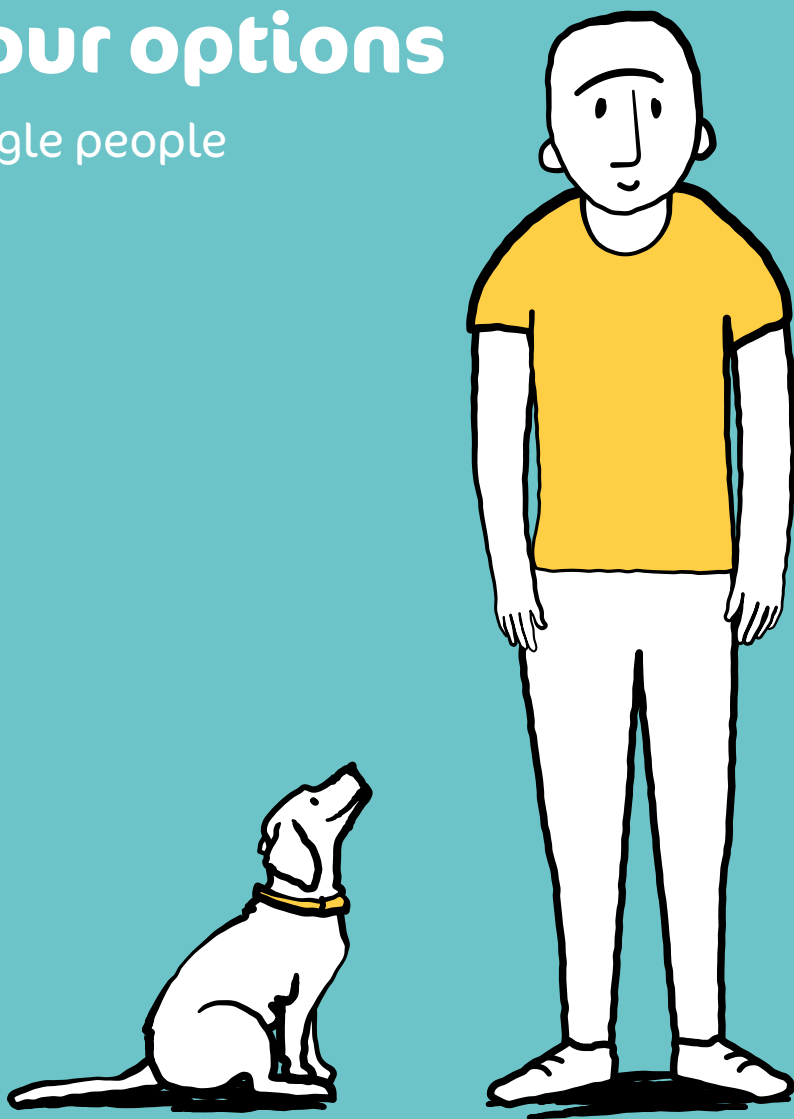


Finding a home: your options

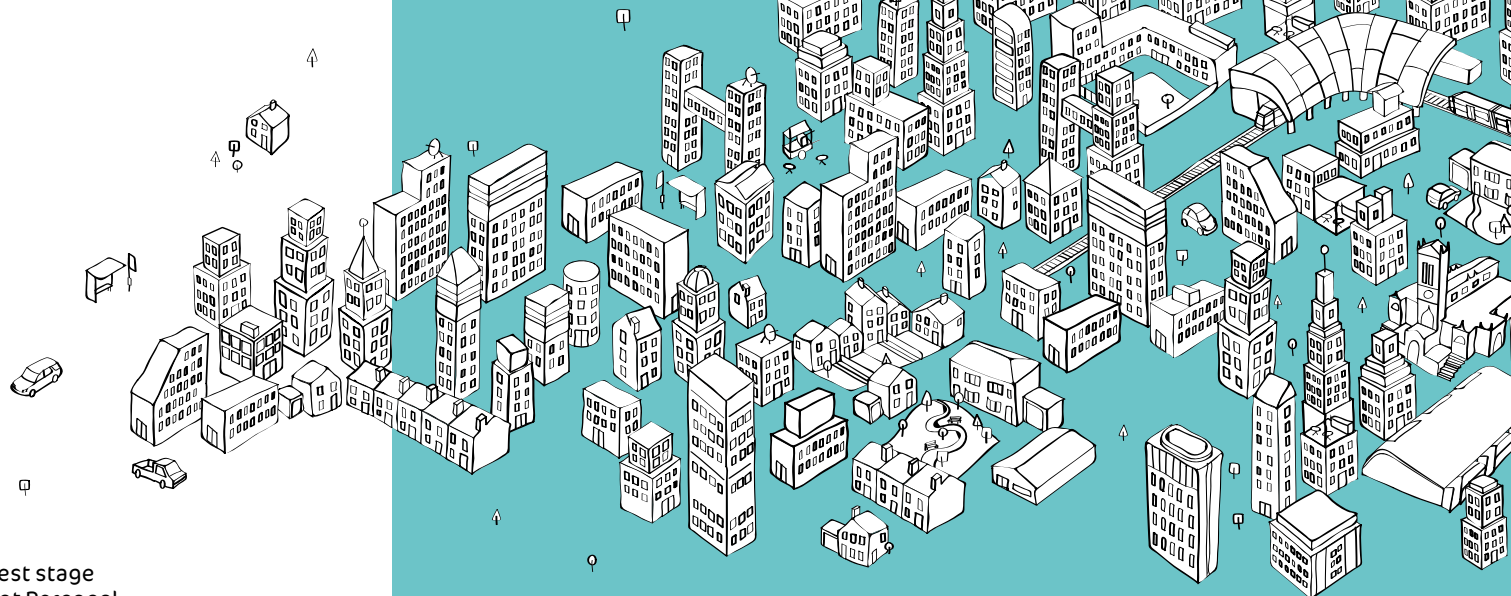
Single people



MANCHESTER
CITY COUNCIL

• Our Manchester •

**This booklet
provides a step-by-
step guide through
your housing
options.**



The Housing Solutions Service can support you at the earliest stage and will discuss a range of options before developing a joint Personal Housing Plan. By working together, with a focus on what's going well, we can provide advice and support you to secure a home.

Contents

Need to find a home? We're here to help	1
Private renting	2
Financial support	6
What next?	11
Manchester areas	15
Greater Manchester areas	16
Other helpful information	17
Actions and notes	24

Need to find a home? We're here to help

We have information about private renting, social housing and lodging options, as well as some top tips to give you the best possible chance of securing your new home!

We also have information about support available from Citizens Advice, Shelter, Cheetham Hill Advice Centre, and the Street Support website.

**There's lots
of support out
there and we
can help you
find it.**

**Let's
get started!**

Private renting

This is the quickest option, but you need to be proactive.



Top Tip
Not all private landlords will accept housing benefit so remember to check with them first.

This is because it's run by a landlord or letting agency and you usually have to have some money just to move in. The landlord can also pick and choose who they want as tenants, but there are things we can help you with and there are things you can do yourself.

There are very few one-bedroom properties available in the Manchester area. The ones that do exist are usually above the housing benefits allowance, or are only for people aged over 35. If you are 35 or under, you will need to start looking for shared accommodation, as you can only get a shared-room rate.

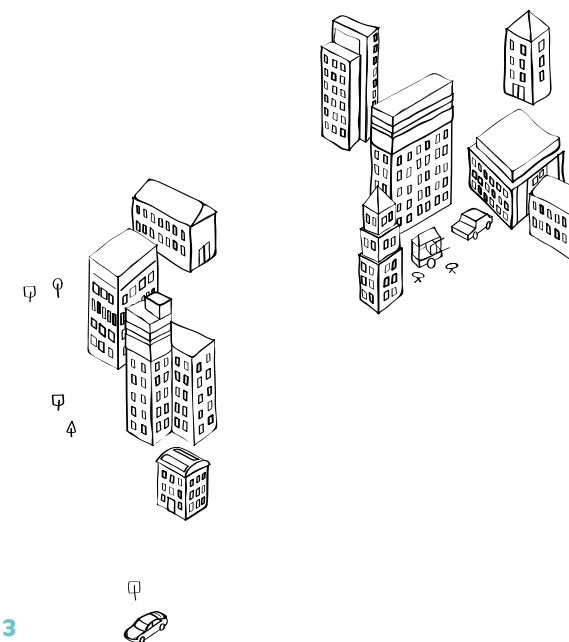
You need to be looking for accommodation yourself – online, in the paper, in the local newsagents, or following leads about places you've heard about. This won't happen overnight – you'll need to get out there and look for this accommodation!

There are lots of different types of places to live you can find. This could be a room in a house, or flat share, a studio apartment, a one-bed flat,

or even a tenancy tied to a job (such as caretaking or pub landlord). As long as you look – and look hard enough – you will find somewhere.

We've included some websites on the next page for you to have a look at.

Private rented accommodation doesn't always have to be through a letting agent.



Websites that advertise properties

Dss Move

www.dssmove.co.uk

Let's help you

www.letshelpyou.co.uk

Make ur move

www.makeurmove.co.uk

Nuroa

www.nuroa.co.uk

Open rent

www.openrent.co.uk

Pinpoint

www.pinpoint.org.uk

Rightmove

www.rightmove.co.uk



Websites that advertise rooms

Flat share

www.clickflatshare.co.uk

Flatmate rooms

www.flatmaterooms.co.uk

Gum tree

www.gumtree.com

House pals

www.housepals.co.uk

House share

www.houseshare.com

Ideal house share

www.idealhouseshare.com

Manchester Spare Room

www.spareroom.co.uk

Open rent

www.openrent.co.uk

Room buddies

www.roombuddies.co.uk

Rooms for let

www.roomsforlet.co.uk

Spare room

www.spareroom.co.uk

UK EasyRoommate

www.easyroommate.com

Manchester City Council does not endorse or guarantee in any way the external organisations, services, advice or products included in these external website links nor does the Council control or guarantee the accuracy, relevance, timeliness, or completeness of the information/ content contained in them.

How to get a private rented tenancy

This is a process that may take several attempts and lots of phone calls, emails and viewings. With the way things are with accommodation at the moment though, it is the fastest way to get a roof over your head.

So how exactly do you get a private rented tenancy?

- Always follow up properties that are being advertised. Websites are the best way to do this. Call landlords and letting agents once you have found somewhere you like. Set up a viewing with the landlord or letting agent. This is your chance to meet the landlord and make a good impression on them.
- The landlord will usually require background checks and possibly a guarantor if you have never held a tenancy before. Discuss this with your housing options officer and see if there is any help they can provide.
- Once all the checks and payments are made, you should sign a tenancy agreement. As soon as this is complete, discuss any help you may need with housing benefits.
- Once you have identified that the property is affordable and you have been to see it, speak to the landlord about your options. You will need to talk about the length of the tenancy, when they would require a payment, and what the running costs are.
- **Move in!**

Top Tip

You should definitely consider sharing accommodation rather than living in a property on your own, because there are far more opportunities available for sharing.



Financial support

Discretionary housing payment

The housing benefits team have a service that helps you apply upfront for the deposit for a new landlord. However, there are strict criteria you must meet before you can access this fund.

Top Tip

If you think you may be eligible for this fund, contact the housing benefits team.

Email: benefit.enquiries@manchester.gov.uk
Tel: 0161 234 5003

To access the DHP:

- You must already be in receipt of Housing Benefits or the Housing Element of Universal Credit.
- You must have a tenancy agreement or similar. For example, if you are already residing in a private tenancy and need to move, you may be eligible. Or if you are currently residing at a hostel, supported accommodation or temporary accommodation, you may also be eligible.

To apply you would need to complete the DHP form provided by the housing benefits team. Each case is considered individually and there is no guarantee of success. If your case is successful, the housing benefits team will make an advance payment to the landlord through a bank, allowing you to move in.

If you are currently in receipt of Housing Benefit or the Housing Element of Universal Credit and would like to apply for this fund, you would need to discuss it with your new landlord. If they are willing to accept a payment from housing benefits for you to secure the accommodation, complete the application form at the Town Hall Extension.

Unfortunately, this fund is not available to applicants who are not in receipt of Housing Benefit or the Housing Element of Universal Credit. Funding is limited and each application is considered on its own criteria.

Discretionary Housing Payments are also available to help top up your Housing Benefit or Universal Credit once you have secured your tenancy.



Universal Credit

Universal Credit is currently being introduced across Greater Manchester.

It is a Department for Work and Pensions (DWP) benefit delivered by Jobcentre Plus. It's a single monthly payment to help with your living costs, and you may be able to get it if you're on a low income or out of work.

Universal Credit brings together some existing benefits such as Housing Benefit and tax credits. It's paid differently to current benefits you receive. It's paid once a month into your bank, credit union or building society account.

Universal Credit can only be claimed online. There's free access to the web in libraries and job centres across the city. Staff in job centres will be able to help you make your claim.

As mentioned above, Universal Credit is paid monthly. You'll be responsible for paying your rent. You may not have been paid this way before, so it's important that you manage your money to last the whole month and to cover your rent. When you first make a claim, it will take around five to six weeks for your first payment to be made. You can apply for an advance payment, but this will be deducted from future payments.

Some people may need support with managing a monthly payment. We can refer you to Shelter who can provide personal budgeting support. You can call Shelter on 0344 515 1681 (local rate for landlines, may cost more from mobiles) to arrange a personal budgeting support session.

You can find out more about Universal Credit at www.gov.uk/universal-credit

If you need additional support making your claim online, call the Universal Credit Assisted Digital Support (ADS) Information Line on 0161 242 5260 (local rate) to hear a list of venues and times when support is available.

Even if you claim Universal Credit, you can still claim Council Tax Support and free school meals (remove school meals for single people booklet). You must apply for these through the Council, as they aren't covered by Universal Credit. Apply online at manchester.gov.uk/benefits

What are the Local Housing Allowance (LHA) rates?

So you have somewhere in mind, but you're not sure what you're entitled to.

How much LHA can you get?

Your Housing Benefit or the Housing Element of Universal Credit will be based on your LHA rate. This depends on your age, the size of the home you need, and who lives with you.

The rules say you are allowed one bedroom, for each of the following:

- a couple
- a single adult or young person aged 16 or over
- two children of the same sex aged under 16
- two children of different sexes aged under 10
- another child.

If you are under 35 and single living in any type of property, or if you and your partner (if you have one) live in shared accommodation (unless you have children), the shared LHA rate will usually apply.

An additional room may also be added if you or your partner (if you have one) get overnight care from a non-resident carer; you have a child who can't share a bedroom; you are a foster carer; or you have an adult child who lives with you who is a member of the armed forces away on operations.

For more information or any housing benefits queries, please contact:
Email: benefit.enquiries@manchester.gov.uk
Tel: 0161 234 5003



Local Housing Allowance rates

A guide to what you may be entitled to if you manage to secure some accommodation can be found below. Please bear in mind that these rates can change from year to year and the amount will usually be updated on the first of April every year. A single person under the age of 35 receives the shared

room rate depending on their circumstances, and the rules for this differ in the north and south of Manchester. If you are working, you will need to enquire how this may affect your allowance. You can check this online at www.manchester.gov.uk

Local Housing Allowance rates for 12 months from 1 April 2017:

Area 1 (Central and North Greater Manchester BRMA)

Number of bedrooms	Weekly LHA rate	Four-weekly LHA rate	Monthly LHA rate
Shared accommodation (under 35)	£67.20	£268.80	£291.20
1 bed	£101.98	£407.92	£441.91
2 bed	£119.98	£479.92	£519.91
3 bed	£133.32	£533.28	£577.72
4 bed	£186.47	£745.88	£808.04

Area 2 (Southern Greater Manchester BRMA)

Number of bedrooms	Weekly LHA rate	Four-weekly LHA rate	Monthly LHA rate
Shared accommodation (under 35)	£61.37	£245.48	£265.94
1 bed	£102.25	£409	£443.08
2 bed	£128.19	£512.76	£555.49
3 bed	£151.78	£607.12	£657.71
4 bed	£200.09	£800.36	£867.06



What next?

We've covered private renting, but to maximise all your options there is also social housing. You need to be on the hunt for any opportunity.

Top Tip

The more engaged and proactive you are, the more likely you will be successful.





Social housing (aka council housing)

Register on Manchester Move if you aren't registered already. This is the housing register for all social housing within Manchester.

We have to have a register and a rehousing scheme, and our scheme places you in a band based on the level and type of housing need you have. This makes it fair to everyone. The banding you will be given will depend on your circumstances. This ranges from band 1 to 6B, band 1 being the highest. There are some restrictions on who can register, but we'll discuss that later.

Priority is given to people who are working, volunteering, or who can provide evidence of a community connection. For more detail visit Manchester Move.

Top Tip
Head over to the website below to start your registration.
www.manchestermove.co.uk
Tel: 0333 900 9032

Manchester Move

When you register with Manchester Move you need to provide them with all the information they ask for to make your application live.

You would most likely pick the areas you know and that you want to live in. This is okay, but the reality is that due to the number of people looking for accommodation, demand is high. If you are more open about the areas you want to live in, you'll most likely be rehoused quicker. Manchester is a large place and has excellent transport connections across the city, but some areas are more popular than others, so please be realistic when choosing areas.

Do you have restrictions on your account?

Get advice on what you need to do to change this. There are things you can do to get back on the register. This will require some commitment on your behalf, but once you start the process you are on the right path.

If your account is restricted due to arrears, antisocial behaviour or criminal offences, speak to the housing office that deals with your application. They can advise you on the issue and tell you what needs to be done to get you back on the system. Citizens Advice may also be able to help you with this.

However, this will not happen overnight, so you'll need to think about other opportunities as well. This goes for all applicants. Manchester Move is not the immediate answer to your housing issues and should be considered as the long-term goal not the short-term solution.

But don't worry – there are other options and we'll discuss these now.

Think about a friend or relative who might move with you. You may have more luck with two-bedroom properties.

In reality, if you do not have a need to move that places you in bands 1–3 you are unlikely to be rehoused, unless you are over 55 and need specialist housing such as sheltered accommodation. You will have a more realistic chance of finding accommodation in the Private Rented Sector across Greater Manchester.

Top Tip
You can bid on up to three properties at any one time. Some properties are only available for a couple of days, so maximise your chances by checking every day.

Pinpoint

You may have heard your housing options officer or housing support provider mention Pinpoint.

What is it and how can it help you get accommodation?

Every authority in the Greater Manchester area looks after their own housing register (social housing). Usually you have to be from the area, work in the area, or have direct family living in the area to be eligible for that particular register.

Not with Pinpoint

Pinpoint takes all the accommodation that has not been filled by residents of that area and opens it up to the rest of Greater Manchester. As long as you're registered with one of the housing registers in the Greater Manchester area, you're automatically registered with Pinpoint.

Pinpoint Express

Also, sometimes there are properties advertised that are open to anyone in the UK whether they are registered or not. These properties are called Pinpoint Express and all you need to do is find a property that has the Pinpoint Express logo next to it and follow the instructions (usually it's a phone call or email to the housing officer). These properties are usually first come, first served, so don't wait around. Should everything go okay, you could be in that property before you know it!

You may need to be flexible and consider living in a different area.

The properties advertised are spread across the Greater Manchester area, so you may need to be flexible and consider living in a different area. This is by far the quickest way to get a tenancy, and if you are working, you might even be able to get a two-bedroom property!

Just remember that Manchester's transport links are better than they have ever been, so even if a property is out of the area you want, you won't ever be that far away.

Here's Pinpoint's website address – go and have a look for yourself!
www.pinpoint.org.uk

Consider how far you are willing to travel. Most of the destinations across Greater Manchester are now easily accessible.

Manchester areas



Greater Manchester areas

Top Tip

You may be able to find a property more easily if you expand your search beyond Manchester and make use of the excellent transport links across the city.

— Railway line
— Metrolink line

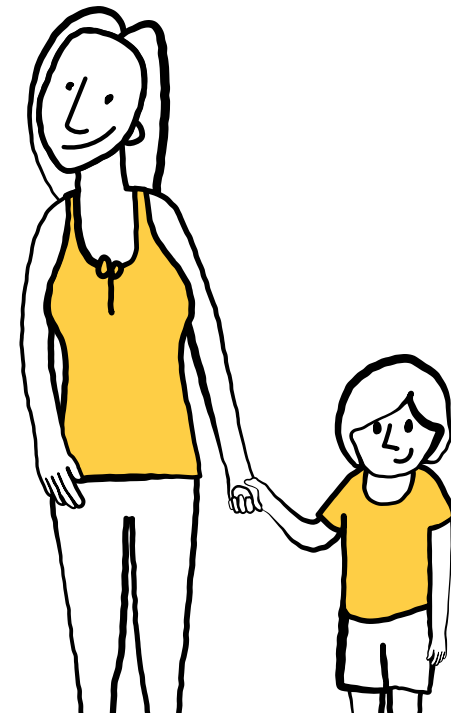


For more information on transport links visit [tfgm.com](https://www.tfgm.com) and [nationalrail.co.uk](https://www.nationalrail.co.uk)

Other helpful information

Over the next few pages we've highlighted a range of support services available to help you with all your housing needs (as well as other useful information).

If you're looking for some independent advice or maybe some general support beyond your housing needs, there's lots of information out there.





Motiv8

Motiv8 supports people aged over 25 across Greater Manchester who need support to get their lives back on track.

If you are experiencing issues with health, alcohol, drugs, domestic violence, debt, homelessness or other challenges, Motiv8 can help you. They can identify a support package to improve your access to services and help you improve your self-confidence, self-esteem, health and wellbeing, finances and employability skills to move you closer towards job search, training and employment.

To be eligible for the service you must:

- Be aged 25 or over
- Live in Greater Manchester
- Have the right to remain and work in the UK
- Not be currently in employment, self-employment or on a zero-hours contract
- Not be currently accessing any other formal training
- Be experiencing multiple issues.



Motiv8 has been set up thanks to £9.7m of funding from the European Union through the European Social Fund (2014–2020) and National Lottery, through the Big Lottery Fund, for delivery of the Building Better Opportunities programme.

To find out if Motiv8 is right for you visit www.motiv8mcr.org or email: info@manchesterbbo.co.uk or call 0161 331 2048.



Citizens Advice

Housing issues will always arise, so you need to know your rights and responsibilities.

Citizen's Advice offer a wide range of housing-related support. If you are threatened with eviction, unable to pay your rent, in need of information linked to your benefits, health, debt, work or immigration, their knowledgeable staff are on hand to help.

Citizen's Advice have a new Information Hub in Manchester Town Hall's Customer Service Centre, open Monday to Friday, 9.30am–2pm. Staff can make a brief assessment of your situation and offer information, or they can support you to access further information online or over the phone.

Citizens Advice can help with budgeting and debt advice, which would come in handy when looking at private renting. They may also be able to help you save towards a deposit.

Similarly, there are a range of drop-in sessions available across the city. During these sessions staff can help you with online advice, or services such as Manchester Move and Universal Credit. For information on days, times and venues visit www.citizensadvicemanchester.org.uk/face-to-face

Visit their website www.citizensadvice.org.uk for further information on how they can help you and their nearest drop-in service.



Shelter

Every year, Shelter help millions of people struggling with bad housing or homelessness.

Shelter have a number of advisers and solicitors who can help you. They offer a range of support and legal services linked to your homelessness or housing issues. You can either call and make an appointment to see someone, or pop in to have an initial chat with one of the team to see how they can best support you. Shelter have telephones and computers that you can use for free to gain advice, claim benefits or bid on properties.

Opening times are Monday to Friday, 9am–5pm.



Shelter have a range of contact methods, which are listed below:
Address: 5 Samuel Ogden Street, Manchester M1 7AX
Tel: **0344 515 1640** Email: **info@shelter.org.uk** Webchat: **www.shelter.org.uk**



Cheetham Hill Advice Centre

This independent advice centre has been around for some forty years.

It can help any Manchester resident with housing, benefit and debt problems. It can also help you access other local services, such as health and social care, food banks, education classes, volunteering opportunities, and much more. The centre can help with Housing Benefit, Council Tax Support, Jobseeker's Allowance, Employment and Support Allowance, tax credits, personal independence payments, the benefit cap, rent arrears, housing repairs, and many other issues.

Staff and volunteers at the centre can speak other languages as well as English, including Arabic, Kurdish, Pushto, Spanish and Urdu, so if you struggle with English, they can try to help or find an interpreter.

You can call in to see an adviser without an appointment on Mondays, Tuesdays and Thursdays from 9.30am to 12.30pm. However, the centre gets very busy and can only see a set number of people each day, so it may sometimes close early. After you see the adviser, they will also make an appointment for you if you need one.

There are also advisers available at the following venues:

- **Manchester Refugee Support Network:** if you are a refugee or seeking asylum, you can call **0161 868 0777**
- **Europaia:** if you are a Central or Eastern European, you can call **0333 305 8570**
- **WAST:** if you are a woman seeking asylum, you can call **0161 464 7374**
- **Greater Manchester Immigration Advice Unit:** **0161 227 8555**
- **Northmoor Community Association:** if you live in the Longsight area, you can call **0161 248 6823**
- **Rainbow Haven Welcome Centre:** community drop-in, support and activities for refugees, asylum seekers and vulnerable migrants. See their website for details at: **www.rainbowhaven.org.uk**

You can call them for more information on **0161 740 8999** or check their website at **www.cheethamadvice.org.uk**



Street Support

Street Support is a charity operating in the Manchester area with the most up-to-date information for all housing needs.



Support

We've got a list of nearby organisations and charities which can help you.

Meals

We can point you in the direction of free and heavily discounted food, water and hot drinks.

Accommodation

We list temporary and permanent accommodation options in and around the city.

Local Services

We keep a directory of local services including medical help, washing facilities, activities, and gateways to job opportunities and training.

Please visit to further increase your chances of finding accommodation, employment and many other helpful services. www.streetsupport.net



Healthcare rights for homeless

Know your rights – accessing health services if you are homeless in Manchester.

Registering with a GP

NHS England state that:

- You **do not** need to provide ID or proof of address to register with a GP (although you might still be asked).
- You can register using a temporary address such as a friend's, a day centre or the practice address.
- You just need to state that you are staying/sleeping within the local practice area.

Everyone is entitled to free primary care services.

- Anyone in England may register and see a GP **without charge**. This includes asylum seekers and refugees, overseas visitors and those who are homeless.
- Prescriptions are free of charge for those claiming benefits.
- Those not entitled to benefits (no recourse to public funds) can apply for help with prescription costs by completing a HC1 form – ask your GP for more details.

If you are refused registration

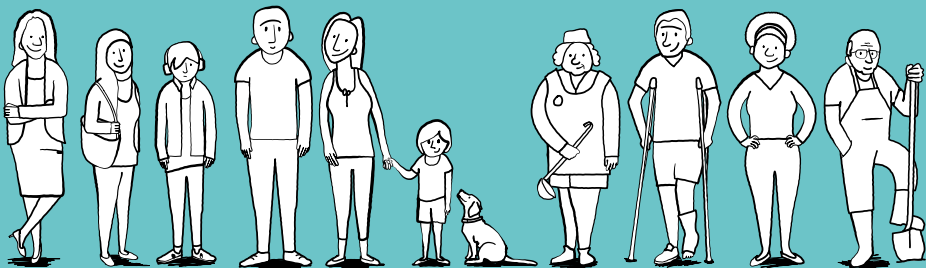
- Ask to speak to a Practice Manager and show them this booklet.

For more
information contact
**Urban Village
Medical Practice on
0161 272 5652**

This information has been produced by Urban Village Medical Practice in conjunction with Manchester City Council using information from the NHS England document Patient Registration.

Actions and notes

Please use this page to confirm you have completed your tasks, and write down any further tasks, notes, telephone numbers, websites or any other information you may wish to add.



Action	Date	Complete
		<input type="checkbox"/>
		<input type="checkbox"/>
		<input type="checkbox"/>
		<input type="checkbox"/>
		<input type="checkbox"/>
		<input type="checkbox"/>
		<input type="checkbox"/>
		<input type="checkbox"/>
		<input type="checkbox"/>
		<input type="checkbox"/>
		<input type="checkbox"/>
		<input type="checkbox"/>
		<input type="checkbox"/>
		<input type="checkbox"/>
		<input type="checkbox"/>
		<input type="checkbox"/>
		<input type="checkbox"/>
		<input type="checkbox"/>
		<input type="checkbox"/>
		<input type="checkbox"/>

Notes

Notes

Notes

Notes

Manchester City Council is working closely with businesses, partners from the voluntary and community sectors, and people who have experience of homelessness as part of the Homelessness Charter. We know that by working together, building on the strengths of the community and listening to what's important to people, we can collectively offer the best possible support to people experiencing homelessness.



Created in conjunction with the Housing Solutions Service
and The Homeless Charter Group

Second Edition