- accommodation agents in the Croydon area
- hostels - information about general and specialist hostels and how to access them
- help for 14-21 year-olds
- advice and support agencies
- money advice and how to find a deposit
- dealing with mortgage arrears
- advice on claiming housing benefit and welfare benefit
- dealing with landlord harassment and disrepair
- low-cost home ownership schemes.

Visit [www.croydon.gov.uk/housing](http://www.croydon.gov.uk/housing)

## HOUSING OPTIONS (APPLYING FOR A COUNCIL HOME)

If you are looking for help with your housing options, you will need to complete the council's housing options self help tool. This will help you to identify a range of housing options which may be available to you, and provide information on how the council may be able to assist you with these. When you are finished, you will be provided with a personalised action plan, which will tell you the next steps to take to further explore your options. For more information, visit [www.croydon.gov.uk/housing](http://www.croydon.gov.uk/housing) or call **020 8726 6100**.

## ROUGH SLEEPERS AND HOMELESS PEOPLE

In Croydon there are agencies offering advice, support and shelter to help rough sleepers get off the street.

These include a 13-bed direct access hostel for rough sleepers, hostels for homeless people, and a rough sleepers resettlement service that supports people as they move out of hostels and into long-term, independent accommodation. The service, Croydon Reach Service, can be contacted on **0870 383 3333**.

# HELP AND ADVICE


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For more information please speak to Croydon Council's housing team on **020 8726 6100** or visit [www.croydon.gov.uk/housing](http://www.croydon.gov.uk/housing) or call:

### **Citizens Advice Bureau: Addington**


 **01689 846890**

Minicom: **01689 846927**

 [www.croydoncab.org.uk](http://www.croydoncab.org.uk)

### **Citizens Advice Bureau: South Norwood**

Opening spring 2013 see

 [www.croydoncab.org.uk](http://www.croydoncab.org.uk) for details.

### **Citizens Advice Bureau: Access Croydon**

Taberner House, Park Lane, Croydon CR9 3JS

10am - 12.30pm and 1pm - 4pm on Mondays, Tuesdays, Thursdays and Fridays.