



If you need any further information regarding your housing situation then please contact the Housing Options Team at:

Customer First  
Monday – Friday  
Town Hall  
St Nicholas Street  
Scarborough  
YO11 2HG

Or

Jobcentre Plus  
Monday or Thursday  
6 Bobbies Bank  
Whitby  
YO21 1QZ  
Tel: 01723 232323

Scarborough Borough Council

# Housing Options

A guide to explain what services are available to individual people and families who are at risk of losing their homes.

01723 232323

[housingoptions@scarborough.gov.uk](mailto:housingoptions@scarborough.gov.uk)

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## Introduction

Scarborough Borough Council has set up the Housing Options Service to improve the services that are offered to individual people and families, who are at risk of losing their home, and to increase the extent to which we can prevent homelessness from occurring.

Through the Housing Options service, we will work with anyone who considers they are threatened with homelessness to review their current housing circumstances and advise them of the housing options available to them, and to work with them to come up with a suitable plan to prevent the threat of homelessness.

This leaflet is for anyone who considers that they are either homeless or threatened with homelessness within 56 days, and explains:

- The housing options that may be available to you
- How we can work with you to develop a suitable plan personalised to you, in order to prevent or relieve the homelessness.
- Other services available to you, in addition to Housing Options, to ensure you are getting the most accurate information for your circumstances.

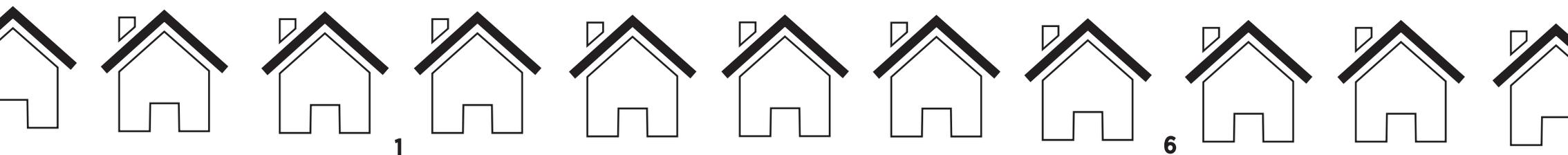
## Difficulties with your mortgage

If you are a homeowner and are running in to difficulties with your mortgage, the Housing Options team may also be able to help. You should always engage with your mortgage lender in order to keep them updated regarding your circumstances. We can also refer you for budgeting assistance in order to maximise your income and lessen your outgoings.

In certain circumstances we can also assist with a small targeted loan in order to help homeowners get through a set period of financial difficulties or in order to allow time for a managed sale of the property to go through.

This possible assistance is called the Yorkshire and Humber Breathing Space Scheme. There are certain criteria that need to be met before assistance can be offered, including not being in negative equity with your secured loans.

For further information, please call in to speak to a Housing Options advisor.



## How you can help

- By contacting Housing Options as soon as you think you are at risk of becoming homeless.
- Keeping in touch – This will make it easier for everyone if you answer calls, respond to any letters, messages you receive and letting us know if there are any changes to your circumstances, or if you cannot make any appointments.
- Bring all the relevant documents with you when you come to your assessment.
- Give us as much accurate information as possible about your housing circumstances.
- Be realistic. Unfortunately, we are not always able to arrange the housing solution that you would want us to, but we will always try to make it as straightforward as we possibly can.

## Other Services

### Housing Association Accommodation

North Yorkshire Home Choice is the bidding system for all of the Housing Association properties in the Borough. To apply for a Housing Association property, you can apply on-line at [www.northyorkshirehomechoice.org.uk](http://www.northyorkshirehomechoice.org.uk)

For further help and advice on how to register you can contact Yorkshire Coast Homes on 0345 065 5656 or you can visit their website [www.ych.org.uk](http://www.ych.org.uk)

### IDAS Scarborough

Tel: 01723 354 874, E-mail – [info@idas.org.uk](mailto:info@idas.org.uk)  
Domestic Abuse 24hr Helpline: 03000 110 110  
IDAS provide support to anyone who is a victim or survivor of domestic abuse. This can be done on a one to one or group basis.

### North Yorkshire Horizons 56-60 Castle Road

Scarborough, YO11 1XE  
Tel: 01723 330 730, E-mail – [info@nyhorizons.org.uk](mailto:info@nyhorizons.org.uk)  
Web – [www.nyhorizons.org.uk](http://www.nyhorizons.org.uk)  
Horizons help individuals to recover from and be free from drug and alcohol dependency.

### SSAFA – The Armed Forces Charity

Tel: 01904 492 562, E-mail – [secretarynyork@aol.com](mailto:secretarynyork@aol.com)  
Web – [www.ssafa.org.uk](http://www.ssafa.org.uk)  
SSAFA are here to ensure that the needs of the Armed Forces, Veterans and their families are met in an appropriate and timely way.

### Veterans' Gateway

Tel: 08088 021 212, Text 81212 (Send your details to request a call back)  
Web – [www.veteransgateway.org.uk](http://www.veteransgateway.org.uk)  
Help to put veterans and their families in touch with the organisations best placed to help with the information, advice and support they need.

### Citizens Advice Bureau

Tel: 03444 111 444, Web – [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)  
CAB provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities.

### Foundation Scarborough

Mercury House, 23 Aberdeen Walk, Scarborough, YO11 1BA  
Tel: 01723 361 100, E-mail – [Scarborough@foundation.org.uk](mailto:Scarborough@foundation.org.uk)  
Foundation delivers numerous services to Adult offenders, young people, victims and perpetrators of domestic abuse. Foundation also provide the Young People's Pathway in the Borough of Scarborough to assist people aged 25 and under get the support they need to avoid homelessness.



## Horton Housing

Scarborough STAY (Supporting Tenancies in Yorkshire)  
C/o Town Hall, St Nicholas Street, Scarborough, YO11 2HG  
Tel: 01723 861 913, E-mail – [stayscarborough@hortonhousing.co.uk](mailto:stayscarborough@hortonhousing.co.uk)  
Scarborough STAY provides housing-related support for people aged 18+ who are homeless or at risk of homelessness.

## The Rainbow Centre

Parish House, Castle Road, Scarborough, YO11 1TH, Tel: 01723 500 663  
Help and support is provided on a whole range of issues, including accommodation, benefits, job availability, medical needs, physical and sexual abuse, rehabilitation and practical help. Emergency clothing and food parcels are available for those in crisis.

## NYLAF (North Yorkshire Local Assistance Fund)

Tel: 01609 780 780, Web – [www.northyorks.gov.uk](http://www.northyorks.gov.uk)  
NYLAF provides support for vulnerable adults to move into or remain in the community, and for families under exceptional pressure to stay together.

## Foundation Legal

Helpline Tel: 01274 211 014, Legal Team: 01274 211 013  
E-mail – [legal@foundationuk.org](mailto:legal@foundationuk.org)  
For legal advice and help with:

- Possession of home, eviction and unlawful eviction
- Disrepair which poses a serious risk of harm to health and safety
- Homelessness or threat of homelessness
- Injunctions under Protection of Harassment Act related to housing
- Anti-Social Behaviour matters in the County Court related to housing.

## Rainbow Money at the Rainbow Centre Parish House

Castle Road, Scarborough, YO11 1TH  
Tel: 01723 500663, Web – [www.therainbowcentre.org.uk](http://www.therainbowcentre.org.uk)  
Rainbow Money is a project offering debt advice and independent support to community members struggling with their personal finances.

## What the service can offer you

Scarborough Borough Council has a duty to take “reasonable steps” (which vary for each individual’s/ family’s circumstances) to prevent the homelessness of anyone eligible and threatened with homelessness.

It is also a requirement that Scarborough Borough Council takes reasonable steps to help homeless applicants to secure suitable accommodation.

All eligible applicants will be required to attend an assessment, where they will develop a personalised housing plan, with their Housing Options Officer, which will include specific actions that need to be completed by either the applicant or the Officer. The actions will be decided and agreed by both parties, in order to ensure the best plan is put in place to try to prevent the risk of homelessness as quickly as possible.

The Prevention Team, within Housing Options, will work with the Applicants to help them obtain all of the actions set out on their personalised housing plan. The Prevention Team can help with the likes of finding alternative private rented accommodation and arranging viewings and, if needed, accompanying applicants to these viewings. In some cases we are able to prevent homelessness by helping you remain in your own home. This can be best achieved if you get advice early so that the problem has not developed to such a degree that homelessness cannot be avoided.

They can assist by liaising with other Organisations that the applicant is working with in order to prevent or relieve their homelessness. They can provide assistance with money towards the cost of a bond (conditions apply) in order for the applicant to be able to move into alternative accommodation.

