

## How do you make contact?

**The Housing Advice Service is available:**

**Monday to Thursday: 8.45am to 5.15pm**

**Friday: 8.45am to 4.45pm**

**Telephone: 01609 767035**

**Fax: 01609 767248**

**Or you can write to:**

Housing Services  
Planning and Environmental Services  
Department  
Civic Centre, Stone Cross  
Northallerton DL6 2UU

**E-mail: [housing.services@hambleton.gov.uk](mailto:housing.services@hambleton.gov.uk)**

**You can also find us at:**

**[www.hambleton.gov.uk](http://www.hambleton.gov.uk)**

**If you require emergency advice outside normal office hours please call the 24 hour helpline on: 01609 767267**

## Other services we offer

We can provide advice on temporary accommodation, hostels, women's refuges and housing providers.

**Please don't hesitate to ask us for details if you require more information.**

**HELPLINE: 01609 767035**

## Where are we?

**You will find us at:**

**Civic Centre, Stone Cross, Northallerton**



and also by appointment at the District Council Area Offices, Manor Road, Easingwold or 28 College Square, Stokesley

Please contact us if you have any difficulty reading this and we will help you.



**A large print version of this leaflet is available**

**HELPLINE: 01609 767035**

**HAMBLETON  
DISTRICT COUNCIL**

## HOUSING ADVICE SERVICE

**Do you need help with a rent deposit?**

**We can help!**

## HAMBLETON BOND PAYMENT SCHEME

*This leaflet explains how we can help you*

**HELPLINE: 01609 767035**

## What is the Bond Payment Scheme?

If you have been accepted by Hambleton District Council as **statutorily homeless** or **threatened with homelessness** you could benefit from this scheme.

The Scheme aims to help people gain access to accommodation by providing a bond/rent deposit.

## How does the scheme work?

The bond is a **loan** which must be repaid to the Council by agreed instalments.

The **maximum** bond to be paid under the scheme is £400. Minimum repayments for the bond are £10 per calendar month.

Full repayment of the bond must be made on termination of the tenancy, if it has been secured with bond assistance. However, through prior agreement with Hambleton District Council the bond can be transferred to another property.

Bond payments can only be withheld by the landlord to cover accidental damage or criminal damage to a property (subject to agreement with Hambleton District Council).

**HELPLINE: 01609 767035**

## How do I apply?

When you find a suitable property you must give the Housing Section the landlord's details.

You should complete a pre-tenancy determination form (if you are applying for Housing Benefit). This can be arranged by contacting the Housing Benefits Section based at the Civic Centre, Northallerton.

A joint inspection of the property by the Council, the landlord and yourself will be made prior to any bond payment being issued.

## Important things to remember

The property must be:

- A suitable size
- Affordable
- Safe and have a gas safety certificate where applicable.

Finally, you will need a written valid Tenancy Agreement.

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## Our service aims to meet your needs

### We are able to offer:

- An interpreter if your first language is not English
- The services of an intermediary if you have hearing or speech disabilities
- Accessible offices if you have physical or sensory disabilities
- An interview with an advice officer of the same gender if you are experiencing violence or threats of violence
- 24 hour homeless advice service if you become homeless outside office hours

The Housing Advice Service works hard to respond to your needs and provide the highest standards of advice.

If, however, you feel our service has fallen below the standards outlined, you may:

- Talk to the member of staff concerned
- Ask to speak to the Housing Services Manager
- Ask for a complaints form

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