



A guide to housing associations

www.doncasterhomechoice.co.uk

Housing associations



If you are looking to rent a home in Doncaster, you may want to consider renting from a housing association.

This leaflet can help you if you are unsure how to access housing association tenancies or if you want to know more about the kind of tenancy you would have.

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What are housing associations?

Housing associations provide affordable housing in many areas of Doncaster. They build new homes and improve existing properties, mainly for rent.

Housing associations are run as not-for-profit businesses. This means that any surplus is ploughed 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 'general needs' 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.

A full and up to date list of housing association properties in the Doncaster Borough, including information about the sizes or property and typical rent, is available on request from any St. Leger office, or by contacting the Doncaster HomeChoice team. Contact details for the Doncaster HomeChoice team are at the end of this leaflet.

Can I buy a housing association home?

Some housing associations provide homes for sale or shared ownership through Local Cost Home Ownership schemes known as "HomeBuy". To find out more about these schemes, either get

in touch with the relevant housing associations directly, or contact Plumlife, the designated HomeBuy Agent for Yorkshire. Contact details for Plumlife are at the end of this leaflet.

How do I apply for a housing association property?

Housing associations let a proportion of their properties to people nominated by St. Leger Homes from the Housing Register. St. Leger Homes nominates, in order of priority, people who have said on their application that they want to be considered for housing association accommodation, and that they are interested in a property in the area where the vacancy occurs.

To join the St. Leger Homes' Housing Register, or to amend an existing application, contact the Doncaster HomeChoice team for an application form. Application forms for the Housing Register are also available from any St. Leger Homes' office. Contact details for the Doncaster HomeChoice team are at the end of this leaflet.

You can also apply directly to the housing association whose properties you are interested in, as they also have their own waiting lists. Every housing association has its own allocations policy. Contact details for all of the housing associations that operate in Doncaster are at the end of this leaflet.

How will I be made an offer?

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, but this is not common practice. This means that the tenancy will be for a fixed period of time, usually six or twelve months, 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 the housing association.

Housing association contacts

The following housing associations provide a range of affordable housing, including 'general needs' houses and flats suitable for families, couples or single people, as well as some properties for elderly or disabled people.

- **Chevin Housing Association**
Head Office, Harrison Street, Wakefield WF1 1PS
Phone: 0845 270 1088
Website: www.chevinha.co.uk
- **English Churches Housing Group**
2 Estuary Boulevard, Estuary Commerce Park, Liverpool LS24 8RF
Phone: 0845 155 9002
Website: www.echg.org.uk
- **Home Housing Association**
Knight House, 2 Sandbeck Court, Wetherby LS22 7BA
Phone: 01937 588497
Website: www.homehousing.org.uk
- **Jephson Housing Association Group**
Jephson House, Lowfields Business Park, Old Power Way, Elland, West Yorkshire HX5 9DE
Phone: 01422 373855
Website: www.jephson.org.uk
- **"Johnnie" Johnson Housing**
Astra House, Spinners Lane, Poynton SK12 1GA
Phone: 0845 604 1095
Website: www.jjhousing.co.uk
- **Guinness Northern Counties Housing Association**
20 Westfield Terrace, Sheffield S1 4GH
Phone: 0114 290 0267
Website: www.ncha.co.uk

- **Places for People Homes**

Wilberforce Court, Alfred Gelder Street, Hull HU1 1UY
Phone: 0800 432 0002
Website: 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

- **South Yorkshire Housing Association**

43-47 Wellington Street, Sheffield S1 4HF
Phone: 0114 290 0200
Website: www.syha.co.uk

- **Yorkshire Metropolitan Housing**

24 Cumberland Street, Sheffield S1 4PT
Phone: 0114 256 4200
Website: 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 775 8595
Website: www.anchorhousing.org.uk

- **Cooke Almshouse Charity**

'High View', 47 Tiln Lane, Retford DN22 6SN
Phone: 01777 706858

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- **Hanover Housing Association**
Thomas Duggan House, Manor Lane, Shipley BD18 3RB
Phone: 0800 280 2575
Website: 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**
21 The Triangle, Baring Road, Beaconsfield HP9 2NA
Phone: 0345 606 6363
Website: 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

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

If you are interested in this type of housing please contact Doncaster HomeChoice on 01302 862628 or email 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.moonfruit.com

- **Salvation Army Housing Association**

Doncaster Foyer, Chequer Road, Doncaster DN1 2AA
Phone: 01302 764800
Website: www.saha.org.uk

Useful contacts

Doncaster HomeChoice

To request an application form to join the St. Leger Homes' Housing Register, or to amend an existing application so that you can be nominated for housing association properties, contact the Doncaster HomeChoice Customer Services team.

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

Phone: 01302 862628
Fax: 01302 862262
Email: info@doncasterhomechoice.co.uk
In person: The Council House, College Road, Doncaster
(open Monday, Tuesday, Thursday, Friday
8.30am to 5pm and Wednesday 8.30am to 4pm)

Doncaster Council

■ Housing Options Office

If you are in need of advice on your housing options, the office may be able to find accommodation for you or offer advice and assistance to help you retain your current accommodation.

Housing Options
Inclusion and Access Team
Strategic and Housing Department
Development Directorate
Kings Mews
64-66 East Laith Gate
Doncaster DN1 1JD

Phone: 01302 862043
Fax: 01302 862006
Email: housingoptionsteam@doncaster.gov.uk
In person: Kings Mews, 64-66 East Laith Gate, Doncaster
(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
Minicom: 01302 735322
Fax: 01302 734373
Email: housing.benefits@doncaster.gov.uk
In person: Colonnades House, Duke Street, Doncaster
(open Monday to Friday 8.30am to 5pm)

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
Plumlife Sales
Southern Gate
729 Princess Road
Manchester
M20 2LT

Phone: 0161 447 5050
Website: www.plumlife.co.uk
Email: enquiries@plumlife.co.uk

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