

# A guide to Housing Associations

(Registered Providers)



**Doncaster**  
Metropolitan Borough Council



[doncasterhomechoice.co.uk](http://doncasterhomechoice.co.uk)

# Contents

## Page

2. **What are Housing Associations?**
2. **What kinds of property are available?**
3. **Can I buy a Housing Association home?**
3. **How do I apply for a Housing Association home?**
4. **What kind of tenancy will I have?**
4. **What happens if I want to leave?**
5. **What do I do if I have a complaint?**
5. **Housing Association contacts**
9. **Useful contacts**
10. **Other housing options**

Information can be made available in other formats such as large print, Braille or audio tape on request

If you are looking to rent a home in Doncaster, you may want to consider renting from a Housing Association (Registered Provider).

This leaflet can help you if you are unsure how to access Housing Association (Registered Provider) tenancies or if you want to know more about the kind of tenancy you would have.

## **What are Housing Associations?**

Housing Associations provide affordable housing in many areas of Doncaster.

Housing Associations are run as not-for-profit businesses. This means that any surplus is put back into the organisation to maintain existing homes and to help finance new ones. At present there are various Housing Associations providing accommodation in Doncaster.

## **What kinds of property are available?**

Some Housing Associations in Doncaster only have properties for elderly or disabled people. Most, however, supply a mix of property types, including houses and flats suitable for families, couples or single people.

Some Housing Associations also provide housing for people who need support. This can include sheltered housing for elderly people, or schemes for young single people who need help with training and finding employment.

You can contact the Housing Associations individually or visit their websites to find out more about what types of property they have for rent and join their waiting lists.

Visit [www.doncasterhomechoice.co.uk](http://www.doncasterhomechoice.co.uk) for further information and find a list of where their developments are under the Partners and other Housing Options link.

## **Can I buy a Housing Association home?**

Some Housing Associations provide homes for sale or shared ownership through low cost home ownership schemes known as "HomeBuy".

To find out more about these schemes, either contact the relevant Housing Associations directly, or contact Plumlife, the designated HomeBuy Agent for Yorkshire ([www.plumlife.co.uk](http://www.plumlife.co.uk)).

## **How do I apply for a Housing Association home?**

Housing Associations let a proportion of their properties to people from the Doncaster Council housing register. St. Leger Homes nominates, in order of priority, people who have bid on the property. The properties will be advertised on the Doncaster HomeChoice website each week.

To join Doncaster Councils housing register, or to amend an existing application, log on to your account at [www.doncasterhomechoice.co.uk](http://www.doncasterhomechoice.co.uk) or you can contact the Doncaster HomeChoice team on 01302 862628.

You can also apply directly to the Housing Association as they have their own waiting lists. Every Housing Association has its own lettings policy. Contact details for all of the Housing Associations that operate in Doncaster are at the end of this leaflet.

If a Housing Association is able to offer you a property, they will contact you directly. You will be able to look at the property before making a decision and will be given some time to decide whether to accept the property or not.

## **What kind of tenancy will I have?**

You will normally have an assured tenancy. As an assured tenant you have strong rights and no time limit on your tenancy. The Housing Association can only make an assured tenant move out if they apply to court to get a possession order. They will usually do this because of a breach of the tenancy agreement, like failure to pay rent or anti-social behaviour.

In certain circumstances, Housing Associations may give assured shorthold tenancies or fixed term tenancies. This means that the tenancy will be for a fixed period of time, and the Housing Association may choose to end the tenancy at the end of this period.

## **What happens if I want to leave?**

You will have to give the Housing Association notice before you leave. This is usually four weeks, but check what it says in your tenancy agreement. You will still be liable for rent during the notice period.



## What do I do if I have a complaint?

If you feel that your application has not been dealt with properly, or if you are unhappy about a decision that has been made, you have the right to make a complaint.

At the first stage you should contact the person you have been dealing with. If the problem cannot be resolved in this way you can use the Housing Association's formal complaint procedure – a leaflet explaining the procedure should be available directly from them.

## Housing Association contacts

### **Chevin Housing Association**

Head Office, Harrison Street, Wakefield WF1 1PS

Phone: 0845 270 1088

Website: [www.chevinha.co.uk](http://www.chevinha.co.uk)

### **Riverside English Churches Housing Group**

2 Estuary Boulevard, Estuary Commerce Park, Liverpool LS24 8RF

Phone: 0845 111 0000

Website: [www.riverside.org.uk](http://www.riverside.org.uk)

### **Home Group**

2 Gosforth Parkway, Gosforth Business Park, Gosforth, Newcastle Upon Tyne NE12 8ET

Phone: 0845 155 1234

Website: [www.homegroup.org.uk](http://www.homegroup.org.uk)

### **Jephson Housing Association Group**

Jephson House, Blackdown, Leamington Spa, Warwickshire CV32 6RE

Phone: 01926 339311

Website: [www.jephson.org.uk](http://www.jephson.org.uk)

### **"Johnnie" Johnson Housing**

Astra House, Spinners Lane, Poynton SK12 1GA

Phone: 0845 604 1095

Website: [www.jjhousing.co.uk](http://www.jjhousing.co.uk)

### **Guinness Northern Counties**

Bower House, 1 Stable Street, Hollinwood, Oldham  
OL9 7LH

Phone: 0161 219 7000

Website: [www.guinnesspartnership.com](http://www.guinnesspartnership.com)

### **Places for People Homes**

18 Craven Drive, South Rings Business Park,  
Bamber Bridge, Preston, Lancashire PR5 6BZ

Phone: 0800 432 0002

Website: [www.placesforpeople.co.uk](http://www.placesforpeople.co.uk)

### **Sanctuary Housing Association**

Sanctuary House, Unit 15, Killingbeck Drive, Leeds  
LS14 6UF

Phone: 0800 781 0401

Website: [www.sanctuary-housing.co.uk](http://www.sanctuary-housing.co.uk)

### **South Yorkshire Housing Association**

43-47 Wellington Street, Sheffield S1 4HF

Phone: 0114 290 0200

Website: [www.syha.co.uk](http://www.syha.co.uk)

### **Yorkshire Housing**

Sovereign Court, 300 Barrow Road, Sheffield S9 1JQ

Phone: 0114 256 4200

Website: [www.yorkshirehousing.co.uk](http://www.yorkshirehousing.co.uk)

The following Housing Associations only provide housing for older people.

### **Anchor Housing Association**

Milestone Place, 100 Bolton Road, Bradford BD1 4DH

Phone: 0845 140 2020

Website: [www.anchor.org.uk](http://www.anchor.org.uk)

### **Cooke Almshouse Charity**

'High View', 47 Tiln Lane, Retford DN22 6SN

Phone: 01777 706858

### **Hanover Housing Association**

Nelson House, Alington Road, Eynesbury, St Neots, Cambridgeshire PE19 6RE

Phone: 0800 280 2575

Website: [www.hanover.org.uk](http://www.hanover.org.uk)

### **The Hospital of St Thomas the Apostle in Doncaster**

Nigel Lumley, 1st Floor, Grainger Appleyard Building, 26-27 Hallgate, Doncaster DN1 3NL

Phone: 01302 327257

### **Housing 21**

The Triangle, Baring Road, Beaconsfield HP9 2NA

Phone: 0345 606 6363

Website: [www.housing21.co.uk](http://www.housing21.co.uk)

### **Railway Housing Association**

Bank Top House, Garbutt Square, Neasham Road, Darlington DL1 4DR

Phone: 01325 482125

Website: [www.railwayha.co.uk](http://www.railwayha.co.uk)



The following schemes provide extra care housing for older people who have additional supported housing needs.

### **Chevin Housing Association**

Harrogate Court, Denaby, Doncaster

### **Housing 21**

Charles Court, Armthorpe, Doncaster

Rokeby Gardens, Kirk Sandall, Doncaster

If you are interested in this type of housing please contact Doncaster HomeChoice on 01302 862628 or email [info@doncasterhomechoice.co.uk](mailto:info@doncasterhomechoice.co.uk).

The following schemes are for young single people. Both provide hostel accommodation with support.

### **Doncaster YMCA**

Goodall House, 31 Wood Street, Doncaster DN1 3LH

Phone: 01302 342148

Website: [www.doncasterymca.org.uk](http://www.doncasterymca.org.uk)

### **Salvation Army Housing Association**

Doncaster Foyer, Chequer Road, Doncaster DN1 2AA

Phone: 01302 764800

Website: [www.saha.org.uk](http://www.saha.org.uk)

## Useful contacts

### **Doncaster HomeChoice**

To join Doncaster Council's housing register, or to amend an existing application so that you can be nominated for Housing Association properties, log on to [www.doncasterhomechoice.co.uk](http://www.doncasterhomechoice.co.uk) or contact the Doncaster HomeChoice team.

Doncaster HomeChoice

St. Leger Court

White Rose Way

Doncaster

DN4 5ND

Phone: 01302 862628

Email: [info@doncasterhomechoice.co.uk](mailto:info@doncasterhomechoice.co.uk)

### **Doncaster Council**

#### *Housing Options*

If you are in need of advice on your housing options or may become homeless, Doncaster Council's Housing Options team may be able to find accommodation for you or offer advice and assistance to help you retain your current accommodation.

Housing Options and Homelessness Advice

Doncaster Civic Office

Waterdale

Doncaster

DN1 3BU

Phone: 01302 862043

Website: [www.doncaster.gov.uk](http://www.doncaster.gov.uk)

Email: [housingoptionsteam@doncaster.gov.uk](mailto:housingoptionsteam@doncaster.gov.uk)

In person: Doncaster Civic Office, Waterdale, Doncaster  
DN1 3BU (open Monday to Friday 8.30am to 5pm)

## *Housing Benefit and Council Tax Benefit Section*

To claim for Housing Benefit, or for more information about claiming Housing Benefit for a Housing Association tenancy, contact the Housing Benefit and Council Tax Benefit Section.

Housing Benefit and Council Tax Benefit Section  
Colonnades House, Duke Street, Doncaster  
DN1 1ER

Phone: 01302 735336

Website: [www.doncaster.gov.uk](http://www.doncaster.gov.uk)

Email: [housing.benefits@doncaster.gov.uk](mailto:housing.benefits@doncaster.gov.uk)

In person: Doncaster Civic Office, Waterdale, Doncaster  
DN1 3BU (open Monday to Friday 8.30am to 5pm)

## **Other housing options**

### **Buying a home**

A HomeBuy Agent is a one stop shop, allowing you to apply for a whole host of schemes and developments regardless of the supplier by completing just one application form. Plumlife specialise in shared and low cost home ownership, as well as affordable homes to rent now and buy later, and are the designated HomeBuy Agent for Yorkshire. If you are interested in affordable housing, you can contact Plumlife using the contact details below.

Plumlife Sales  
Southern Gate, 729 Princess Road  
Manchester  
M20 2LT

Phone: 0161 447 5050

Website: [www.plumlife.co.uk](http://www.plumlife.co.uk)

Email: [enquiries@plumlife.co.uk](mailto:enquiries@plumlife.co.uk)

[doncasterhomechoice.co.uk](http://doncasterhomechoice.co.uk)



**Doncaster**  
Metropolitan Borough Council

For further information

Doncaster HomeChoice  
St. Leger Court  
White Rose Way  
Doncaster  
DN4 5ND

[www.doncasterhomechoice.co.uk](http://www.doncasterhomechoice.co.uk)

01302 862628