

# A Guide to finding accommodation in the Borough of Reigate & Banstead

Renting Privately

Housing Register

Shared Ownership

YMCA

# Contents

## Advice & assistance when looking for somewhere to live

|  |   |
|--|---|
| Introduction.....  | 3 |
| Renting privately.....   | 3 |
| How can I find accommodation to rent? .....                    | 3 |
| Where else can I look for privately rented accommodation?..... | 3 |
| Useful newspapers .....  | 3 |
| Using the Internet to find accommodation .....                 | 4 |
| Remember - don't give up .....                                 | 4 |
| I've found somewhere to rent - what about the deposit?.....    | 5 |
| Is there a Rent Deposit Guarantee Scheme I could access?.....  | 5 |
| Would I be entitled to Council Tax Benefit? .....              | 6 |
| Am I entitled to Local Housing Allowance?.....                 | 6 |
| What about Tax Credits? .....                                  | 7 |
| Where can I get advice on my tenancy agreement? .....          | 7 |
| Other help for people renting in the private sector .....      | 7 |
| Can anyone help with furnishing my home?.....                  | 7 |

## Longer term housing solutions

|  |    |
|--|----|
| The Council's Housing Register .....                             | 8  |
| What about Assisted Home Ownership .....                         | 8  |
| Are there any other accommodation options for young people?..... | 9  |
| Emergency accommodation .....                                    | 9  |
| Other useful emergency contact numbers.....                      | 10 |
| Disclaimer.....  | 10 |

|                                 |    |
|---------------------------------|----|
| <b>Useful information</b> ..... | 11 |
|---------------------------------|----|

## Introduction

This booklet contains advice and information to help you find suitable accommodation within the Borough of Reigate & Banstead. It provides a brief rundown of the various housing options that are available in the area, and aims to cover both short and long-term accommodation. If you would like some more information on anything mentioned in this booklet or have a housing problem you would like advice on, contact a Housing Options Officer on **01737 276790** for advice and, if appropriate, an appointment can be made to discuss your housing situation further. Alternatively, you can contact us by email on **housing.advice@reigate-banstead.gov.uk**.

## Renting privately

Renting accommodation from a letting agent or a private landlord is a suitable option for many people. The main benefit of renting privately is flexibility - you are able to choose the most suitable property for your particular housing needs and budget. There are various types of rented accommodation available. You might like to consider renting a room in a shared house for example, as this is generally cheaper than renting a studio or bedsit flat. You could find someone who wants to take in a lodger. If you know friends who are also looking for accommodation, you could consider renting a larger property and sharing the cost of the rent between you. Obviously if you are considering this option, remember to choose the people you want to share with carefully, to ensure that the tenancy runs smoothly.

## How can I find accommodation to rent?

There are many estate agents and letting agencies in this area, and in neighbouring areas. For a full list, we would suggest that you look in the Yellow Pages.

## Where else can I look for privately rented accommodation?

Landlords often advertise in accommodation vacancies on cards in shop windows. Newsagents and supermarkets are often good for this type of advertisement, but you should check the cards regularly as they may change quite quickly.

You could put an advertisement in yourself, asking if anyone has any accommodation they want to let. If you do decide to do this, to protect your personal safety, take care to ensure that your card does not reveal personal details about you and your situation that might make you vulnerable.

When visiting a property for the first time, it's a good idea to take someone along with you, or let someone know where you are going, again for safety reasons.

It is also a good idea to look in **all** the local papers every week. Some landlords like to let their property privately without going to an agent. These landlords often advertise in the local papers.

## Useful newspapers

Newspapers can be viewed for free at your local library. Reigate and Banstead Borough Council has libraries at the following locations: Banstead, Horley, Merstham, Redhill and Reigate. You can

find opening times on page 12. The following local papers will cover the Reigate and Banstead area:-

**The Surrey Mirror Group** - has various editions for different areas. Published on Thursdays.

**The Croydon Advertiser Group** - has various editions for different areas. Published on Fridays.

**The Croydon Post** - free newspaper. Published on Wednesdays.

**Loot** - a London wide advertising paper. Published daily.

You can also read the above papers online:

**[www.loot.com](http://www.loot.com)**

**[iccroydon.icnetwork.co.uk](http://iccroydon.icnetwork.co.uk)**

**[icsurreyonline.co.uk](http://icsurreyonline.co.uk)**

**[www.redhillandreigatelife.co.uk](http://www.redhillandreigatelife.co.uk)**

## Using the Internet to find accommodation

The Internet is becoming an increasingly popular method of finding privately rented accommodation. You can carry out searches of the web to find out what is available in the area you wish to live in. Most of the local letting agents have websites which show what they have available and this usually includes details of the properties and a photograph.

You can access the Internet for free at the library - the staff there will be able to help you if you have not used it before. If you are already a member, you will be able to use the computer by showing your card. Non-members will need to show one form of ID, such as a driving licence or passport.

The following websites cover the whole country. You can specify the area that you are interested in and carry out a search to find out what accommodation is currently available.

**[www.marketplace.co.uk](http://www.marketplace.co.uk)**

**[www.findaproperty.com](http://www.findaproperty.com)**

**[www.fish4.co.uk/lettings](http://www.fish4.co.uk/lettings)**

**[www.rightmoves.co.uk](http://www.rightmoves.co.uk)**

The following websites belong to local letting agents, who advertise the rented properties that they have available online. This is an alternative to going in to the offices to pick up the details directly.

**[www.leaders.co.uk](http://www.leaders.co.uk)**

**[www.andrewsonline.co.uk](http://www.andrewsonline.co.uk)**

**[www.gatwickproperties.com](http://www.gatwickproperties.com)**

**[www.choices.co.uk](http://www.choices.co.uk)**

## Remember - don't give up

It can be frustrating trying to find somewhere to rent, particularly in this area, due to the high cost of rented accommodation and the sheer number of people who are also looking at the same time. However, it is important to be persistent with your search - don't give up easily. Enlist the help of other people such as family or friends. Be proactive and try your own methods of finding accommodation, for example ask around your circle of friends to see if they know of anyone who is keen to let their property.

## I've found somewhere to rent - what about the deposit?

Both letting agents and private landlords usually ask for a deposit and rent in advance to secure the property against damages. This is generally equivalent to the first month's rent. If you are in receipt of benefits, you may be able to obtain a crisis loan from the Department of Work & Pensions for one month's rent in advance. To apply for a crisis loan, telephone **0800 7319091** for information on how to claim.

**Tenancy Deposit Protection Schemes:** As of 6 April 2007, if you take on a tenancy from a private landlord, your deposit has to be protected. This means that your landlord has to pay it into one of three government authorised tenancy deposit schemes.

The government Tenancy Deposit Schemes safeguard tenants' money - landlords no longer keep deposits themselves. This way of dealing with deposits should make it easier to resolve disputes between landlords and tenants.

Remember, the tenant has a responsibility to look after their landlord's property and to return it in the same condition it was let, allowing for fair wear and tear.

Landlords have to provide their tenants with information about how their deposit has been protected, within 14 days of a new tenancy agreement starting.

For further information on tenancy deposit schemes, you can contact the government department that deals with this issue: tel. **0845 6090696** - [www.direct.gov.uk/tenancydeposit](http://www.direct.gov.uk/tenancydeposit); Shelter or your local Citizens' Advice Bureau - see telephone numbers at the back of this guide.

## Is there a Rent Deposit Guarantee Scheme I could access?

Rent Deposit Guarantee Schemes are suitable for people who are looking for privately rented accommodation but may not be able to afford the deposit, which is typically equivalent to one months rent.

There are three Rent Deposit Schemes which work within the Borough of Reigate & Banstead: YMCA, NextStep and HOPE2540.

The YMCA in Redhill have been operating a successful rent deposit guarantee scheme for a number of years. This is available to single people aged 18-60 on a low income or in receipt of benefits. If you come into this group, contact the YMCA on 01737 378482 for further details.

Reigate & Banstead Borough Council work with the YMCA to extend the scheme to a wider group of people, such as families. If you are seeking accommodation as a family, you may be eligible for the Scheme. To find out more about NextStep, you can telephone a Housing Options Officer on 01737 276790 at Reigate & Banstead Borough Council to arrange an appointment and, if appropriate, a referral to the scheme.

Hope 2540 was set up at the end of 2010. This scheme is operated by Hope 2540 but underwritten

and guaranteed by the Salvation Army. Hope refers applicants who have met a required criteria and organises rent in advance and a deposit scheme. For an informal chat about the scheme, or to make an appointment, please ring Tim Pearson on 01737 785425.

Some landlords may not insist that you provide a deposit, particularly if you are renting a single room in a shared house. It may be something that they are prepared to negotiate with you, so it is worth asking if this is the case. If you can provide the contact details of people who know you, such as a previous landlord, employer or teacher, this may strengthen your case. The landlord will be able to seek references that may reassure them that you will make a responsible tenant.

The actual rent charged on a privately rented property may also be open to negotiation. If the landlord is keen to let their accommodation (perhaps they have been trying to let it for a while) you could ask if they will accept a slightly lower figure than they have it advertised for.

### **Would I be entitled to Council Tax Benefit?**

Council Tax Benefit may be payable to people on low incomes, whether you are in full time work or not. It may be paid in addition to other benefits and tax credits. Council Tax Benefit can be applied for using the Council's Housing Benefit and Council Tax Benefit application form, which can be obtained from any of the Council's Help Shops.

### **Am I entitled to Local Housing Allowance?**

Local Housing Allowance is the current way of working out new claims for Housing Benefit for tenants renting accommodation from a private landlord. It also affects tenants already getting Housing Benefit who move into accommodation rented from a private landlord. If you live in social housing, Local Housing Allowance will not affect you. With Local Housing Allowance, your benefit is not usually based on the property you live in but how much money you have coming in and what savings you have. In some cases, the amount of benefit you are entitled to will be affected by other things. These can include how much your rent is and whether anyone living with you is expected to contribute to your rent.

Local Housing Allowance will usually be paid directly to your bank or building society. It will be up to you to pay the rent to your Landlord. If you don't pay your rent, you may be taken to court and evicted from the property.

Local Housing Allowance may not cover the full amount of rent that you will have to pay to your landlord. It will be up to you to make up the difference between the rent payable and the Local Housing Allowance you receive.

If you are single and aged under 35, you will only be able to receive Local Housing Allowance at the Shared Accommodation Rate. This means that the rate of Local Housing Allowance you will be entitled to will be at a fixed rate that has been calculated by the Housing Benefit Section.

You will need to complete a form to receive Local Housing Allowance it is advisable to submit your claim as soon as possible. If you need help completing your form, you can visit any of the Help Shops in the Borough for assistance.

For further advice and information on the Local Housing Allowance, please call the Housing Benefit Section on 01737 276000.

## What about Tax Credits?

Tax Credits are payments made by the Inland Revenue for people who are in work and/or are looking after children. The payments are made directly into the bank account of the person who looks after the child. For more information and to apply for Tax Credits, telephone the Inland Revenue Tax Credits information line **0845 3003900**.

## Where can I get advice on my tenancy agreement?

There are many different types of tenancies and tenancy agreements. By far the most common type of tenancy used today for privately rented accommodation is an Assured Shorthold Tenancy. Your prospective landlord may provide you with a written agreement when you decide to rent a property or you may have a verbal agreement between you. Both are legally binding. However, you do have the right to the basic terms and conditions of your tenancy in writing, and if you ask for this, your landlord must supply it. You will need this statement if you are claiming Housing Benefit and do not have a tenancy agreement.

If you are unsure about any aspect of a proposed tenancy agreement, seek advice before signing or agreeing to the agreement. You can contact a Housing Options Officer at Reigate & Banstead Borough Council on **01737 276000**, or consult your nearest Citizens Advice Bureaux for assistance. Please find further details of the Citizens Advice Bureaux in this Borough at the end of this booklet.

## Other help for people renting in the private sector

For most tenancies a landlord is responsible for repairs to the property they rent out. This includes repairs to the structure and outside of the property and essentials like the heating system and plumbing. If your landlord does not carry out essential repairs after you have reported them, you can contact the Private Sector Housing Section at the Town Hall, Reigate.

To contact the Private Sector Housing Team, telephone **01737 276000** in the first instance. The team can advise the landlord of the legal implications of not carrying out essential repairs. Statutory notices can be served if repairs are required and works may be undertaken if the owner of the property does not comply. The team may also prosecute landlords who do not carry out the works ordered. Tenants should notify their landlord in writing of any defect and keep a copy of the letter. Then, if no work is carried out, contact the Private Sector Housing Section on the telephone number above after a reasonable period of time.

The tenant is responsible for repairing any damage they cause. It is sensible to carry out an inventory of the property when you move in. List the furniture and fittings, if any provided. Also state what condition each room is in – take photographs if possible for a really detailed inventory. This will help to avoid disputes with your landlord in the future when you move out and will ensure that you will not be held responsible for any damage that you have not caused.

## Can anyone help with furnishing my home?

**Furnistore** is a charitable organisation that may be able to provide furniture, household goods and electrical appliances to local households living on low income or benefits. They can provide support

to people who live south of the M25 – this covers the Reigate, Redhill, Merstham and Horley area. You can telephone their helpline on **08450 544089**, view their website on **www.furnistore.co.uk** and contact them via email on **contactus@furnistore.co.uk** for further details. There will usually be someone available to answer your call on weekdays from 9am until 4pm.

## Can I join the Council's Housing Register?

The Housing Register is for people in housing need who require low cost housing for rent. There are currently more than 3,000 households listed on the register who are waiting for accommodation, so applicants usually have a long wait for housing via the Council's Housing Register. The Council is requested by Registered Social Landlords to put forward applicants for their vacant properties, we receive about 300 requests each year. The Register works like this:- When someone applies to join the register, all their circumstances are assessed and they are placed in bands appropriate to their needs. The Council operates a Choice Based Letting Scheme called Home Choice and applicants are banded A-E The Council are also partners in a sub regional scheme called East Surrey Home Choice, on which applicants are banded 1-3. When your application is accepted onto the register, you will be sent confirmation of your banding for each scheme and instructions on how to use Home Choice.

**How Home Choice works** - Registered Social Landlords inform us when they have vacancies and we advertise these vacancies via one or other of the Home Choice Schemes on a weekly basis. Applicants are able to view and bid for these properties on the Internet either through the Council's website ([www.reigate-banstead.gov.uk/housinghealth&care/homechoice](http://www.reigate-banstead.gov.uk/housinghealth&care/homechoice)) or the Home Choice website ([www.rbbc-homechoice.org.uk](http://www.rbbc-homechoice.org.uk)). There is also an information line where you can hear details of the week's advertised properties (01737 276677) and a bidding line where you can place your bids (0845 2701908). Properties are also advertised in the Council's Help Shops situated throughout the Borough. Vacancies are advertised from Friday morning to Wednesday evening.

Once the deadline has passed, the Council will have a list of interested applicants for each property that was advertised. The applicant from the appropriate band that has been waiting on the Register the longest will, after relevant checks have been made, then be nominated to the property they were successful for.

Application forms to join the Housing Register are available at any of the Council's Help Shops or by telephoning 01737 276000.

## What about Assisted Home Ownership?

Assisted Home Ownership is the term used to describe number of ways that eligible people who cannot afford to buy a property on the open market can get help to buy a home.

There are a number of different types of Assisted Home Ownership available - each is different and not everyone will be eligible for all of the schemes. To check what's available, go to the Council's website and click `Assisted Home Ownership`.

Most applicants for assisted home ownership will be first time buyers, but other applicants may be considered.

Reigate and Banstead Borough Council, along with the other local authorities in Surrey, uses a HomeBuy agent to deal with home ownership queries and applications. The HomeBuy agent for Surrey is Catalyst Housing Group. You can telephone them on **0845 6017729** or go to their website: [www.catalysthomebuy.org.uk](http://www.catalysthomebuy.org.uk).

## Are there any other accommodation options for young people?

The Redhill & Reigate YMCA has a supported housing scheme for young people aged 16 to 30. Hillbrook House is situated in Redhill and has accommodation for 42 young people. There is also professional support available to help the residents gain independence and life skills. People can stay at Hillbrook House for up to two years.

Hillbrook House is a very popular project and places are limited. If you would like to be considered for the scheme, you can contact Hillbrook House directly on **01737 773089**.

## Emergency accommodation

The following hostels may have room available on a `direct access` basis. This means that you can contact them yourself, on the day that you are homeless and try to book a room for that night. If you manage to get a room in a hostel you may be able to stay for up to 4 weeks. Support is usually provided by the staff, which includes help in finding long term accommodation, advice on claiming any benefits you might be entitled to and medical assistance.

**Remember, identification will have to be shown when presenting at a hostel. It is also useful to be able to provide your National Insurance Number if you are not currently working and have not yet put in a claim for Job Seekers' Allowance or Income Support.**

## Hostels - Self Referral and Agency Referral

|   |   |
|---|---|
| <p><b>LeatherHEAD Start Hostel:</b> 3 Church Road, Leatherhead, Surrey KT22 8AT</p> <ul style="list-style-type: none"> <li>• Hostel for single men and women aged 18 and over</li> <li>• It has 9 single rooms and a double room for an established couple</li> <li>• No maximum stay</li> </ul>  | <p>Tel: 01372 377790<br/>Email:<br/>office@leatherheadstart.org</p> |
| <p><b>Crawley Open House:</b><br/>Riverside House, Stephenson Way, Three Bridges, Crawley, West Sussex RH10 ITN</p> <ul style="list-style-type: none"> <li>• 24 places for men, women or couples over the age of 18 (7 double and 14 single)</li> <li>• Allows residents' pets to stay with them</li> <li>• Maximum stay 6 weeks although variable</li> </ul> | <p>Tel: 01293 447702<br/>Email:<br/>COHCPO@hotmail.com</p>          |
| <p><b>Number 5 Project:</b> 3 York Road, Guildford, Surrey</p> <ul style="list-style-type: none"> <li>• 14 beds for single men 18 and over 2 beds for women</li> <li>• Open 6pm - 10am</li> <li>• Maximum stay 2 weeks (with no return for 28 days)</li> </ul>  | <p>Tel: 01483 303646</p>  |
| <p><b>York Road Project:</b> 1 York Road, Woking, Surrey GU22 7XH</p> <ul style="list-style-type: none"> <li>• 11 beds for men and women aged 18 and over</li> <li>• Open 6pm - 8.30am</li> <li>• Maximum stay for 21 days although flexible</li> </ul>   | <p>Tel: 01483 728739</p>  |
| <p><b>St Joseph's Night Shelter:</b> Hudson Road, Chichester, West Sussex PO20 6NP</p> <ul style="list-style-type: none"> <li>• Single people and couples aged 16 yrs plus</li> <li>• Dogs allowed</li> </ul>   | <p>Tel: 01243 537934</p>  |

|  |  |
|--|--|
| <p><b>English Churches Housing Association:</b><br/>Vaughan House 5-7 Chertsey Street, Guildford, Surrey GU1 4HD</p> <ul style="list-style-type: none"> <li>• 45 bed hostel for single men and women aged 18-65</li> <li>• 8 self-contained flats comprising individual bedrooms with shared kitchen and bathroom. Each flat accommodates between 5 and 8 individuals</li> <li>• A 3 bed detox unit plus a 2 bed assessment unit for clients with alcohol problems wanting to stop using and remain abstinent</li> <li>• Maximum stay 2 years</li> </ul> | <p>Tel: 01483 504704</p>   |
| <p><b>Mulberry House:</b> 32 Epsom Road, Guildford, Surrey</p> <ul style="list-style-type: none"> <li>• 15 beds for women aged 16-35</li> <li>• 15 single rooms and use of communal facilities</li> <li>• Maximum stay 2 years</li> </ul>  | <p>Tel: 01483 577375</p>   |
| <p><b>Wayside:</b> 42 Croydon Road, Reigate, Surrey RH2 0PQ</p> <ul style="list-style-type: none"> <li>• 21 beds for women aged 16-39</li> <li>• 17 single rooms 3 of which are adapted for people with disabilities and 2 rooms for two people sharing</li> <li>• Maximum stay 2 years</li> </ul>   | <p>Tel: 01737 248304</p>   |
| <p><b>YMCA:</b> Hillbrook House, Redhill, Surrey RH1 6QT</p> <ul style="list-style-type: none"> <li>• 42 beds for single people aged 16-30</li> <li>• Self contained bedsits</li> <li>• Maximum stay 2 years</li> <li>• Can self refer but must have local connection to Reigate/Redhill or Banstead area</li> <li>• Referrals also available through the Council</li> </ul>   | <p>Tel: 01737 773089<br/>Email: <a href="mailto:ymcaredhill.com/housing/hillbrook.html">ymcaredhill.com/housing/hillbrook.html</a></p> |
| <p><b>Southwell Lodge:</b> Balcombe Road, Pound Hill, Crawley, West Sussex RH10 7RU</p> <ul style="list-style-type: none"> <li>• 10 beds for 16 and 17 year olds</li> <li>• Maximum stay 2 years</li> <li>• Referral from Crawley Borough Council only</li> </ul>  | <p>Tel: 01293 884836</p>   |

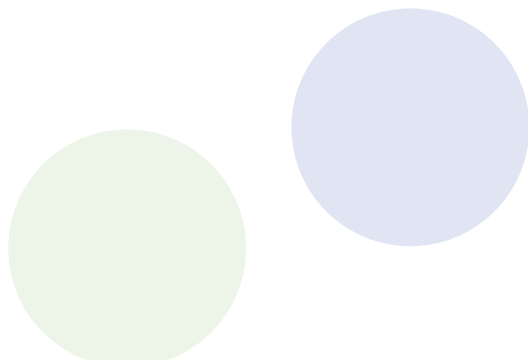
## Other useful emergency contact numbers

|   |               |
|---|---------------|
| Shelterline   | 0808 800 4444 |
| Samaritans  | 08457 909090  |
| Council (Out of hours) calls are handled by Social Services | 01483 517898  |

**Bed & Breakfast:** Yellow pages have a list of Bed & Breakfast accommodation in your area, these can be used as an alternative to hostel accommodation.

## Disclaimer

This booklet contains basic information only. Please seek further advice from a Housing Options Officer, Citizens Advice Bureaux or other advice agency as required. The Council cannot accept any liability or responsibility whatsoever for accommodation let by the agents listed or website mentioned.



These details provided are intended to provide a basic directory of Help Agencies and Organisations that operate within the Borough of Reigate and Banstead.

|   |   |  |
|---|---|--|
| <b>Department for Work and Pensions</b>   |   | <b>0800 0556688</b>  |
| <i>To make a claim for Job Seeker's Allowance, Income Support or Incapacity Benefit</i> | To contact <b>Redhill Job Centre Plus</b> ,<br>15 London Road, Redhill, Surrey RH1 1BQ  | <b>01737 755800</b>  |
|   | To contact <b>Epsom Job Centre Plus</b> ,<br>50 East Street, Epsom, Surrey KT17 1HQ   | <b>0845 6043719</b>  |
|   | To find out about vacancies for jobs, phone Job Seeker Direct   | <b>0845 6060234</b>  |
| <b>Citizens Advice Bureaux</b>  |   |  |
| <i>For advice on a wide range of issues</i>   | <b>Reigate &amp; Redhill CAB</b> 24 Cromwell Road, Redhill RH1 1RT  | <b>Advice Line<br/>08444 111444</b>                                    |
|   | <b>Banstead CAB</b> The Horseshoe, Banstead SM7 2BQ   |  |
|   | <b>Horley CAB</b> (at Horley Help Shop)<br>4 Victoria Square, Consort Way, Horley RH6 7AF   |  |
| <b>Dentists and Doctors</b>   |   |  |
| <i>To register with a doctor/ dentist</i>   | <b>The Primary Care Agency</b><br>187 Ewell Road, Surbiton, Surrey KT6 6AU  | <b>0208 3351400</b>  |
| <b>NHS Direct</b>   |   |  |
|   | For confidential health advice  | <b>0845 4647</b>   |
| <b>Domestic Violence</b>  |   |  |
| <i>Women's Aid - info on local refuges</i>  | National Women's Aid<br>Surrey Women's Aid<br>East Surrey Domestic Abuse Service<br>Men's Advice Line   | <b>0800 2000247<br/>01483 776822<br/>01737 771350<br/>0808 8010327</b> |
| <b>Drugs and Alcohol</b>  |   |  |
|   | SADAS (Surrey Drug and Alcohol Advisory Service)  | <b>01483 590150</b>  |
| <b>FamilyLine</b>   |   |  |
| <i>Confidential helpline for family members who would like to talk to someone</i>       | <b>Helpline:</b> Mon - Fri 10am - 4pm Sat 10am - 1pm  | <b>0808 8005678</b>  |
| <b>Furniture</b>  |   |  |
|   | <b>Furnistore</b> - a charitable organisation that can provide items of second hand furniture for households of the M25   | <b>0845 0544089</b>  |
| <b>Help Shops</b>   |   |  |
|   | <p><b>Reigate Customer Service Desk:</b> Town Hall, Castlefield Road, Reigate RH2 0SH<br/>Mon-Thu 8.45am - 5pm &amp; Fri 8.45am - 4.45pm</p> <p><b>Merstham Help Desk:</b> 26 Portland Drive, Merstham, Surrey RH1 3HX<br/>Mon-Fri 9am - 12pm : closed for staff training last Fri of every month</p> <p><b>Horley Help Shop:</b> 4 Victoria Square, Horley, Surrey RH6 7AF<br/>Mon-Fri 9.30am - 4.30pm : closed for staff training until 2pm last Fri of every month</p> <p><b>Banstead Help Shop:</b> The Horseshoe, Banstead, Surrey SM7 2BQ<br/>Mon-Fri 10am - 4.30pm : closed for staff training last Fri of every month</p> <p><b>Redhill Help Shop:</b> 26-28 Cromwell Road, Redhill, Surrey RH1 1RT<br/>Mon-Fri 10am - 4.30pm : closed for staff training until 2pm last Fri of every month</p> <p><b>Preston Surgery:</b> 71 Marbles Way, Tadworth, Surrey KT20 5JP<br/>Mon-Wed 9am - 12pm</p> |  |

| <b>Hospital</b>  |  |              |  |
|--|--|--------------|--|
|  | <b>East Surrey Hospital</b> , Canada Avenue, Redhill, Surrey RH1 5RH   |              | <b>01737 768511</b>                        |
| <b>Libraries</b>   |  |              |  |
| <b>Horley Library</b> , Victoria Road, Horley, Surrey RH6 7AG  |  |              | <b>0300 200 1001</b>                       |
| Mon  | Tue  | Wed          |  |
| Closed   | 9am - 7pm  | 9.30am - 5pm |  |
| Thu  | Fri  | Sat          | Sun  |
| 9am - 5pm  | 9am - 5pm  | 9am - 5pm    | Closed                                     |
| <b>Merstham Library</b> , Weldon Way, Merstham RH1 3QB         |  |              | <b>0300 200 1001</b>                       |
| Mon  | Tue  | Wed          |  |
| 2.30 - 5pm   | 10am - 6pm   | Closed       |  |
| Thu  | Fri  | Sat          | Sun  |
| 2.30 - 5pm   | 2.30 - 5pm   | 10am - 1pm   | Closed                                     |
| <b>Redhill Library</b> , Warwick Quadrant, Redhill RH1 1NN     |  |              | <b>0300 200 1001</b>                       |
| Mon  | Tue  | Wed          |  |
| 9am - 6pm  | 9am - 7pm  | 9am - 6pm    |  |
| Thu  | Fri  | Sat          | Sun  |
| 9am - 7pm  | 9am - 6pm  | 9am - 5pm    | Closed                                     |
| <b>Reigate Library</b> , Bancroft House, Reigate Hill, Surrey  |  |              | <b>0300 200 1001</b>                       |
| Mon  | Tue  | Wed          |  |
| 9.30am - 1pm   | 9.30am - 7pm   | Closed       |  |
| Thu  | Fri  | Sat          | Sun  |
| 9.30am - 5pm   | 9am - 5pm  | 9.30am - 5pm | Closed                                     |
| <b>Banstead Library</b> , The Horseshoe, Bolters Lane, SM7 2AW |  |              | <b>0300 200 1001</b>                       |
| Mon  | Tue  | Wed          |  |
| Closed   | 9.30am - 7pm   | 9am - 5pm    |  |
| Thu  | Fri  | Sat          | Sun  |
| 9am - 5pm  | 9am - 5pm  | 9am - 5pm    | Closed                                     |
| <b>Police (for emergencies, dial 999)</b>                      |  |              |  |
| <i>Local contact details</i>                                   | Reigate Police Station, 79 Reigate Road, Reigate RH2 0RY   |              | <b>0845 1252222</b>                        |
| <b>Social Care</b>   |  |              |  |
|  | Services for children & families, older people and people with a physical, sensory or cognitive disability, or with learning difficulties  |              | <b>08456 009009</b>                        |
| <b>Services for People with Mental Health Problems</b>         |  |              |  |
|  | <b>Farmside CMHT</b> (Epsom, Ewell & Banstead)<br><b>Horley, Redhill &amp; Reigate CMHT</b>  |              | <b>01372 204000</b><br><b>01737 272301</b> |
| <b>Solicitors</b>  |  |              |  |
|  | For solicitors in this area, we suggest you consult:<br>Community Legal Service Director (Minicom 0845 6096677)<br>The Solicitors Regulation Authority<br>The Yellow Pages or <a href="http://www.lawsociety.org.uk">www.lawsociety.org.uk</a> |              | <b>0845 6081122</b><br><b>0870 6062555</b> |
| <b>Victim Support</b>  |  |              |  |
|  | <b>East Surrey</b> , 79 Reigate Road, Reigate, Surrey RH2 0RY  |              | <b>01737 766323</b>                        |