Finding a Home and Support Services

This is only a guide... 
...please seek support when you are thinking about housing and support needs
**Do you need to move?**

Make lists of the good and bad points about your home

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<th>Good points</th>
<th>Bad points</th>
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Can any of the bad points be changed, so that you do not need to move?
Think about what a new house or area needs to offer

What is essential when choosing your new home?
Tick the pictures that are important to you

**Area**

- A safe neighbourhood and safe at night
- Good neighbours
- Good transport - buses, trains, taxi companies
- Close to shops - food, clothes, music
- Close to leisure amenities, cinema, pubs, cafe, bowling alley, leisure centre
- Close to friends and family
- Close to college / school
- Close to your work place or with good transport links to work
Garden, yard or patio

Summerhouse or conservatory

Close to health services - GP, dentist, hospital

Country or town?

Support available in the area - good providers; cost

Availability of individual/personal budgets

Access to services you may need - physio, local authority services

House

A good trusted honest landlord

Toilet - more than one if necessary
Accessible bath/shower

Bedrooms - are there enough; are you to share; is there a room for support staff if needed

Garage or shed/garden wall

Privacy - are there properties overlooking your windows or gardens; do you need private place to talk

Access in and out - is there a ramp?

Cost - including cost to furnish unless it is a furnished house

Size of bedroom to suit person and furniture

Who you live with

Parking for your car or support worker’s vehicles - neighbours may complain if there are too many vehicles
Owning or Renting

Owning
This is when you borrow some money to buy a house and pay the money back over many years through a mortgage. You can also use your savings. You could inherit a home - usually from your parents, which could be yours alone or left to a group of people. It could be left to you and your brothers or sisters or family friends in a trust.

If you own your own home you could let out a room to someone else who would then pay you rent and share expenses such as gas and electricity.

Part Ownership
This is when two or more people own part of a property. It could be with a partner, friend or family member - your mum and dad could own half the house and you the rest.

Shared Ownership
This is when a Housing Association owns part of your home and you own the rest. You have to pay rent to the Housing Association for the part you do not own and pay the mortgage on the part you do own.

Renting

Tenancies
A tenancy is when you pay rent to a landlord for your home. There are different types of tenancy. You have rights as a tenant if you pay your rent which is written down in a Tenancy Agreement. You can use Housing Benefit to pay rent, but sometimes you also pay a top up from your own money. It is a good idea to take advice before signing a tenancy agreement.

Single Tenancies - If you want to live on your own - a single tenancy - you need to apply to Broadacres Housing Association (Hambleton) or Richmondshire District Council (Richmondshire), or other associations.

Shared Tenancies - This is living in a house with your own tenancy which you share with one or more other people who also have their own tenancy. You can ask for an easy read version of the tenancy agreement.

Local Authority Housing
In Richmondshire the District Council has houses for rent. In Hambleton all local authority housing has been transferred to Broadacres. With either authority you must apply for a house or flat before being placed on to a waiting list. If you already live with your family in a council house, you may be able to apply to take over the tenancy and stay in the house. Housing Benefit can be used to pay some or all of the rent.
Housing Associations and Charitable Associations

This is where you pay rent to a Social Landlord. There are several associations in Richmondshire and Hambleton - and again you must apply for a house and go on a waiting list. You can find out about the Housing Associations in your area by contacting the District Council.

If you live with your family in a social landlord owned property you may be able to apply to take over the tenancy if they move or die. This is called ‘succession’. Housing Benefit can be used to pay some or all of the rent.

Private Rental
This is where you pay rent to a private landlord.

The landlord owns the house but lets someone else live there if they pay rent. Housing Benefit can be used to pay some or all of the rent.

Other Housing Choices

Supported Lodgings
This is where you would live with a single person or a family in their home, where they will also provide you with the support you need. They are always checked carefully to make sure that placements are safe.

Village Communities
This is when you live and work together with others as part of a community. There are some groups within North Yorkshire which you can consider, although none are actually in Hambleton or Richmondshire.

Residential Care homes
These provide 24 hour care for people with very high support needs who cannot live on their own. They are usually for groups of at least five or six people - sometimes more. Tenancies are about local housing whereas residential care may be about choosing to live further afield where there is specialist support. Sometimes residential care is the only option available in an emergency. It can be temporary or longer term.

Support
When you move, your support needs will be assessed by your Care Manager. You will be asked questions about your finances to help North Yorkshire County Council work out your contribution towards the cost of your support.
Next Steps

Finding Help - who can help?
- Family
- Advocate
- Support Worker
- Friend
- Local Housing Department or Association
- Citizen’s Advice Bureau
- Somebody else who knows you well

To help you find out what houses or flats are available visit:
- Local Housing Department
  - Hambleton District Council, 0845 1211 555
  - Richmondshire District Council, 01748 829100
- Housing Association Associations
  - See Page 22
- Estate Agents
- Local newspapers
- Letting Agents
- Websites for Hambleton and Richmondshire District Councils and Housing Associations - see page 18

Important
- Get written information on the homes on offer - with photographs if possible - to compare all the options
- Arrange a visit to see the property with the person who is helping you
- Talk with the person who is helping you about which property is best
Finding Support to Live Independently

Assistive Technology (Telecare) uses a range of gadgets or sensors, matched to your individual needs to assist you to live at home, if you are vulnerable and need support. The sensors can be linked to a lifeline (a kind of telephone) that is used to summon help if required.

Using Telecare can improve and maintain your wellbeing, self-esteem, independence, and autonomy, helping you to live safely and securely at home. It is used to support you and your family when living with any care or health issues you may have.

For more information on Telecare and how it could help you visit www.northyorks.gov.uk where you can read and watch videos of some case studies about how Telecare has benefited people.

Housing Support

Housing Support is offered to help people to live independently. Support provider organisations offer housing support for people already living in their own houses, in supported accommodation (warden controlled) or people wanting to move independently. This can be offered in a number of ways:

- **Visiting support** - a support worker visiting on a regular basis, usually at a fixed time during the week.
- **Alarm on Call System** - a person is able to raise the alarm in an emergency. It can be used to benefit people with disabilities and older people living in their own homes.
- **KeyRing Living Support Networks** - involves building up a network of people who access different layers of support. Support is offered through staff, volunteers, mutual support from other members and community support. The volunteer lives in the local neighbourhood and visits on a weekly basis, however the amount of support, the time and place that is delivered is all flexible, depending on the members needs and choices. KeyRing will support you to find a property and the move.
- **Warden Controlled** - warden controlled accommodation permits people to live in an accommodation setting with a warden on a 24 hour, seven day basis. This depends on the scheme type.
- **Housing Support with Care Needs** - many support provider organisations offer support with personal care needs. This is offered in your own home.
- **Accommodation with Support** - this involves support workers being based within an accommodation setting and offering support to a number of people. A setting may be individual homes with people having their own tenancies and support being offered as needed.
- **Personal Budgets** - an amount of money which has been assessed by care managers as appropriate for someone’s needs. They allow people to have choice and control over who they want to offer their housing related or personal care support. You can choose to let the care manager manage the budget for you or choose a Direct Payment. This would allow you to employ a personal assistant, agency, or other provider to have your care delivered.
Provider organisations can help you with

- earning domestic, life or social skills in order to become more independent
- applying for benefits, budgeting and managing debts
- finding somewhere to live and setting up home
- gaining access to other support or community services
- finding out about work or training
- dealing with other professionals, family and neighbours and advocating on your behalf
- providing alarm systems to enable you to call for help in an emergency
- they can also keep an eye on your wellbeing.

Funding

Funding depends on your own circumstances and you will need to contact local organisations to determine any charges.

Work

Work may be full or part time, paid or voluntary. Providers can signpost you to the correct support for your needs. Supported Employment Services can support you to find a job, support you at interview or provide a job coach if needed. The job centre and your local community may also be able to help.

Getting Around

There are a number of ways to travel in Hambleton and Richmondshire, including public buses and trains. The use of a social car scheme and shared taxis, family transport, walking, cycling and building on social networks will all provide you with the opportunities to get around.

Help To Find Support

Finding the right support can be confusing. Speaking to a number of providers can help you to understand the differences between them and to get a match with the support you are looking for. For further information see www.northyorks.gov.uk/supportingpeople.

Further information

To find Housing Support provider organisations try the Supporting People website or contact providers direct.

Supporting people team
supporting.people@northyorks.gov.uk
Tel: 0845 034 9498
Fax: 01609 532025
Moving on

A lot of organisation goes into moving into new accommodation - here are some reminders about what to do:

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<tr>
<th>Item</th>
<th>What support I would like</th>
<th>Action Plan (Who, When and What)</th>
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<td>Income Benefits and Grants Weekly Budget</td>
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<td>Rent Council Tax</td>
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<td>Water Rates and Council Tax</td>
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How to be a Good Tenant

- Pay rent on time - check if you need a rent book
- Know what you should do and what the landlord should do - understand or get help to understand the tenancy agreement
- Do not sign anything you do not understand
- Do not behave in an anti-social way - piling rubbish in your garden or playing loud music
- Look after the property
- Keep the property clean and tidy
- Make sure you report repairs to the landlord
- Know where to go for help if there is a problem. You could ask for help and support from:
  - Support Staff
  - Mencap
  - Citizens Advice Bureau
  - District Council
  - Landlord
  - Housing Charities like ‘Shelter’
- Let the landlord visit and check the property - only do this if it has been arranged beforehand and it is in the tenancy agreement
- Pay bills on time
- Do not do anything which is against the law in your home
- Tell the landlord if you need to be away from your home - in hospital or a long holiday. You usually have to tell the landlord if you leave your house for 30 days or more
- Know how to contact the landlord - get their address and telephone number
- Do not let anyone live in your house that the landlord does not know about
- Respect others rights if you have a shared tenancy. You also need to make sure if you have neighbours that you are a good neighbour
- Make sure visitors behave
- Do not leave rubbish piled up
- Keep pets under control
- Do not smoke in the property without the landlord’s permission
- Do not decorate or change the property unless you have the landlord’s permission

We got this information from:
Self advocate’s personal experience as a tenant.
Shelter,directgov.uk and Northampton Borough Council Websites.
**Frequently Asked Questions**

**Q: Our son/daughter is just about to leave school - what happens now?**

**A:** The Education Department is required to notify Social Services of all young people aged 13 or 14 who are disabled. Eight months before a child with a disability is due to leave full time education, the Education Department is required to notify Social Services in writing. Social Services is then obliged to co-ordinate a multi-agency assessment of the young person which must be completed no later than three months before the person’s school or college leaving date.

From the age of 18 there is a transfer from children to adult services under the NHS and Community Care Act 1990. Each local authority is required to publish a Community Care Plan which must outline which services it intends to provide. All schools have a duty under the Education Act 1993 to have Special Educational Needs Policies which take account of Transition Plan arrangements. A Transition Plan is a document which sets out the arrangements which an education authority considers appropriate for a child during the period when they are aged 14 - 19 years, including arrangements for special educational provision, for suitable employment and accommodation and for leisure activities, and which will facilitate a satisfactory transition from childhood to adulthood. The Local Authority must include a Transition Plan in the first review after the age of 14. A Transition Plan should build on the conclusions reached and targets set at the previous annual reviews of a child’s Statement of Educational Needs.

**Q: We have been told we are not eligible for support.**

**A:** Contact the local Care Management Team by calling NYCC Customer Services Unit on 08458 727374. If you are eligible you will be offered an assessment. This will identify your personal budget, which you can take as a direct payment if you choose.

**Q: Can we sign the tenancy for someone with limited capacity?**

**A:** The point about legal capacity is that if the disabled party to the tenancy lacks sufficient understanding then the contract may be said to be void. However, there is no penalty falling on the disabled person so he or she has nothing to lose. On the other side if the landlord for reasons of good practice and because they wish to respect the rights of their tenants wishes to grant the same rights as any other resident then they are welcome to do so. The official solicitor has advised local authorities they may grant tenancies even though capacity may be in question.
Q: We’ve been told that a house where someone is receiving care has to register as a care home.

A: Any organisation that provides care must be registered with the Care Quality Commission. This applies even if it is in your own home. However, if you move to a Care Home, then the premises must also be registered. If you receive housing support, there are no requirements for registration if it is through a personal assistant, but if you employ an organisation to support you, then they must be registered.

Q: We’ve been told renting to a relative disqualifies payment of housing benefit.

A: Discretionary trusts are used by families to make long-term financial provision for sons and daughters. The key point about a discretionary trust is that funds or property put into the trust do not count as assets for the purposes of benefits or in terms of the responsibility of the local authority or health authority to fund care. This is because the funds are put into a discretionary trust do not belong to the beneficiaries but to the trust.

Q: Our son/daughter is about to leave education and Social Services tell us they must come back and live with us. What rights do we have?

A: Under the Carers (Recognition and Services) Act 1995 carers are also entitled to an assessment of their needs. This should be a formal process looking at the range of needs as opposed to any individual need. Assessments for Carers and the cared for person are the responsibility of your local Social Services Department.

Q: How can a group of families best combine together to purchase a property with the intention it be occupied by their disabled children?

A: There are at least four ways that relatives can combine resources to buy a property for sons and daughters:

- **Joint ownership through a limited company** - participating relatives forming a company limited by shares. The company will buy the freehold of one of the family’s property or a new property. Occupancy of the sons and daughters will be on the basis of tenancies from the company to the individual occupiers. Loans required to purchase or adapt the property will be to the company. It is possible that a lender will want guarantees to be the joint liability of the participating relatives. This means that each relative is responsible for all other relative’s liability, not just their own. This may be a significant risk where borrowing is concerned.

- **Joint ownership** - participating relatives buy the property in their own names. In law the maximum number of joint owners is usually four. The relatives jointly own as ‘tenants in common’. Occupation would be on the basis of individual tenancies - there is no limit to the number of beneficial tenants. Joint owners would be jointly liable to the mortgage company for the full amount of the loan.

- **Freehold and long leases** - participating relatives form a limited company which would buy the freehold, each of them would have shares in the company. The company would then grant long leases of individual units within the property to each of the participating relatives. Each relative would then let their child occupy the individual unit leased to the relative. Each relative would borrow money on the security of the lease granted to them. This means that each relative would be responsible only for their own borrowings.
Industrial and Provident Society - where there are seven or more people it is possible to form what is termed an Industrial and Provident Society. This creates a legal entity, which can borrow in the same way as a limited company. The advantage of this is that it is a model familiar to mortgage providers and model rules are available. In the past mortgage interest tax relief was available but this has now gone.

Q: We’ve been told that if you can’t manage on your own you can’t have a tenancy.

A: Many people do have tenancies and receive support as they cannot manage on their own. This is called housing support and can include support with managing your finances, and maintaining your tenancy. You can contact Foundation Homeless Prevention Service or Broadacres Housing Association for this. Alternatively, if the support you require is with domestic tasks such as learning how to clean, to shop and to prepare food for example, you can contact the Customer Services Centre on 08458 727374.

Q. Where can I get support on the benefits and money for rent support and everyday living?

A: The Citizens Advice Bureau (see ‘Useful Information’ at the back of this document) will provide advice and support about disability benefits, and benefits for everyday living. The District Councils (Hambleton or Richmondshire) will provide advice and support with benefit for rent support.

Q: What age do you have to be to have a tenancy?

A: The legal age at which a tenancy may be granted is 18 years old, as the person is deemed responsible and as having legal capacity. However, tenancies have been given to people who are under 18 years old under special circumstances. These circumstances are usually where the person is unable to find any other suitable accommodation and have the involvement and protection of social services, who may be asked to act as guarantors for the individual concerned.

Q: Our son/daughter is very unhappy where they are. What rights do we have?

A: Disabled people or their carers can request a care assessment, which Social Services have a duty to carry out. Local authorities also have a duty to meet the assessed needs of the disabled person. Social Services must consult and involve the housing authority (which may be a district council and therefore not the same as the Social Services authority) where there are housing issues. Local authorities should take account of the wishes of the disabled person and their carers and relatives. However, how the assessed needs are met is a matter for the authorities. Most Social Services departments struggle with their budgets. They are not obliged to give a particular solution that a disabled person might prefer, where they lack resources to do so. However, the best, most imaginative local authorities will certainly want to try and meet the needs of each individual and also their aspirations and are increasingly extending the range of possibilities that they make available or support. If you are unhappy with the assessment or the solutions offered you can request a new assessment or seek to negotiate better solutions or appeal.
Useful Information

Employment / Volunteering and Education

Elder House
East Road
Northallerton
DL6 1NG
01609 852300
Support and advice in job seeking and application.

Supported Employment Service
White Rose House
Thurston Road
Northallerton
DL6 2NA
01609 535335
Support in finding employment.

Adult and Community Education
01609 533900
Range of courses available with accessible resources.
Uniform Services

Stone Cross
Northallerton
DL6 2UZ
01609 777070

Hambleton Leisure Centre offers fantastic leisure facilities for all

Northallerton Fire Station
Crosby Road
Northallerton
DL6 1AB
01609 751010

Friarage Hospital
Bullamoor Road
Northallerton
DL6 1JG
01609 779911
Hospital and A and E

Leisure

Northallerton Library
1 Thirsk Road
Northallerton
DL6 1PT
0845 034 9506 (lending library)
0845 034 9507 (reference library)
Open from 9am Monday - Saturday
The Applegarth Car Park
DL7 8LZ
01609 776864
Tourist information for the Northallerton Area.

Breathing Space
Goosecroft Lane
Northallerton
DL6 1EG
01609 779 420
Organised activities including evening/weekend outings and weekends away.

The Ship
Zion Hall (Behind Zion Church)
Northallerton
Contact Maggie Stockport (CSI) for more information
01609 536780

Gateway
Mowbray Gateway Club
Goosecroft Lane
Northallerton
DL6 1EG
Contact Karen Jack Social and Leisure Group for adults with learning disabilities - 01609 770458
Every Friday evening 6pm to 8.30 pm. Term time only.

Hambleton Strollers
01609 771624
Walking for Health. A variety of group walks available in the area.

Northallerton High Street
A wide range of supermarkets, charity shops, cafes, shopping facilities and market stalls.

Travel Services

Arriva Travel
0871 2002233
arrivabus.co.uk
Bus services across North Yorkshire, see tourist information for bus routes and timetables.

Dales and District Bus Service
01677 425203
dalesanddistrict.co.uk
Bus Service across Yorkshire Dales. See tourist information for bus routes and timetables.
Finances and General advice

**Elder House**
East Road
Northallerton
DL6 1NG
0800 055 6688 / 01609 852300
Wide range of information and services, like benefits, loans and grants.

**Victoria Road**
Richmond
North Yorkshire
DL10 4AS
0800 055 6688 / 01748 542200
Wide range of information and services, like benefits, loans and grants.

**The Market Place**
Richmond
DL10 4JJ
01748 829462
Offer information and advice you need to make the decisions and choices in your life.
Local Stores (food/furniture)

**Richmond & Hambleton Furniture Store**
Brompton Road
Northallerton
DL6 1DY
07801 591 981
Helps people on low incomes buy household items that have been donated from the public.

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**Sandown Way**
Stockton-on-Tees
TS17 7BT
01642 679 447
Great shopping - just off the A66

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Local Food Stores
Across the Northallerton area there are many local supermarkets and food stores in and around the High Street at reasonable prices.

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Housing / Tenancy advice and Support Services

**Broadacres Housing Association**
Mount View
Standard Way
Northallerton
DL6 2YD
General: 01609 767900 (24hrs)
Tenants: 0800 5875291 (24hrs)
Homes for rent, shared ownership and sale.
Provide a range of support services to different client groups.

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**C.S.I Northallerton**
White Rose House
Thurston Road
Northallerton
DL6 2NA
01609 536787

**C.S.I Richmond**
Swale Dale House
Colburn Business Park
01609 798358
Community Support and Information Services
Telecare
0845 034 9410
Customer service centre, social care enquiries
Uses a range of sensors, matched to your individual needs to assist you to live at home, if you are vulnerable and need support

Key House
35 Westgate
Thirsk
Y07 1QR
01845 521458 10am to 1 pm
Monday, Wednesday and Friday
Free independent and confidential legal advice on housing, debt and welfare benefits.

Housing Options
york.gov.uk/housing
Housing Options Customer Services
Library Square
York
YO1 7DS
01904 554500
Help or advice with housing.

Councills / Local Authorities

Customer Services Centre
County Hall
Northallerton
DL7 8AH
08458 727374
Help and advice accessing Council Services.
Swale House
Frenchgate
Richmond
DL10 4JE
01748 829100
Provide accommodation for rent and link with Housing Associations for shared ownership schemes.

**Estate / Letting Agents**

**James Winn Estate Agents**

72 High Street
Northallerton
DL7 8EG
01609 777125
Estate Agents Thirsk and Northallerton

**Bridgfords**

75-76 High Street
Northallerton
DL7 8EG
01609 775 431
3 - 5 King St
Richmond
DL10 4HP
01748 850 341
Estate Agents

**Ian Bebbington**

4-5 Town Hall
High Street
Northallerton
DL7 8QR
01609 760333
Estate agent, covering Northallerton and North Yorkshire

**Stanton Mortimer**

PROPERTY CONSULTANTS

80/81 High Street
Northallerton
DL7 8EG
01609 773 004
Estate Agent and Property Consultant Services
CARVER GROUP

229 High Street
Northallerton
DL7 8LU
01609 777 710

26 Market Place
Richmond
DL10 4QG
01748 825 317

Residential and commercial properties

JOHN PREST

Stamford House
65 High Street
Northallerton
DL7 8EJ
01609 777 757
House Sales and Lettings

Charltons

27A Market Place
Richmond
DL10 4QG
01748 822 525
Estate Agents

Health

NHS Direct

0845 4647
24 hour health advice and information service

Community Learning Disability Team

Gibraltar House
Thurston Road
Northallerton
DL6 2NA
01609 751356
Health and Social Care Services

Hambleton & Richmondshire Advocacy

Hambleton and Richmondshire advocacy
277 High Street
Northallerton
DL7 8DW
01609 778652
An advocacy service for people over the age of 16 living in the Hambleton and Richmondshire area
Housing Associations in Hambleton and Richmondshire

Broadacres House
Mount View
Standard Way
Northallerton
DL6 2YD
0800 5875291
info@broadacres.org.uk
Property throughout the district

Accent (N.E.)
2nd Floor
202-206 Linthorpe Road
Middlesbrough
TS1 3QL
0845 6780574
Property in Stokesley, Leeming Bar and Northallerton.

Home Housing Association
Knight House
2 Sandbeck Court
Wetherby
Property in Stokesley, Catterick, Great Ayton, Richmond, Brompton on Swale, Great Smeaton, Trinity Park (Northallerton), Thirsk and Chopgate

Muir Housing Association
Raja Khan
01928 728000
Property in Brompton and Northallerton

Ryedale Housing Association
Leat House
Norton
Malton
YO17 9DS
01653 600300
Property in Great Ayton

32 New Lane
Selby
YO8 4QB
0845 270 1088
Property in Thirsk, Selby, Leeming and Easingwold (Some areas restricted to over 55’s or exclusively local people)
Sanctuary House
Unit 15
Killingbeck Drive
Leeds
01132 350686
Property in Coxwold, Nosterfield, Knayton and Thirlby

Tees Valley Housing
Rivers House
63 North Ormesby Road
Middlesbrough
TS4 2AF
01642 261100
Property in East Harlsey, Hackforth and Crakehall and for elderly in Northallerton and Stokesley

Two Castles Housing Association
154 New Bridge Street
Newcastle upon Tyne
NE1 2TE
0191 261 4774
Property at Seamer

Railway Housing Association and Benefit Fund
Bank Top House
Garbutt Square
Neasham Road
Darlington
01325 482125
Property for over 40s at Romanby