

## Contact Telephone Numbers

East Riding of Yorkshire Council  
Tel: 01482 887700

Beverley Area Housing Office  
County Hall, Beverley  
Tel: 01482 887700

Bridlington Area Housing Office  
Town Hall, Bridlington  
Tel: 01482 396167

Goole Area Housing Office  
Church Street, Goole  
Tel: 01482 396149

## Customer Service Centres

Anlaby Customer Service Centre  
17 Hull Road, Anlaby  
Tel: 01482 654220

Beverley Customer Service Centre  
Cross Street, Beverley  
Tel: 01482 887888

Bridlington Customer Service Centre  
Town Hall, Quay Road,  
Bridlington  
Tel: 01262 422500

Brough Multi Purpose Facility  
Petuaria Centre, Centurian Way,  
Brough  
Tel: 0845 122 5000

Cottingham Customer Service Centre  
Civic Hall, Market Green,  
Cottingham  
Tel: 01482 843444

Driffield Customer Service Centre  
Council Offices, West Garth  
Driffield  
Tel: 01377 255556

Goole Customer Service Centre  
Council Offices, Church Street,  
Goole  
Tel: 01405 722000

Hedon Customer Service Centre  
2 New Road, Hedon  
Tel: 01482 893555

Hessle Customer Service Centre  
Peeler House, Ferriby Road,  
Hessle  
Tel: 01482 629888

Hornsea Customer Service Centre  
75 Newbegin, Hornsea  
Tel: 01964 537060

Howden Customer Service Centre  
69 Hailgate, Howden  
Tel: 0845 1225000

Market Weighton Customer Service Centre  
The Old Courthouse, 14 Beverley Road,  
Market Weighton  
Tel: 0845 1225000

Pocklington Customer Service Centre  
Burnby Hall, Pocklington  
Tel: 01759 302298

Withernsea Customer Service Centre  
243 Queens Street, Withernsea  
Tel: 01964 614477

Our opening hours are:  
8.30am - 5.30pm Monday to Thursday  
8.30am - 4.30pm Friday

If you require emergency housing advice  
outside normal office hours please contact  
the Call Centre on Tel: 01482 393939

East Riding of Yorkshire Council will, on request, provide  
this document in braille or **large print**.  
If English is not your first language and you would like a translation  
of this document, please telephone **01482 393939**

## The Bond Scheme

**Do you need help  
finding money for  
a Bond?**

*This leaflet explains how we  
maybe able to help you*

## What is the Bond Scheme?

The Bond Scheme is the payment of a bond (**up to a maximum of £400**) by East Riding of Yorkshire Council to a private landlord or letting agent, to enable applicants on the housing waiting list to access accommodation within East Riding of Yorkshire Council's area.

## Who can apply under the scheme?

The scheme is open to applicants in housing need who are registered on East Riding of Yorkshire Council's housing waiting list, and who fulfil the following criteria:

- Have a local connection to the East Riding of Yorkshire Council area **and**
- Are homeless or threatened with homelessness **or**
- Are single or part of a couple aged over 18 (with or without children), on a low income or in receipt of, or entitled to claim, a means tested benefit or are unable to afford a bond due to other exceptional reasons (agreed by Housing Services Manager) **and**
- Are capable of keeping a tenancy and understand the responsibilities of being a tenant.

## Things to consider when looking for a property

- It must be of a size suitable for your needs;
- Affordable (Can you pay the rent, heating and food bill?) **DO NOT SIGN UP FOR A TENANCY YOU CANNOT AFFORD;** and
- Safe, in a good condition and have a gas safety certificate (if the property has a gas supply).

## How do I apply?

When you find a suitable property you should:

- Contact your **Local Housing Services Area Office** to request a Bond Scheme application form.
- Contact Housing Benefits to find out how much money you may receive towards paying your rent, particularly if you are on a low income or already claiming some type of benefit, as you may be eligible for help with paying your rent.

## How does the scheme operate?

- Once we have received your completed application we will contact you to discuss it in more detail.
- We will then contact the landlord/letting agent in order to arrange for an inspection of the property. This will be carried out by the Council's Housing Standards Team to ensure the accommodation complies with current fitness standards.
- We will send you and your landlord documents that must be signed and returned.
- Once **both** parties have returned these documents, and subject to the Housing Standards Team having confirmed the property is fit, we will then issue payment to the landlord.
- All parties will be given copies of all the relevant documents.

## What do I have to pay?

- The bond is a loan that must be repaid to the Council by agreed installments.
- The maximum bond to be paid under the scheme is £400. Minimum repayments for the bond will be a twelfth of this per calendar month. The Housing Services Manager may vary the level of the bond and the monthly repayments in exceptional circumstances.
- Full repayment of the bond must be made on termination of the tenancy, if it has been secured with bond assistance.
- The tenancy will last a minimum of 6 months.
- Bond payments can only be withheld by the landlord to cover:
  - Accidental damage or criminal damage to a property (subject to agreement with the Housing Services Manager)
  - Legal fees
  - Rental arrears

## Important note

You will **NOT** be eligible for a bond if:

- you have already paid it or are about to borrow the money from a source other than East Riding of Yorkshire Council; or
- you have already moved into the property for which the bond is required