

Housing Associations Working In Mole Valley

March 2018



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What type of housing associations work in Mole Valley?

Housing associations or Registered Providers are independent organisations providing homes for people to rent or buy through low cost home ownership schemes. Since the Council transferred its housing stock in 2007 to Circle Housing Mole Valley (now known as Clarion Housing Association), housing associations are now the only providers of new and existing housing at affordable rents in the Mole Valley district. The Council works in partnership with associations to make sure that the new housing they provide meets the needs of local people.

Associations can be large or small. Some have thousands of properties all over Britain; others are local organisations who have joined with larger organisations like Clarion Housing Association or smaller more local organisations like Mount Green Housing Association. Some are charitable bodies, some are non charitable. Some cater for a particular group of people, for example, older people and people with special needs, while others meet a range of needs including family homes and housing for single people.

Some are almshouse charities that focus on managing their own properties and cater for the needs of their residents who are mainly older, retired people.

Who gets housed?

Mole Valley District Council operates a choice based lettings scheme called Mole Valley Homechoice. Each week vacant housing association properties are advertised and applicants are able to bid (make known their interest) for the properties available. (This does not include the smaller charities where the entry advises to apply direct)

Most associations do not operate separate waiting lists. For more information on Mole Valley Home Choice visit www.molevalley-homechoice.org.uk, the Council's website.

How do I apply?

You can now apply on line at <http://www.molevalley-homechoice.org.uk/Data/ASPPages/1/115.aspx>

If you do not have access to a computer, please contact a Homechoice Officer – see contact details on page 4.



For more information about housing associations

You can find out more details on housing associations on the following links:

<https://www.gov.uk/housing-association-homes>

http://england.shelter.org.uk/housing_advice/council_housing_association

What if I am a housing association tenant and need to move?

If you accept a housing association tenancy and then find that you need to move you can either:

apply to join the Mole Valley Housing Register if you live in the district; or

apply for a mutual exchange and your housing association will provide you with the information you need.

Buying a home housing association home

If you are looking to buy a place of your own, but you need help to get a foot on the housing ladder, BPHA Help To Buy Team are the agents for Surrey and they may be able to help with a range of HelpTo Buy schemes, such as equity loans / shared ownership / intermediate rental schemes/rent to buy.

For more information visit:

www.helptobuyese.org.uk or call 03333 214044

What if I have a complaint?

If you have a complaint about a housing association you should in the first instance write to the member of staff at the housing association you have been dealing with. If your problem is not resolved, write to their manager. If you are still unhappy, ask for the association's complaints procedure. All associations should have a complaints procedure. If you still consider that you have a grievance, contact the Independent Housing Ombudsman. The address is below.

Housing Ombudsman Service
Exchange Tower
Harbour Exchange Square
London E14 9GE

Tel. 0300 111 3000

E mail: info@housing-ombudsman.org.uk

Website: www.housing-ombudsman.org.uk

Further information

National Housing Federation

Lion Court
25 Proctor St
London WC1V 6NY

Tel. 020 7067 1010

E mail: info@housing.org.uk

Website: www.housing.org.uk

Housing & care agency website

(Information for older people)

www.housingcare.org

For more help & advice

Housing Options /Home Choice
Mole Valley District Council
Pippbrook
Dorking
Surrey RH4 1SJ

Office opening times: Monday - Friday 8.30 a.m. - 5.00p.m.

Tel.: 01306 885001
Fax: 01306 879329
Minicom: 01372 819094
Email: housing@molevalley.gov.uk

Website: www.molevalley.gov.uk

Housing associations working in Mole Valley area

Housing Organisations	Type of property	Client group
<p>A2 Dominion Group Spelthorne House Thames St. Staines TW18 4TA,</p> <p>Tel. 0800 432 0077 www.a2dominion.co.uk</p>	<p>2 bedroom flats</p> <p>2 & 3 bedroom houses</p>	<p>General use</p>
<p>Ability Housing Assoc. The Coach House Gresham Road Staines TW18 2AE</p> <p>Tel. 01784 490910 www.ability-housing.co.uk</p>	<p>Studio flats</p>	<p>Adults with learning disabilities</p>
<p>Affinity Sutton – see Clarion Housing</p>		
<p>Advance Housing 2 Wilten Way Witney Oxon OX28 6FH</p> <p>Tel. 0333 012 4307 www.advanceuk.org</p>	<p>Shared house – 4 units</p>	<p>Adults with learning disabilities</p>
<p>Ashtead United Charity 5 Wishford Crt The Marld Ashtead KT21 1RR</p> <p>Tel. 01372 274585 Apply direct</p>	<p>1 bedroom flats</p>	<p>Retirement homes</p> <p>Widows Married Couples Single women</p>
<p>Bookham United Charities 3 Barn Meadow Lane Bookham Leatherhead Surrey KT23 3HJ</p> <p>Tel. 01372 458560 – apply direct E mail colinharris39@gmail.com</p>	<p>Studios & 1 bedroom flats</p>	<p>Single women Local connections may apply</p>

<p>Brockham Housing Trust (Surrey Federation Charitable HA) 18 Tynedale Road Strood Green Betchworth RH3 7HX</p> <p>Tel. 01737 842691 Apply direct</p>	<p>Studio & 1 bedroom bungalows & flats</p>	<p>Older persons with village connection</p>
<p>Capel Almshouses 1 Kingston Villa The Street Capel Dorking RH5 5JX</p> <p>Tel. 01306 713127 Apply direct</p>	<p>Houses</p>	<p>Capel residents with a partial disability</p>
<p>Charlotte Broadwood Trust 104 The Street Capel Dorking, RH5 5JY</p> <p>Tel. 01306 711540 tinabatey@hotmail.co.uk</p> <p>Apply direct</p>	<p>1 & 2 bedroom flats</p>	<p>Retired persons</p>
<p>Churches of Dorking Housing Ass. Ltd.</p> <p>Tel. 01483 504704 (Riverside (Guildford office))</p>	<p>Single rooms with shared facilities Single rooms in Dorking</p>	<p>Hostels managed by Riverside Group (Care & Support)</p>
<p>Clarion Housing Regent House Station Approach Dorking Surrey RH4 1TF</p> <p>Tel. 0800 634 9876 www.myclarionhousing.com</p>	<p>Houses, flats & bungalows</p>	<p>General purpose and sheltered accommodation</p>
<p>Dorking Charity 11 Cotmandene Dorking RH4 2BL</p> <p>Tel. 01372 884507 E Mail: drkcharity@gmail.com Apply direct</p>	<p>Studio & 1 bedroom flats</p>	<p>Persons 55+ from old parish of Dorking</p>

<p>English Rural Housing Association 8 Graphite Square Vauxhall Walk London SE11 5EE</p> <p>Tel. 0207 7820 7930 www.englishrural.org.uk</p>	<p>1 & 2 bedroom flat, bungalows and houses</p>	<p>General use – for people with village connections</p>
<p>Fetcham United Charities c/o Mulberry House 17 The Street Fetcham KT22 9QN Tel. 01372 376783</p> <p>www.fetchamunitedcharities.org Apply direct</p>	<p>1 bedroom flats</p>	<p>Older persons with limited means & Fetcham connection</p>
<p>Haig Homes Alban Dobson House Green Lane Morden Surrey</p> <p>0208 6855777 www.haighousing.org.uk</p>	<p>Houses & bungalows – rented & shared ownership</p>	<p>Married ex-servicemen, women and widows with dependants. Inc. those with special needs</p>
<p>Hanover Housing Association Hanover House 1 Bridge Cl Staines TW18 4TB</p> <p>Tel. 01480 475069 www.hanover.org.uk</p>	<p>1 & 2 bedroom flats</p>	<p>People over 60 yrs</p>
<p>Home Group Ltd.(Inc. Stonham Support Services) 3 Cantelupe Mews Cantelupe Road East Grinstead W. Sussex RH19 3BG</p> <p>Tel. 0345 141 4663 www.homegroup.org.uk</p>	<p>1 & 2 bed flats</p>	<p>General use Single persons with support needs (Stonham Care services)</p>
<p>The Hyde Group 30 Park St London SE1 9EQ</p> <p>Tel. 0800 3282 282 www.hyde-housing.co.uk</p>	<p>1, 2 & 3 bedroom Flats, Bungalows & Houses</p>	<p>General use Young people with care needs Persons over 55</p>

<p>Leatherhead United Charities Homefield Fortyfoot Road Leatherhead KT22 8RP</p> <p>Tel. 01372 370073 E Mail: luchar@btinternet.com Apply direct</p>	<p>Studio & 1 bedroom flats</p>	<p>Older persons from Mole Valley area</p>
<p>London & Quadrant Housing Trust Cray House 3 Maidstone Road Sidcup DA14 5HU</p> <p>Tel. 0300 456 9998 www.lqgroup.org.uk</p>	<p>2 bedroom flats 2 & 3 bedroom houses</p>	<p>General use</p>
<p>Mickleham Almshouses The Rectory London Road Mickleham RH5 6EB</p> <p>Tel. 01372 372151 E mail: grahambrown45@hotmail.co.uk Apply direct</p>	<p>Studio flats</p>	<p>Older Mickleham residents</p>
<p>Moat Housing 50 Montgomery Close, Pollards Hill, Mitcham CR4 1XT</p> <p>Tel. 0300 323 0011 E mail: customer@moat.co.uk www.moat.co.uk</p>	<p>1 & 2 bedroom flats 2 bedroom maisonettes 2 & 3 bedroom houses</p>	<p>General use</p>
<p>Mount Green Housing Association 26 Bridge Street Leatherhead Surrey KT22 8BN</p> <p>Tel. 01372 379555 E mail: customerservices@mountgreen.org.uk www.mountgreen.org.uk</p>	<p>Houses and flats</p>	<p>General use Keyworkers Persons over retirement age</p>
<p>PA Housing (Paragon) Case House 85-89 High Street Walton on Thames Surrey KT12 1DZ</p> <p>Tel. 0300 123 2221 www.pahousing.co.uk</p>	<p>2 bed houses</p>	<p>General use</p>

<p>Raven Housing Trust 29 Linkfield Lane Redhill Surrey RH1 1SS</p> <p>Tel. 0300 123 3399 E Mail: raven@ravenht.org.uk www.ravenht.org.uk</p>	<p>1 & 2 bedroom flats</p>	<p>General use</p>
<p>Riverside (English Churches Housing Group) Customer Service Centre 2 Estuary Boulevard Estuary Commerce Park Liverpool L24 8RF</p> <p>Tel. 0345 111 0000 E mail: info@riverside.org.uk www.riverside.org.uk</p>	<p>Shared houses</p>	<p>Adults with alcohol misuse history</p> <p>Single vulnerable adults</p>
<p>Southern Housing Group Service Centre PO Box 643 Horsham RH12 1JW</p> <p>Tel. 0300 303 1063 E mail: service.centre@shgroup.org.uk www.shgroup.org.uk</p>	<p>1 bedroom bungalows</p> <p>1 & 2 bedroom flats</p>	<p>Older persons</p> <p>General use</p>
<p>Transform Housing Bradmere House Brook Way Leatherhead Surrey KT22 7NA</p> <p>Tel. 01372 387100 www.transformhousing.org.uk</p>	<p>Shared houses</p> <p>1 bedroom flats</p>	<p>Single people recovering from alcohol addiction</p> <p>Single people with mental health problems</p>
<p>Sydney Michael Poland Charity Poland House, Kiln Lane Brockham, RH3 7LZ</p> <p>Tel. 01737843121– ask for the wardens, Kate or Barry Apply direct</p>	<p>Flats</p>	<p>Older Brockham residents</p>

<p>Sydney Simmonds Homes Leaside Dene Road Ashtead Surrey KT21 1EA</p> <p>Tel. 01732 275233 E mail: john@cadgey.co.uk</p>	<p>Bungalows & flats</p>	<p>Older people with Ashtead connection</p>
<p>Thames Valley Housing Association Premier House 52 London Road Twickenham London TW1 3RP</p> <p>Tel. 020 8607 0607 E mail: info@tvha.co.uk www.tvha.co.uk</p>	<p>Houses & flats</p>	<p>General purpose and sheltered accommodation</p>