

# Your Housing Options

A guide to finding a home



Housing  
Needs



THE ROYAL BOROUGH OF  
KENSINGTON  
AND CHELSEA

# Contents

Housing Allocation Scheme .....	3	Independent Living (Sheltered Housing) .....	17
Social housing: waiting times.....	5	Retirement rentals.....	18
Private rented housing.....	8	Domestic Abuse Relocation Service.....	18
Alternative housing pathways .....	9	Intermediate Housing .....	19
Out of London Scheme .....	10	Right to Buy.....	20
Downsizing.....	11	Homefinder .....	22
Accessible Home Hand-Back Scheme .....	12	HomeSwapper.....	23
Supported housing .....	14	FAQs.....	24
Seaside and Country Homes .....	16		

## Welcome to our Housing Options guide

We've put this guide together to help you understand the different ways you might be able to find a new home. We know that finding the right place to live – especially in Kensington and Chelsea – can be really difficult. Homes here are expensive, and there aren't enough affordable ones for everyone who needs one.

We're working hard to build more affordable homes in the borough, and we're also supporting housing associations to do the same. But we know we can't offer a council home to everyone who needs one. That's why we ask residents to think carefully about all the options available.

This guide explains how social housing works in Kensington and Chelsea. It also shows other ways you might be able to move to a home that suits your needs – somewhere you can feel safe, settled and happy.

If you'd like help going through the guide, we're here for you. Just let us know if you want to talk about any of the options in more detail.

We hope you find it helpful.

**Altin Smajli**  
Director of Housing Needs

# Housing Allocation Scheme

## What is a Housing Allocation Scheme?

A Housing Allocation Scheme is a Council policy that explains how we rehouse residents to social housing – a home you can rent that is owned and managed by the Council or by a housing association.

## Our banding system

Our banding system helps to explain the different levels of housing priority we give for different point categories.

Priority category	Points	Band	See section
<b>Band 1</b>			
Exceptional priority	2000	1	10
Emergency health and independence	2000	1	15
Serious risk to welfare	1900	1	11
Grenfell Settled Home	1500	1	12
<b>Band 2</b>			
Under occupation downsizing	1000 to 1300	2	13
Accessible home hand back	1000	2	14
Health and independence	900	2	15
Wider Grenfell	900	2	16
Helping adoption and fostering	700	2	17
Redevelopment of homes	700	2	18
<b>Band 3</b>			
Choosing PRS	200	3	20.6
Overcrowding	200	3	19
Independent living	100	3	21
Main homelessness duty	100	3	20.4
<b>Band 4</b>			
Homelessness	10	4	20.10
K&C priority	10	4	22
Sheltered housing and housing for older residents	0	4	30.2
<b>Additional points</b>			
Waiting points	10 every year		23
Armed forces	50		24
Paid work (limited situations)	50		25
Succession	50		27

<b>Band 1</b>	Acute Housing Need
<b>Band 2</b>	Major Priority
<b>Band 3</b>	Moderate Priority
<b>Band 4</b>	General Priority

Find out more about our latest **Housing Allocation Scheme** at: [www.rbkc.gov.uk/housing/housing-consultations-and-policy/policy-and-publications/housing-allocation-scheme-2023](http://www.rbkc.gov.uk/housing/housing-consultations-and-policy/policy-and-publications/housing-allocation-scheme-2023)

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## Why do we have a Housing Allocation Scheme?

As well as complying with legislation and laws, we want our Housing Allocation Scheme to help and support our residents – putting residents at the heart of what we do. We also want the scheme to help the Council manage the challenges it faces, in the best interests of our residents. We want this Housing Allocation Scheme to:

- **Support** those residents most affected by the Grenfell Tower tragedy
- **Help** those most in housing need
- **Rehouse** our residents and households in a clear and transparent way that can be easily understood and trusted
- **Respond** to the different types of housing needs that our residents face
- **Offer** different suitable choices to our residents who face or are homeless
- **Promote** and support the strength of our diverse, mixed communities
- **Make the best use** of Council and housing association homes in the Borough
- **Manage in the best way possible** the challenges facing the Council given the huge gap between the number of households who need more suitable homes, and the number of suitable and affordable homes that become available.



# Social housing waiting times

Average waiting times for social housing in Kensington and Chelsea						
Priority	Studio	1 Bed	2 Beds	3 Beds	4 Beds	Overall average
<b>Homeless</b>	3 years and 3 months	3 years and 0 months	9 years and 8 months	13 years and 10 months	16 years and 11 months	7 years and 6 months
<b>Non-homeless</b>	3 years and 4 months	2 years and 9 months	2 years and 0 months	5 years and 5 months	11 years and 8 months	3 years and 0 months
<b>Overall average</b>	3 years and 4 months	2 years and 10 months	6 years and 11 months	11 years and 2 months	15 years and 5 months	5 years and 5 months

## What is a Housing Register?

The Housing Register is the list of people who qualify for council housing who, according to our Housing Allocation Scheme, can be rehoused to social housing and are waiting to be offered a property. There are currently around 3,000 people in Kensington and Chelsea waiting for an offer of a social housing tenancy.

## The challenges we face

There is limited social housing in the borough and the number of people waiting for social housing is very high. As a result, we can't offer a home to everybody who applies for housing. Only households with high levels of identified housing need will be accepted onto the Council's Housing Register.

It's difficult to estimate when you will receive an offer of housing — it depends on a number of factors, such as the number of properties available to let, and how flexible you are in terms of the type and location of home you are willing to move to, the level of priority you have based on your application, and the length of time you have been on the register.

As you can see from the average waiting times above, some residents wait a very long time before being rehoused through the Housing Register.

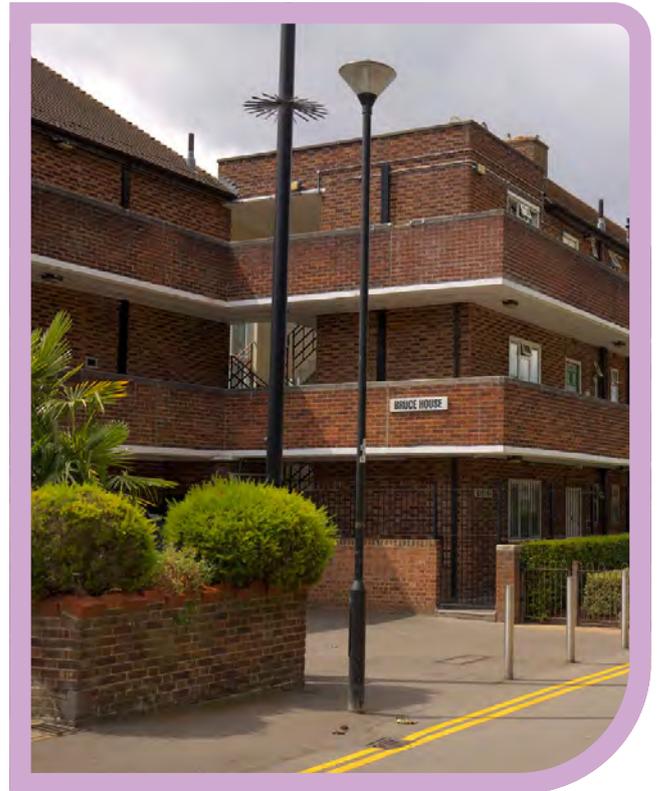
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## Social housing: waiting times

The best way you can help keep your waiting time as short as possible is by remaining open and flexible about the rehousing opportunities you're offered.

Here are some of the main factors affecting how long you may have to wait:

- The priority band awarded to your application
- The time you've already spent waiting
- The number of households on the Housing Register
- The number of properties that become available for letting
- Essential requirements, such as the need to access a property on the ground floor due to restricted mobility
- Your preferences — such as to live in a certain part of the borough



The number of people in Kensington and Chelsea who need to be rehoused is much higher than the number of properties that the Council has to let.

Alternative housing options provide more choice to help you find a solution to your housing problem.

# Your journey with Kensington and Chelsea's Housing Department

Housing Needs



THE ROYAL BOROUGH OF  
KENSINGTON  
AND CHELSEA



**Contact us**  
to tell us about  
your housing need



**Assessment of your needs**

We allocate your case to  
a housing advisor



**We carry out an assessment**



**Your housing options**

We will let you know about your  
housing options

# Private rented housing

Private rented sector accommodation is property that is owned by a landlord and rented to a tenant. It generally means 'private housing' i.e. non-social housing.



## How does it work?

When you move into private rented accommodation, you will be given a tenancy agreement. The tenancy will continue until it is ended by the landlord or by you. Your landlord cannot ask you to leave quickly.

## What are the benefits?

- More housing choice and variety, such as gardens and outdoor space
- Furnished homes, helping you to move in straight away
- You do not need to join a waiting list. Often you can move into a private rented property immediately
- The landlord is usually responsible for most repairs and maintenance of the property
- We may support you with the initial costs of the first month's rent and security deposit if we are helping you because you are homeless or at risk of becoming homeless
- We will support you to find landlords and agents that specialise in setting up tenancies if you are receiving Universal Credit
- We will support you to resettle into your new area

## Contact us

If you are interested in private renting, or to find out more, please contact our **housing solutions team**.

 [HousingSolutions@rbkc.gov.uk](mailto:HousingSolutions@rbkc.gov.uk)

 020 7361 3008

If you choose to move to a private rented sector home instead of moving to or staying in temporary accommodation, you may qualify for 200 choosing PRS points on the Council's Housing Register instead of 100 main homeless duty points.

# Alternative housing pathways

Alternative housing pathways is a rehousing project which aims to vastly reduce the waiting times for a permanent home faced by homeless households in temporary accommodation.

## Who can apply?

If you are a resident of Kensington and Chelsea Council, and are currently housed in temporary accommodation, you might be eligible for support through the alternative housing pathways project depending on your housing priority.

## How does it work?

The project works with a third party agency to find available permanent social housing association tenancies to let. These are permanent housing association tenancies. However, they are not situated in the borough and are given to households currently housed in temporary accommodation and/or who are homeless.

## Contact us

To find out more, please contact the **housing pathways team**:

 [HNBridgeHousing@rbkc.gov.uk](mailto:HNBridgeHousing@rbkc.gov.uk)



Alternative housing options provide more variety and choice, such as bigger homes with a garden, or the option to move outside London where living costs are more affordable.

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# Out of London Scheme

Facing homelessness and uncertainty about where you and your family will live can be very difficult and stressful. Being homeless, or at risk of homelessness, can make people feel like they don't have control over important parts of their lives. The Out of London Scheme can support you in this period, ensuring you have as much information as possible so that you can make the right choices for you and your family.



The **Out of London Scheme** is a public sector partnership between London boroughs supporting families to relocate and settle in another area.

## Who can apply?

If you are homeless and would like to find a suitable and affordable private rented accommodation, you can apply for support through the Out of London Scheme.

## How does it work?

You will need to ask your local authority to make a referral on your behalf. The Out of London project team will then contact you to discuss your options and find you properties. This includes inspecting properties, attending property viewings with you, and providing resettlement support to help you move and keep your tenancy.

## What are the benefits?

- Affordable rent
- Larger homes
- Find and move to a suitable home more quickly

## Offers

- Help with claiming benefits
- Help with accessing local services and amenities, including schools and GPs
- Support with accessing employment

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## Contact

If you are interested in the Out of London Scheme, you can ask us to make a referral on your behalf.

# Downsizing

There is limited social housing in Kensington and Chelsea, especially larger, family-sized homes, and the number of people waiting for social housing is very high.

Downsizing gives you the opportunity to move into a smaller home of your choice, while giving other families who are homeless, overcrowded or in temporary accommodation the opportunity to move into your existing property. Downsizing helps to make better use of our existing stock and reduce waiting times for a better home.



## Who can apply?

If you are a social housing (council or housing association) tenant, and live in the borough, you can apply for the Council's Downsizing Scheme.

## What are the benefits?

People downsize for a number of reasons, such as to:

- Move to an accessible property that meets their health or medical needs
- Reduce or clear their rent arrears
- Reduce their household bills
- Move closer to work, family or friends
- Live somewhere new (e.g. near the seaside)

- Live near the centre of town or close to local amenities
- Make it easier to clean or maintain their home
- Offer their home to a family who really need it

## How does it work?

If you are interested in downsizing, our dedicated **housing mobility team** can support you. They can contact you over the phone, meet you in person, or arrange a virtual meeting to discuss your housing options and provide information and advice.

Whatever your preference, we are here to support you. If you decide to go ahead, we can guide you through the downsizing process from registration to securing a successful move.

## Offers and incentives

If you qualify, and choose to downsize, you may be entitled to:

- **Cash incentives** — the more bedrooms you give back, the more you'll receive
- **Support with removal costs**
- **High priority points** and ringfenced homes on the Housing Register to give you first choice on the homes that are available
- **Opportunity** for your adult family household members to move into their own social tenancy

## Contact us

If you would like to register for downsizing, or to find out more, please contact the **housing mobility team**:

 [HousingMobilityTeam@rbkc.gov.uk](mailto:HousingMobilityTeam@rbkc.gov.uk)

 **07712 530044 or 07854 112151**

 [www.rbkc.gov.uk](http://www.rbkc.gov.uk) – search for 'Under-occupation Scheme'

# Accessible Home Hand-Back Scheme

## What is an accessible home?

An accessible home is designed to meet the needs of people who have disabilities, mobility issues or other health requirements.



## What is the Accessible Home Hand-Back Scheme?

The scheme supports people who live in accessible properties that they no longer need or want, for example because they do not have a medical need for it, to find a new home that better meets their needs.

This ensures that accessible council and housing association homes in the borough are occupied by households that need them.

If you live in an accessible (or adapted) home that you no longer need, and want to move, we may be able to help you.

## The need for accessible homes

The number of people who need an accessible home is far greater than the number of accessible homes available. This is partly because there is a national housing shortage but also because some households that live in accessible properties do not have disabilities or mobility problems. These homes would be suitable for households who desperately need to be in accessible homes.

## Who can apply?

Any tenant of a property with:

- No steps either inside or outside, and at least one bedroom (studio flats cannot be accepted)
- Ground floor or up to a maximum of fourth floor, if there is a lift
- No one in the household with a need for an accessible home

## What are the benefits?

You may want to register for a number of reasons, such as:

- To get high priority for rehousing
- Resolve overcrowding issues
- Get financial (cash) incentives when you move from an accessible to a general needs home
- Live in a new home or location
- Be closer to work, family or friends
- Give an accessible home to someone who needs it

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## Offers and incentives

If you live in an accessible home and would like to move to a general needs home, you will be entitled to:

- High priority points for rehousing
- Cash incentives
- Advice and support
- Additional support with removals and costs
- Split tenancies (for eligible households)

## How does it work?

You simply need to register your interest with our **housing mobility team**. The team will decide if your property is suitable for someone with a disability. If so, they will advise and guide you through the registration process, from viewing to securing a successful move.

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## Contact us

If you would like to register, or to find out more, please contact the **housing mobility team**:

 [HousingMobilityTeam@rbkc.gov.uk](mailto:HousingMobilityTeam@rbkc.gov.uk)

 07712 530044 or 07854 112151



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# Supported housing

## What is supported housing?

Supported housing is a place to live where you also get help from trained staff. Support can be during the day or 24/7, depending on your needs. It's run by organisations that help people build life skills, become more independent, and plan for the future.

## How to apply

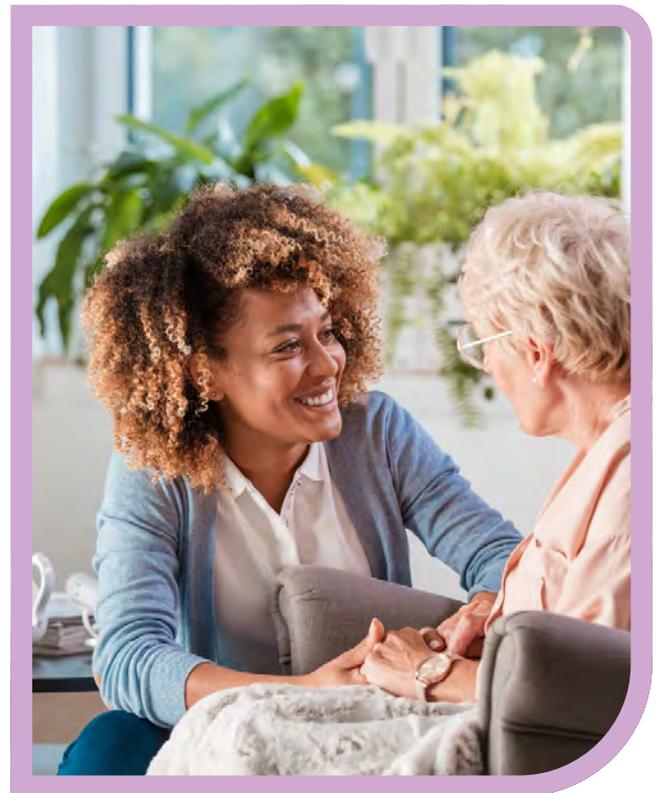
You must be referred to the council by someone who understands your situation and thinks you'd benefit from support.

**You can be referred by your housing advisor or an organisation that is supporting you. For example:**

- Mental health teams
- London Probation Service
- Adult social care and children's services

## You must:

- Live in Kensington and Chelsea or have a strong link to the area
- Be homeless, at risk of homelessness, or in housing need and require support to help you live independently



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## What are the benefits?

- Personal support from trained staff
- Help with housing related skills
- Support to build independence and confidence

## What to expect

### If accepted, staff will:

- Create a support plan with you
- Help you reach personal goals
- Support your daily living
- Prepare you for independent living

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## Contact us

If you are interested in supported housing, you can ask your housing advisor (or an organisation that is supporting you) to make a referral on your behalf.



# Seaside and Country Homes

Seaside and Country Homes is a scheme run by the Greater London Authority providing council and housing association tenants aged 55 and over with an opportunity to move to the seaside or country. This frees up homes in London in high demand.



## Who can apply?

Tenants who are already living in a council or housing association property can apply for this scheme. If there are two people in the household, at least one has to be over 55.

If you have a three-person household you may be considered to join the scheme if the third person is a live-in carer or dependent relative.

## Where are the properties located?

There are properties along the coast of England from Cornwall to Norfolk and Lincolnshire. There are also places in the countryside, for example Dorset, Cambridgeshire and Shropshire.

## What are the benefits?

You may want to move to the seaside or a country home for a number of reasons, such as:

- To have a choice about the size, type and location of your home
- To benefit from a cheaper cost of living by moving out of London
- To make your home available for a family who need a better home

If you would like to move to a country home or near the seaside, you may still qualify for benefits even if you have savings or private pensions.

## Contact

If you are interested, you can register online at:

 [www.london.gov.uk](http://www.london.gov.uk) – search for ‘Seaside and Country Homes’

To find out more, please contact:

 [HousingMobilityTeam@rbkc.gov.uk](mailto:HousingMobilityTeam@rbkc.gov.uk)

# Independent Living (Sheltered Housing)

Independent living (sheltered housing) for older people refers to housing where the lifestyle is designed to promote autonomy, self-sufficiency, and a high degree of personal freedom while also providing a supportive environment. Independent living communities are designed for older people who are active and wish to maintain their independence whilst enjoying a more maintenance-free lifestyle. This housing option is suitable for older people who are capable of managing most of their daily activities.

Sheltered housing in the borough is mostly made up of studio accommodation with some one- and two-bedroom flats. The flats have their own kitchen and bathroom and usually come unfurnished so you can move in with your own furniture and belongings.



## How does it work?

Independent living is designed for people who wish to have their own home while benefiting from the reassurance and security of having staff, often called scheme managers, on site during working hours. Most schemes have communal lounge areas and gardens for residents to use. Some have guest rooms where overnight visitors can stay.

## What are the benefits?

- Having neighbours around you, but still being able to keep your privacy and independence
- Communal facilities and opportunities to socialise
- A community alarm system
- More security — with help available in an emergency

## Who can apply?

Independent living (sheltered housing) is available for people aged 60 years and over (or over 55 years if you have a disability). Both single people and couples can apply.

## Contact us

If you are interested in independent living (sheltered housing), or to find out more, please contact our **housing solutions team**:

 [HousingSolutions@rbkc.gov.uk](mailto:HousingSolutions@rbkc.gov.uk)

 020 7361 3008

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## Retirement rentals

Girlings is the UK's leading retirement property letting agent, and since the early 1990's has been specialising in letting homes that help people to continue to live independently in later life.

### What are retirement properties?

Retirement properties are homes that have been specifically designed and built for people aged 60 or over. They are often close to a town centre and amenities so that residents can continue to live independently. They provide the opportunity to socialise with like-minded people with many developments running regular social activities.

### What does it cost?

If you are successful in securing a property, Girlings asks for a holding deposit of one week's rent. This reserves the property for you and is put towards your first month's rent. You'll also be asked to pay a security deposit, which is equivalent to one month's rent. There is no requirement for you to have an existing permanent social tenancy.

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### Contact

If you are interested in a retirement home, or to find out more, please contact Girlings directly:

✉ [Lettings@girlings.co.uk](mailto:Lettings@girlings.co.uk)

☎ 01225 251 916

🌐 [www.girlings.co.uk](http://www.girlings.co.uk)



## Domestic Abuse Relocation Service

Revive is a project run by Homefinder UK. It focuses on rehousing survivors of domestic abuse to permanent social housing so they can be placed in a new and safe environment.

### How does it work?

Revive provides a case management service to help survivors find somewhere to live. It has dedicated staff who can:

- Assist survivors, discuss their needs and areas of choice
- Help with property bids
- Liaise with different organisations
- Assist with references and viewings

### Who can apply?

Revive is open to domestic abuse survivors who need alternative housing.

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### Contact

To find out more, or to access support, please contact Revive directly:

✉ [Revive@homefinderuk.org](mailto:Revive@homefinderuk.org)

☎ 020 3823 1072

🌐 [homefinderuk.org/domestic-abuse-relocation-service-revive](http://homefinderuk.org/domestic-abuse-relocation-service-revive)



# Intermediate housing

## What is intermediate housing?

Intermediate housing is a type of affordable housing, where buying or renting cannot be higher than 80 per cent of market costs. There are different types of intermediate rent, including:

**Shared ownership** – where people buy a share of a property and pay less-than-market rent on the share of their home they do not own (more shares in the home can be bought, up to 100 per cent ownership)

**Intermediate rent** – where rents and service charges are higher than social rent but lower than market rent. **Key worker homes** to rent are usually intermediate rent.

## What are the benefits?

- Another way to find an affordable home, even if you do not qualify for our Housing Register
- May be a quicker rehousing option for many households on the Housing Register
- An affordable way of becoming a homeowner



## Who can apply?

Different landlords, schemes and councils have their own rules for who can apply and who is successful. Kensington and Chelsea Council's rules are set out in our **Key Worker and Intermediate Housing Policy** which can be found here: [www.rbkc.gov.uk/housing/consultations-publications-and-policy/housing-policies-0](http://www.rbkc.gov.uk/housing/consultations-publications-and-policy/housing-policies-0)

All the Council's new build intermediate rent homes are for key workers. However, key worker and other intermediate homes are not always available in the borough. We suggest that anyone interested in intermediate housing options thinks about being happy to move to other areas in London, or even outside of London.

## Contact

If you are interested in intermediate housing, and would like to register for adverts for available homes, please visit:

Homes for Londoners at:

 [www.london.gov.uk/programmes-strategies/housing-and-land/buying-and-owning-home/homes-londoners-property-search](http://www.london.gov.uk/programmes-strategies/housing-and-land/buying-and-owning-home/homes-londoners-property-search)

Share to Buy London at:

 [www.sharetobuy.com/locations/london/](http://www.sharetobuy.com/locations/london/)

SHARE

TO BUY

# Right to Buy



## Are you working and paying rent. If so, why not consider buying your current property?

The Right to Buy was introduced in 1980. It means that certain tenants can buy their home at a discount to the full market value. The discount is based on the number of years you have spent as a council or social housing tenant. There are different discount levels depending on whether your home is a house or a flat.

## Who can apply?

Not all council tenants have the Right to Buy. You might be eligible if:

- You are a tenant of Kensington and Chelsea Council
- You have been a council or social tenant for at least three years
- Your home is your only or principal home
- Your home is self-contained (you do not share a bathroom or kitchen with another household)

## You will not be eligible for Right to Buy if:

- The property is sheltered accommodation
- The property is occupied as part of your employment, for example, as a caretaker or school-keeper
- A court has made a possession order which says that you must leave your home
- You have a bankruptcy petition pending against you, or have made an arrangement with creditors (people you owe money to) and you still owe them money.

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## Benefits

- Buy your current home
- If you are eligible, you may qualify for a discount

## How does it work?

There are several stages you need to go through when you buy your home, such as:

- Complete a Right to Buy application form
- Complete eligibility checks (provide photographic ID and bank statements)

## Right to Buy application form

You can access a Right to Buy application form (RTB1) from RBKC housing management services. Please contact:

 **0800 137 111**

Search 'Right to Buy' at [rbkc.gov.uk](http://rbkc.gov.uk) to access the form online.

## Eligibility checks

To complete the eligibility checks, you need to come to the housing management customer service centre with original documentation.

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## Contact us

Please speak to the **neighbourhood management team** in the first instance about the options available to you.

### Housing management services:

 **0800 137 111**

### Leasehold enquiry officer:

 **020 7605 6464**

 **HM-NeighbourhoodResidentServices@rbkc.gov.uk**

 **[www.rbkc.gov.uk](http://www.rbkc.gov.uk)** – search for 'Right to Buy'

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# Homefinder

Homefinder UK is a national housing mobility scheme, which helps families, couples and singles find permanent homes. They advertise social housing and housing association properties across the UK. Homefinder also advertises sheltered and retirement housing, which are designed to help older people live independently.

## Who can apply?

Homefinder is open to anyone who wants or needs to find a long-term home that matches their household size and personal and financial circumstances including:

- Homeless households
- Households living in temporary accommodation
- Private sector tenants threatened with homelessness
- Survivors of domestic abuse
- Overcrowded families and social tenants
- Ex-offenders and veterans

## Where are the properties located?

Homefinder advertises properties nationwide. However, there are very few properties available in London.

## What are the benefits?

- Immediately available social housing properties
- Wheelchair accessible homes
- Retirement and sheltered housing

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## Contact

If you are interested, please contact Homefinder UK directly:

 [homefinderuk.org](https://www.homefinderuk.org)

 [Enquiries@homefinderuk.org](mailto:Enquiries@homefinderuk.org)

 020 7619 9705



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# HomeSwapper

HomeSwapper can help you swap your council or housing association home with other social tenants.

## How does it work?

A home swap is where a social or housing association tenant can swap their home with another social tenant.

This could be an option for you if you need more or less space, need to move for work, want to be closer to family or if you just want a fresh start.

The Council is a member of this scheme. If you are not a tenant of Kensington and Chelsea Council, you will need to see if your landlord has subscribed.



# HomeSwapper

## What are the benefits?

- If you do not qualify for the Housing Register, HomeSwapper may offer you more choice and improve your chances of a move
- Greater choice of properties than waiting on the Housing Register
- More control over choosing a home that suits you, in a place that you want to live
- It can be quicker than other rehousing options
- You can move anywhere in the UK
- You can exchange as many times as you like

If you are interested in registering, or to find out more, please visit:

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

If you don't have access to the internet, you can contact HomeSwapper directly on:

 [Tenants@HomeSwapper.co.uk](mailto:Tenants@HomeSwapper.co.uk)

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# General housing FAQs

## Can I apply for social housing?

If you qualify, you can apply for council housing (also known as social housing) through your local council. Acceptance onto the Housing Register means you'll be placed on a waiting list, but there's no guarantee of getting a home quickly.

## How long do I have to wait to be rehoused?

The waiting time for rehousing depends on a number of factors, such as the type of housing option you choose, your housing need, the priority points you have been awarded for rehousing as well as your preferences. For example, private rented accommodation can offer a quicker route to rehousing than social housing. If you're an existing social tenant, you might also qualify for mutual exchange. Mutual exchange is where you agree to swap your council or housing association home with another social housing tenant.

## Will I be prioritised for social housing?

Councils and housing associations prioritise applications based on individual circumstance and need which is usually set out in their housing allocations scheme. To find out more, you can ask for a copy of their housing allocation scheme.

## Can I apply for a housing association home?

You can make a bid for a council or housing association home once you have been accepted onto the Housing Register. However, you might need to apply to some housing associations directly so check with your council.

## Can I find a home through a private landlord?

Some councils can support you to find private rented accommodation. This can include covering the initial costs of the first month's rent and security deposit if they are helping you because you are homeless or at risk of becoming homeless. Check with your council to find out more.

## I'm already a social housing tenant. Can I transfer to another home?

If you're already a social housing tenant, you can apply to transfer to a different property and will be prioritised based on your need and housing provider's allocation scheme.

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## Can I have someone else move in with me?

If someone else needs to move in with you, let your council or housing provider know so that they can discuss this with you.

## My housing makes my health/medical condition worse. What housing support can I get?

You can note any health conditions on your housing application or report a change in circumstance to your housing provider. Your council or housing provider should carry out a medical assessment to determine if your current housing meets your health or medical needs. If the medical assessment finds that your current housing is not suitable, you can apply to transfer to another home as your need and priority for rehousing might change.

## Can I have my home adapted?

If you have a permanent disability, your council may be able to help you remain independent at home. If you find it difficult to manage at home, specialist equipment (e.g., toilet frame, bath equipment) or adaptations can be fitted to your home to make life easier for you. If you rent from a private landlord, they will need to give you permission for the adaptations to be carried out. Speak to your council or housing provider to see if they can help you get specialist support and advice, including grants that may be available to you depending on your circumstance and income.



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## I have rent arrears, can I explore different housing options?

If you have rent arrears and want to make bids for properties online, you might not be able to do so until the arrears have been cleared or there is a payment plan in place. Speak to your council or housing provider about how your finances could impact your housing options.

If you have rent arrears because you have more bedrooms than you need, and are bedroom-taxed, you might be able to downsize to a smaller home. Some councils and housing providers provide financial incentives to households who want to downsize, which can be used to clear rent arrears. Check with your council or housing provider to see if they have a downsizing scheme.

There are many reasons why managing finances can become difficult, so it is best to speak directly to your landlord to see what support and housing options are available to you. With your consent, your housing provider might also signpost you to local services to support you with your finances.



# Residents in their own words

“I would like to thank the housing mobility team for helping my mum to downsize into a smaller home. Mum moved into a ground floor sheltered accommodation and the difference and affect this has had on her is beyond words.”

“We are able to get out and about with her in her wheelchair and visits from her friends has cheered her up. She is able to meet new people at her new place and socialise. Going to hospital appointments is much easier as we no longer have to rely on hospital transport alone.”

“I went today for the viewing, and signed the tenancy agreement. The property and the area around is nice.

I can't thank you all enough for your support and help. My son and myself are very appreciative of all the efforts you all made to help us get a home.”

“I am writing this out of pure gratitude. There are very few times in my life when have gone through such a big life transition, like moving house, and it has been smooth, straightforward and seamless. All of this has been possible because of you.”

“Thank you everyone at RBKC for helping me find a home to ensure my safety. You have all been great and I can't thank you enough.”

“I would like to say a very big thank to the **alternative housing pathways team** for all the help they have given me to find a permanent home.”

“Words cannot express what they did for me, but all want to say is keep up the good work you're doing , will never forget this.”

# Contact us

If you are homeless, threatened with homelessness, or fleeing domestic abuse, please get in touch with the **housing solutions team** to see if we can provide help.

 **HousingSolutions@rbkc.gov.uk**

 **020 7361 3008**

Should you be interested in any of the options outlined in this brochure, or require further information, please do not hesitate to contact us using the details provided above.