



A guide to finding accommodation in the borough of Reigate and Banstead

July 2018

Contents

Introduction.....	3
Privately renting a home.....	3
Where can I find private accommodation to rent?	3
Advice on tenancy agreements	5
Tenancy Deposit Protection Schemes.....	5
I've found somewhere to rent – can I get help with my finances?	6
Can anyone help with furnishing my home?	7
Who is responsible for repairs in my privately rented accommodation?.	8
Are there any other accommodation options for younger people?	8
Emergency Accommodation	9
Rough Sleeping: East Surrey Outreach Service (eSOS)	11
The Housing Register.....	11
What about Help to Buy?	12
Directory of agencies and services	12

Introduction

This booklet contains advice and information to help you find suitable accommodation within the Borough of Reigate and Banstead. It provides a brief overview of the various housing options that are available in the area, aiming to cover both short-term and long-term accommodation.

If you require any further information or have any queries regarding information mentioned in this booklet, call our Housing Advice team on **01737 276790**. If appropriate, an appointment can be made with a Housing Options officer to discuss your housing situation further or alternatively you can contact us via email on: housing.advice@reigate-banstead.gov.uk.

Privately renting a home

Renting accommodation from a letting agent or a private landlord is a suitable option for many people.

- It is a flexible option as you are able to choose a property that is most suited to your housing needs and financial budget.
- There are various types of rented accommodation:
 - Room in a shared house (generally cheaper than renting studio or bedsit flat)
 - Lodging (finding someone looking for a lodger)
 - Renting a larger property and sharing rent costs with someone who is also looking for accommodation. (If you do choose this option, carefully pick someone to share with ensuring they will also maintain a smooth tenancy).

Where can I find private accommodation to rent?

The Internet

The internet is fast becoming a dominant method of finding privately rented accommodation. If you don't have access to the internet, visit your local library where the staff will be able to help you to use it. If you are an existing member, you will be able to use the computers by showing your library card.

Non-members will need to show a form of ID (passport/driving license etc.). To find your local library, click [here](#). Check letting websites weekly as they are regularly updated.

There are various ways to look for accommodation on the internet:

- **Search engines:** Simply use a search engine like [Google](#) by entering searches for properties or rooms to rent in your desired areas.

- **Local letting agents:** Most local letting agents have websites advertising properties with their details and photographs. You can search for properties in specific areas. Some popular letting agents in this borough include the following. (Use a search engine to find more)
 - www.andrewsonline.co.uk
 - www.choices.co.uk
 - www.gatwickproperties.com
 - www.jamesdeanproperty.co.uk
 - www.leaders.co.uk
- **Other websites:** There are many websites available which advertise properties to rent on a weekly basis, whether you are looking to rent a flat, house or room share. You can search within your preferred area. Some sites include:
 - www.rightmove.co.uk
 - www.zoopla.co.uk
 - www.primelocation.com
 - www.friday-ad.co.uk
 - www.spareroom.co.uk
 - www.houseshare.com
 - www.flatmaterooms.co.uk
 - www.roombuddies.co.uk

Other

- **Newspapers:** Properties are also advertised in local newspapers. Newspapers can be viewed for free at your local library (or on the internet), such as:
 - Redhill and Reigate Life (www.redhillandreigatelife.co.uk)
 - Surrey Mirror – Published on Thursdays. (www.surreymirror.co.uk)
 - The Croydon Advertiser Group – Published on Fridays. (www.croydonadvertiser.co.uk)
- **Notice boards at newsagents, supermarkets etc.:** Some private landlords tend to put up adverts for properties on shop noticeboards, so keep a look out.

It can be frustrating but don't give up

It can be hard trying to find somewhere to rent, particularly in this area because of the high cost of rented accommodation and the increasing number of people also looking for accommodation.

However, it's important you don't give up too easily.

- Be persistent with your search
- Get friends and family to keep an eye out for anyone looking for a lodger/room mate

Be proactive by using other methods such social media (e.g. Facebook) to find properties

Remember – Be safe

- When viewing properties for the first time, take somebody with you or let someone know where you're going.
- If you enquire for any potential properties to rent (e.g. on social media) do not give out any personal details about yourself or your situation that can make you vulnerable

Advice on tenancy agreements

There are many different types of tenancies and tenancy agreements. The most common type of tenancy used 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. If you ask for this, the landlord must supply it. You will need this statement if you are applying for Housing Benefit and do not have a tenancy agreement.

This guide gives useful information highlighting what your rights and responsibilities are when looking to privately rent: [How to rent, The Checklist for renting in England \(gov.uk website\)](#).

If you have any queries about your proposed tenancy agreement, seek help from either the Council Housing Team or Citizens Advice Bureau.

Further information is available on our website: [Private renting](#) page.

Tenancy Deposit Protection Schemes

- As of 6th April 2007, if you take tenancy from a private landlord, your deposit has to be protected. This means that your landlord has to pay it into one of the three government-authorized tenancy deposit schemes and provide the tenant with information of how the deposit has been protected within 14 days of the tenancy starting.
- This safeguards a tenants' money and makes it easier to resolve disputes between landlord and tenant.
- The tenant also has the responsibility of looking after the landlord's property and returning it in the same condition it was let (with fair wear and tear).

For more information, visit the [Tenancy deposit protection \(gov.co.uk\)](#) webpage or alternatively visit your local [Citizens Advice Bureau](#) or contact [Shelter](#).

I've found somewhere to rent – can I get help with my finances?

Both private landlords and letting agents usually ask for a deposit and rent in advance to secure the property against damages. Generally, the deposit is equivalent to the first month's rent. If you are facing financial difficulties, there are a various ways of getting help.

- **Budgeting loan:** If you are already receiving benefits, you can get a Budgeting Loan from the Government (Department of Work and Pensions) to help pay for the first month's rent. To check your eligibility and/or apply for the Budgeting Loan, to visit the website on www.gov.uk/budgeting-loans or call Jobcentre Plus on 0345 603 6967 for any further queries.
- **Rent Deposit Scheme:** The Council offers a rent deposit scheme to single homeless people or those at the risk of becoming homeless. It is able to offer up to £500 to assist with the deposit for a private rented room or flat. Contact the Housing Advice team for more information on **01737 276790**.
- **Rent Deposit Guarantee Scheme by NextStep:** The Council can refer households at risk of homelessness and may be in priority need (have children, older people, people with low level support needs or other medical problems) to NextStep, a professional housing service delivered by YMCA East Surrey. It operates a rent deposit guarantee scheme for those who are looking for privately rented accommodation but are unable to afford the deposit as well as providing them with assistance to find suitable accommodation. To find out more, call our Housing Advice team on **01737 276790** to discuss your situation and the possibility of a referral.
- **Local Housing Allowance (LHA):**
 - LHA is the current method of working out new claims for Housing Benefit for privately renting tenants. It also affects tenants already getting Housing Benefit who move into accommodation rented from a private landlord.
 - LHA is not applicable to you if you live in social housing
 - The LHA benefit is based on your income and savings and household size.
 - The entitlement of LHA can be affected by other things such as the amount of rent you have to pay and whether someone living with you will contribute to the rent.
 - LHA will usually be paid directly into your bank or building society. It will be up to you to pay it to your landlord. Failure to pay your rent could result in you being taken to court and evicted from the property.
 - LHA may not cover your full rent; therefore you will have to pay the remaining amount (difference between your rent and the LHA you receive).
 - If you are single and aged below 35, you will only be able to receive LHA at the Shared Accommodation Rate. This means that your LHA entitlement will be at a fixed rate calculated by the Housing Benefit department.
 - You can apply for LHA online on our [website](#). For any further information on the LHA, visit the [Benefits](#) webpage on our website.

- **Council Tax Reduction:**
 - Those entitled to Council Tax reductions are those on low incomes, whether they are in full time or part time work. It may be paid in addition to other benefits.
 - To check whether you will be eligible, use the [Benefit Entitlement Calculator](#) on our website.
 - You can apply online by completing our [Housing Benefit and Council Tax Reduction form](#) on our website.

- **Tax Credits:**
 - Tax Credits are payments made by the Inland Revenue for people who are in work and/or who are looking after children. The payments are made directly into the bank account of the person. Working Tax Credit is for people in work, Child Tax Credit is for people with children (you do not need to be working to claim this). For more information or to apply for Tax Credits, visit the Government [website](#).

Can anyone help with furnishing my home?

Furnistore: a charitable organisation which may be able to provide furniture, household goods and electrical appliances to local households living on a low income or benefits. They can provide support to people living south of the M25 (this covers the Reigate, Redhill, Merstham and Horley area).

For more information, contact them on:

- 01737 773133 or 08450 544089 (Monday- Saturday 9am – 4pm)
- enquiry@furnistore.co.uk
- www.furnistore.co.uk

Surrey Reuse Network (SRN): provides donated furniture and kitchen appliances to families in need. For more information, contact them on:

- 0800 082 0180
- www.surreyreusenetwork.org.uk

British Heart Foundation (Furniture and Electrical shops): Sells affordable furniture and electrical items. Nearby BHF furniture and electrical stores include:

- [Wallington Furniture and Electrical Store](#)
 - 120 Woodcote Road, Wallington, SM6 0LY
 - 020 8712 5340
- [Crawley Furniture and Electrical Store](#)
 - 44-46 The Broadway, Crawley, RH10 1HG
 - 01293 831600

- Croydon Furniture and Electrical Store
 - 7-10 Suffolk House, George Street, CR0 1PE
 - 020 8712 5420

Who is responsible for repairs in my privately rented accommodation?

The tenant is responsible for repairing any damage that they cause, therefore it is sensible and recommended that you carry out an inventory of the property when you move in.

- List the furniture and fittings, if any provided.
- State what condition each room is in (take photos if possible for a more detailed inventory)

This helps avoid disputes with your landlord in the future when you move out and will ensure that you won't be held responsible for any damage that you have not caused.

For most tenancies, the landlord is responsible for any repairs to the property that they rent out. This includes repairs to the structure, outside of the property and essentials such as the heating system and plumbing. The tenant should notify their landlord in writing of any defect and keep a copy of the letter.

If, after you have reported them, your landlord does not carry out essential repairs; contact the Environmental Health team on **01737 276406**, who 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.
- Prosecute the landlords who do not carry out the works ordered

Are there any other accommodation options for younger people?

Redhill and Reigate YMCA has a supported housing scheme: Hillbrook House, Redhill.

- It is for young people aged 16 to 35.
- Accommodates 42 young people.
- Offers professional support to help residents gain independence and life skills.
- People can stay in Hillbrook for up to two years.

If you'd like to be considered for this scheme, contact the Housing team on 01737 276790.

Emergency Accommodation

- The following hostels may have rooms 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 there for up to 4 weeks.
- Support is usually available, including help in finding long-term accommodation, advice on claiming any benefits you may be entitled to and medical assistance.
- **REMEMBER, you will have to show identification when presenting at a hostel.**
- It is 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>Acacia House</p> <ul style="list-style-type: none"> ▪ 6 bed supported accommodation for single men and women aged 18-65 who are committed to recovery from alcohol and drug misuse ▪ 6 month to 2 year stay ▪ Does not accept anyone with convictions for arson or other serious offences. 	<p>1 Acacia Avenue, Woking, Surrey, GU22 0EJ</p> <p>01483 740774</p>
<p>Crawley Open House</p> <ul style="list-style-type: none"> ▪ 24 places (7 double and 14 single rooms) for men, women or couples aged 18+. ▪ Allows residents pets ▪ Maximum stay 6 weeks (variable) 	<p>Riverside House, Stephenson Way, Three Bridges, Crawley, West Sussex, RH10 1TN</p> <p>01293 447702</p> <p>cohcpo@hotmail.com</p> <p>www.crawleyopenhouse.co.uk</p>
<p>English Churches Housing Association</p> <ul style="list-style-type: none"> ▪ 45 bed hostel for single men and women aged 18-65 ▪ 8 self-contained flats comprising of individual bedrooms with shared kitchen and bathroom. Each flat accommodates between 5-8 people. ▪ A 3 bed detox unit plus a 2 bed assessment unit for clients with alcohol problems and want to stop using it and remain abstinent. ▪ Maximum stay 2 years 	<p>Vaughan House 5-7 Chertsey Street, Guildford, Surrey, GU1 4HD</p> <p>01483 504704</p>

<p>LeatherHEAD Start Hostel</p> <ul style="list-style-type: none"> ▪ Hostel for single men and women aged 18+ ▪ 9 single rooms and a double room for an established couple ▪ No maximum stay 	<p>3 Church Road, Leatherhead, Surrey, KT22 8AT</p> <p>01372 377790</p> <p>www.leatherheadstart.org</p>
<p>Mulberry House</p> <ul style="list-style-type: none"> ▪ 15 beds for women aged 18-35 ▪ 15 single rooms and use of communal facilities ▪ Maximum stay 2 years 	<p>32 Epsom Road, Guildford, Surrey, GU1 3LE</p> <p>01483 577375</p>
<p>Number 5 Project</p> <ul style="list-style-type: none"> ▪ 14 beds for single men and over 2 beds for women ▪ Open 6pm-10am ▪ Maximum stay 6 weeks (variable) 	<p>3-5 York Road, Guildford, Surrey, GU1 4DR</p> <p>01483 303 646</p> <p>n.five@btinternet.com</p> <p>www.numberfiveproject.co.uk</p>
<p>St Joseph's Night Shelter</p> <ul style="list-style-type: none"> ▪ Single and couples aged 16+ ▪ 10 individual units, communal bathroom and eating areas ▪ Dogs allowed 	<p>Hunston Road, Chichester, PO20 1NP</p> <p>01243 537934</p> <p>admin@stonepillow.org.uk</p> <p>(Must visit their day centre The Hub or call 01243 775925 first)</p> <p>www.stonepillow.org.uk</p>
<p>Wayside</p> <ul style="list-style-type: none"> ▪ 21 beds for women aged 16-39 ▪ 17 single rooms, 3 of which are adapted for people with disabilities and 2 rooms for 2 people sharing ▪ Maximum stay 2 years 	<p>42 Croydon Road, Reigate, Surrey, RH2 0PQ</p> <p>01737 248304</p> <p>www.keychange.org.uk</p>
<p>YMCA</p> <ul style="list-style-type: none"> ▪ 42 beds for single people aged 16 – 30 ▪ Self contained bedsits ▪ Maximum 2 years ▪ Referrals are made through the Council, must have local connection to Reigate/Redhill and Banstead area 	<p>Hillbrook House, 68 Brighton Road, Redhill, Surrey, RH1 0PQ</p> <p>01737 773089</p> <p>housing@ymcaeastsurrey.org.uk</p> <p>www.ymcaeastsurrey.org.uk</p>

<p>York Road Project</p> <ul style="list-style-type: none"> ▪ 11 beds for men and women aged 18+ ▪ Open 6pm – 8.30am ▪ Maximum stay 21 days (flexible) 	<p>1 York Road, Woking, Surrey, GU22 7XH</p> <p style="text-align: right;">01483 728739</p> <p style="text-align: right;">info@yorkroadproject.org.uk</p> <p style="text-align: right;">www.yorkroadproject.org.uk</p>
--	---

Rough Sleeping: East Surrey Outreach Service (eSOS)

If you have a valid local connection to this borough but are not likely to be in priority need and are at risk of homelessness; the Council can refer you (or you can self refer) to the East Surrey Outreach Service (eSOS) who are able to offer support, guidance and can help access hostel accommodation to those who are currently rough sleeping or at risk of rough sleeping.

The Housing Register

The Housing register is for people with a housing need who require low cost housing for rent.

There are currently over 1100 households on the register who are waiting for accommodation and the Council receives around 300 requests from Registered Social Landlords each year, so applicants usually have a long wait for housing via the Council's Housing Register.

How does it work?

- Applications to join the Housing Register are assessed on circumstances of the applicant and, if eligible and they qualify, are then placed in the appropriate bands ranging from A to D.
- The Council does not own any housing stock. It is contacted by Registered Social Landlords with the details of their vacant properties.
- The properties are advertised weekly through the Council's Choice Based Letting Scheme called Home Choice.
- Applicants can bid on the properties. At the close of bidding, the Council nominates a household to the landlord.

For more information on how Home Choice works, go to our [website](#).

To apply, you must complete the [online Housing Register application form](#) found on our website.

What about Help to Buy?

Help to Buy is a government initiative providing a ‘one stop shop’ service to assist eligible families and individuals to help them buy a home when they cannot afford to buy a property on the open market. There are various types of Help to Buy options available, whether it is a shared ownership or an equity loan. For more information, visit the government backed website, Help to Buy East & South East, on www.helptobuyese.org.uk.

Directory of agencies and services

The list below is provided as a basic directory of agencies and organisations that operate within and nearby the borough of Reigate and Banstead.

Check out the Housing Advice Self-Help Tool on our website which contains more contact details of support agencies, based both locally and nationally.

Alcohol and drugs		
SAdAS	www.sadas.org.uk	01483 590150
Transform Housing & Support	www.transformhousing.org.uk	01372 387100
i-access – Community Drug and Alcohol Team	www.surreydrugandalcohol.com	0300 222 5932 And 01737 230050
Surrey Drug and Alcohol Care (SDAC)	www.surreydrugcare.org.uk	0808 802 5000
The Salvation Army	www.salvationarmy.org.uk	01737 768084
Benefits and welfare support		
Department of Work and Pensions (Job Seekers Allowance, Income Support or Incapacity Benefit)	Redhill Jobcentre Plus, 15 London Road, Redhill, Surrey, RH1 1BQ	0800 055 6688
Community Debt Advice	www.cdamoney.org.uk	01737 887558
Get Wise	www.getwisesurrey.org.uk	0300 030 9432
YMCA East Surrey: Benefit Advice	http://www.ymcaeast Surrey.org.uk/benefits-advice/	01737 378489
Citizens Advice Bureau		
Redhill & Reigate	24 Cromwell Road, Redhill, RH1 1RT	03444 111 444
Banstead	The Horseshoe, Banstead, SM7 1BQ	
Domestic Violence		
East Surrey Domestic Abuse Services (ESDAS)	www.esdas.org.uk	01737 771350
Surrey Domestic Violence Helpline	www.yoursanctuary.org.uk	01483 776822
Reigate & Banstead’s Women’s Aid		01737 771831
National 24hr Helpline	www.nationaldomesticviolencehelpline.org.uk	0808 2000 247
Family Support Agencies		
FamilyLine (Surrey)	www.familyline.org.uk	0808 800 5678

Family Support Team	http://www.reigate-banstead.gov.uk/community_and_living/family_support_team/index.asp	01737 276089
Furniture		
Furnistore	www.furnistore.co.uk	01737 773133 and 08450 544089
Surrey Reuse Network (SRN)	www.surreyreusenetwork.org.uk	0800 082 0180
Healthcare/Mental Health/Disability Support		
East Surrey Hospital	Canada Avenue, Redhill, RH1 5RH	01737 768511
Community Mental Health Recovery Service	Shaws Corner, Blackborough Road, Reigate, RH2 7DG	01737 272301
Surrey Disabled People's Partnership	www.sdpp.org.uk	01483 750973
Surrey Choices	www.surreychoices.com	01483 806806
First Steps (Surrey)	www.firststeps-surrey.nhs.uk	0808 801 0325
Libraries		
General	http://new.surreycc.gov.uk/people-and-community/libraries	01483 543599
Redhill Library	Warwick Quadrant, Redhill, RH1 1NN	0300 200 1001
Merstham Library	Weldon Way, Merstham, RH1 3QB	0300 200 1001
Reigate Library	Bancroft House, Reigate Hill, RH2 7RP	0300 200 1001
Horley Library	Victoria Road, Horley, RH6 7AG	0300 200 1001
Banstead Library	The Horseshoe, Bolters Lane, SM7 2AW	0300 200 1001
Police (for emergencies, dial 999)		
Surrey Police	reigateandbanstead@surrey.police.uk	101
Reigate Police Station	79 Reigate Road, Reigate, RH2 0RY (Open 8am to 10pm daily. Bank holidays: 9am – 5pm)	01483 571212
Rough Sleeping		
East Surrey Outreach Service (eSOS)	theeastssurreyoutreachservice@homegroup.org.uk	01372 378628
StreetLink	www.streetlink.org.uk	0300 500 0914
Social Care		
Children's Services	http://new.surreycc.gov.uk/social-care-and-health/childrens-social-care	0300 123 1620
Adult Social Care	http://new.surreycc.gov.uk/social-care-and-health/care-and-support-for-adults	0300 200 1005
Emergency Duty Team (EDT) Mon – Fri: 5pm – 9am Weekends: 24hrs a day	http://new.surreycc.gov.uk/social-care-and-health/contacting-social-care/out-of-hours-social-care-contacts	01483 517898
OTHER		
Victim Support Surrey	www.victimsupport.org.uk	0808 168 9274
YMCA East Surrey	www.ymcaeastssurrey.org.uk	01737 779979

DISCLAIMER

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

(Last updated 17/07/2018)