

Access to housing in Walsall



Walsall Council

Walsall Council do not own any properties, all of the stock for social rent is owned and managed by housing associations.

This booklet tells you about:

- Housing Associations in the area
- How to contact them
- How to make an application for housing
- Where housing associations have their properties
- The type of accommodation housing associations have

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Walsall Council's Housing Register

The Council does not own any social housing. Housing associations own and manage the social and affordable rent homes in Walsall borough.

Housing associations pass 50% of their empty properties to us each week. We prioritise applicants who have specific housing needs and match suitable households from our register to each property. Our housing allocations policy sets out how we do this. This makes sure our scheme is fair and we assign homes to those who need them the most. To be considered for one of these properties, eligible households can join our independent housing register.

You could also contact the housing associations separately and register with them (see pages 5-16). Sometimes housing associations close their waiting lists if there are too many people waiting for a particular type of property in an area. This means they will not take an application for housing.

How to join the housing register

You can do this online by visiting www.walsallhousingsolutions.co.uk

If you need some help to apply, you can:

- visit one of our **Walsall Connected sites** and our staff will take you through the online registration process
- call our **customer experience team** (01922 650000, choose option 7)

Housing Associations

There are many housing associations in Walsall. They have different property types to suit your needs, including:

- Older people
- Young people
- Families
- People with a disability requiring an adapted home

What is the role of a Housing Association?

A Housing Association owns and/or manages social rented housing. Their aim is to meet local housing demand and provide good quality affordable homes. To be considered for a housing association tenancy, you will need to meet their eligibility criteria.

How long you have to wait for accommodation will depend on a variety of things, eg:

- Your personal circumstances
- The type of property you need
- The area you want to live
- The availability of properties

Affordable Rent

Affordable rented homes are those that are usually rented at around 80% of the local market rent or less.

Housing Associations in Walsall. How do I apply?

This booklet has a list of the local housing associations operating in the Walsall Area.

You can apply to each one directly and ask for an application form.



whg

Telephone: 0300 555 6666
Email: enquiries@whgrp.co.uk
Website: www.whg.uk.com

To find out if you are eligible for whg's housing register visit their website at whg.uk.com and take their eligibility survey. If their register is closed you are advised to contact your local authority.

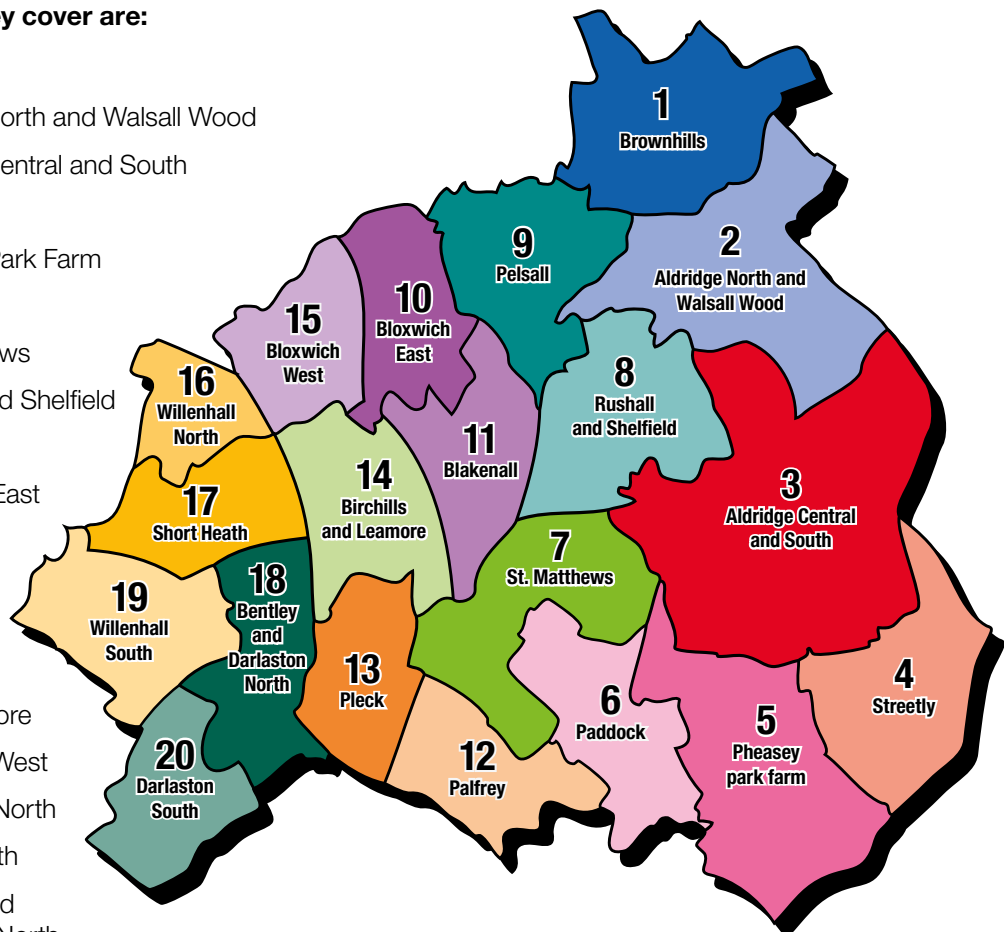
whg
100 Hatherton Street
Walsall
WS1 1AB

Types of accommodation they offer are:

- Houses
- Flats
- Bungalows
- Wellbeing schemes for people aged 55+.

The areas they cover are:

1. Brownhills
2. Aldridge North and Walsall Wood
3. Aldridge Central and South
4. Streetly
5. Pheasey Park Farm
6. Paddock
7. St. Matthews
8. Rushall and Shelfield
9. Pelsall
10. Bloxwich East
11. Blakenall
12. Palfrey
13. Pleck
14. Birchills and Leamore
15. Bloxwich West
16. Willenhall North
17. Short Heath
18. Bentley and Darlaston North
19. Willenhall South
20. Darlaston South



WATMOS Community Homes

116-120 Lichfield Street, Walsall WS1 1SZ

Telephone: 01922 471910

Website: www.watmos.org.uk

To apply for accommodation with WATMOS you can contact any of the offices. You may wish to contact the Tenant Management Organisation (TMO) in the area you would like to live:



The Avenues TMO

10/11 Second Avenue
Brownhills WS8 6JA

Telephone: 01922 427652

Email: avenues@watmos.org.uk



Burrowes Street TMO

Burrowes Street
Walsall WS2 8NN

Telephone: 01922 613292

Email: burrowes@watmos.org.uk



Chuckery TMO

2 Brookes House, Tantarra Street
Chuckery, Walsall WS1 2HS

Telephone: 01922 644456

Email: chuckery@watmos.org.uk



Delves TMO (East and West)

West Bromwich Road
Delves, Walsall WS5 4NW

Telephone: 01922 720790

Email: delves@watmos.org.uk



Leamore TMO

1 Dover House, Providence Close
Leamore, Walsall WS3 2AW

Telephone: 01922 493266

Email: leamore@watmos.org.uk



Sandbank TMO

1a Clarke House
Bloxwich WS3 2HF

Telephone: 01922 400333

Email: sandbank@watmos.org.uk



Twin Crescents TMO

11 Grove Crescent
Pelsall WS3 4NG

Telephone: 01922 682539

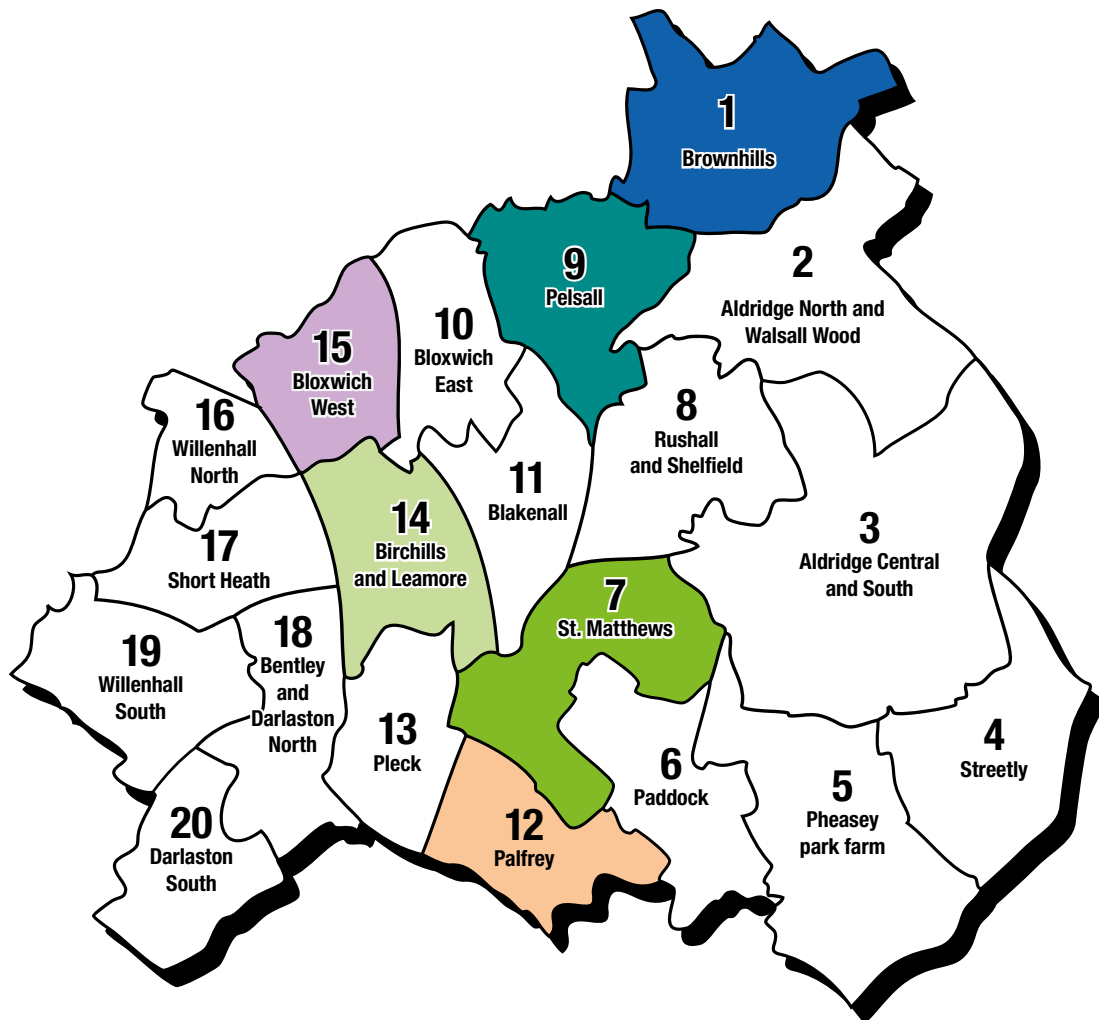
Email: twincrecents@watmos.org.uk

Types of accommodation they offer are:

- Houses
- 1,2 and 3 Bed Fats / 2 and 3 Bed Maisonettes
- Bedsits

The areas they cover are:

1. Brownhills
7. St. Matthews
9. Pelsall
12. Palfrey
14. Birchills and Leamore
15. Bloxwich West



Green Square Accord

178 Birmingham Road, West Bromwich B70 6QG

Telephone: 0300 111 7000

Email: info@greensquareaccord.co.uk

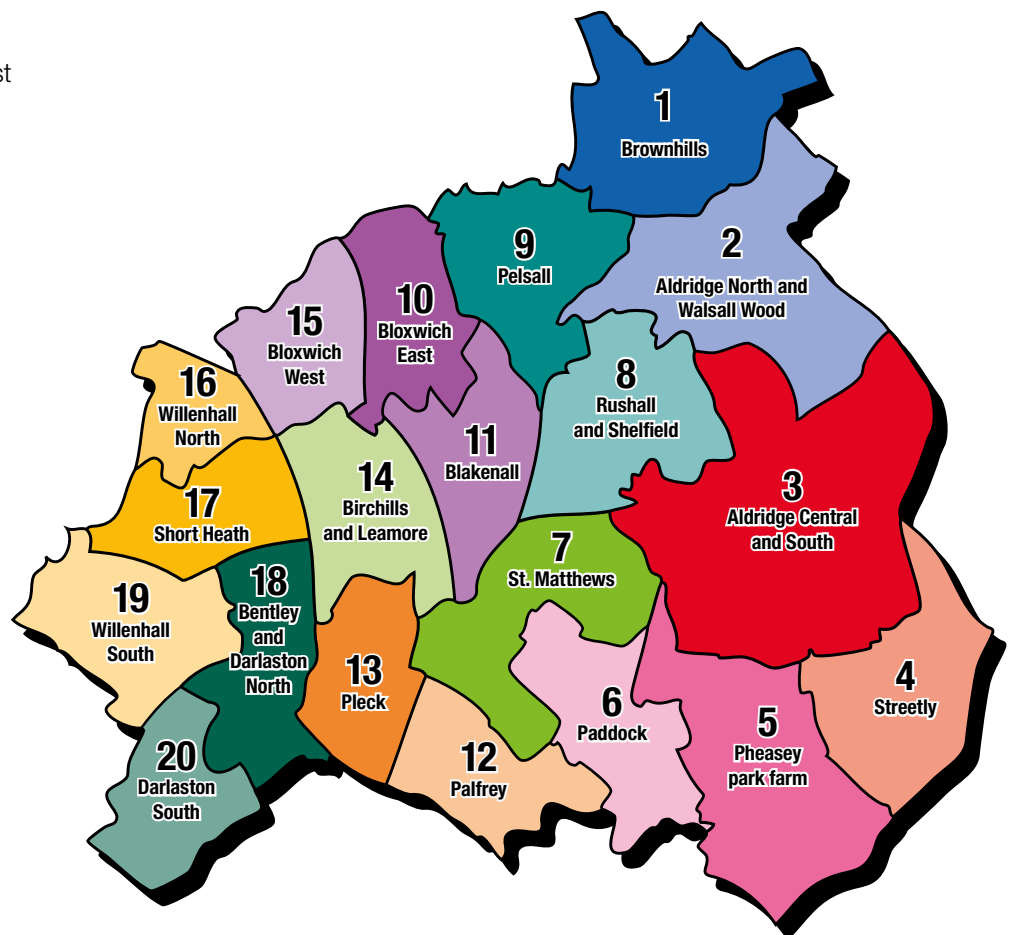
Website: www.greensquareaccord.co.uk

Types of accommodation they offer are:

- Houses
- 1 and 2 Bed Flats
- Bungalows
- Sheltered Housing

The areas they cover are:

- | | |
|------------------------------------|---------------------------------|
| 1. Brownhills | 14. Birchills and Leamore |
| 2. Aldridge North and Walsall Wood | 15. Bloxwich West |
| 3. Aldridge Central and South | 16. Willenhall North |
| 4. Streetly | 17. Short Heath |
| 5. Pheasey park farm | 18. Bentley and Darlaston North |
| 6. Paddock | 19. Willenhall South |
| 7. St. Matthews | 20. Darlaston South |
| 8. Rushall and Shelfield | |
| 9. Pelsall | |
| 10. Bloxwich East | |
| 11. Blakenall | |
| 12. Palfrey | |
| 13. Pleck | |





Longhurst Group

6 Stephenson Square, Bloxwich, Walsall WS2 7DY

Telephone: 0800 111 4013

Email: enquiries@beechdale.org.uk

Website: <https://www.longhurst-group.org.uk>

Beechdale Community Housing are a community based Housing Provider led by tenants. Since April 2011 Beechdale entered into a partnership with 'Friendship Care and Housing', becoming one organisation.

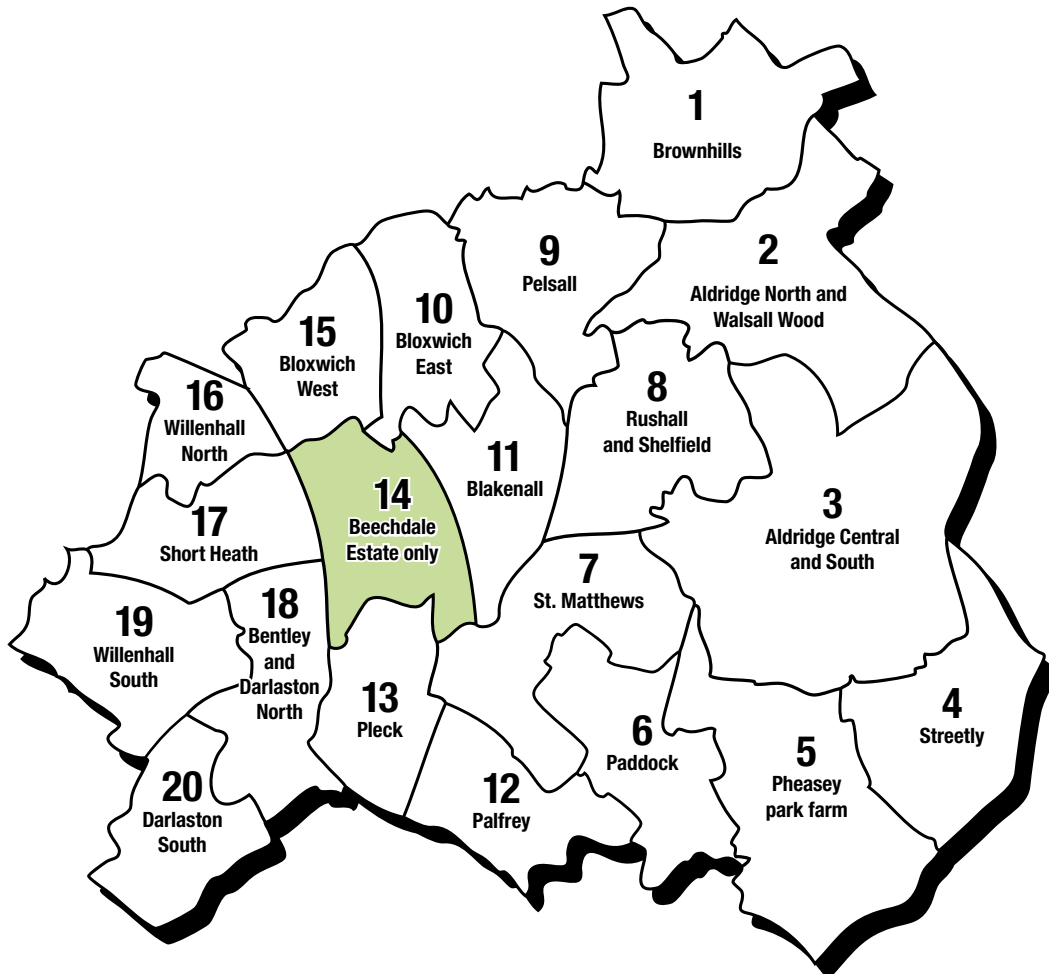
They have 1245 properties, mainly houses, bungalows and flats.

Types of accommodation they offer are:

- Houses
- 1 and 2 Bed Flats
- Bungalows

The areas they cover are:

- 14. Beechdale Estate only



Bromford.

Bromford

North West Regional Centre, 1 Venture Court, Broadlands, Wolverhampton, WV10 6TB

Telephone: 03301 234034

Email: mail@bromford.co.uk

Website: www.bromford.co.uk

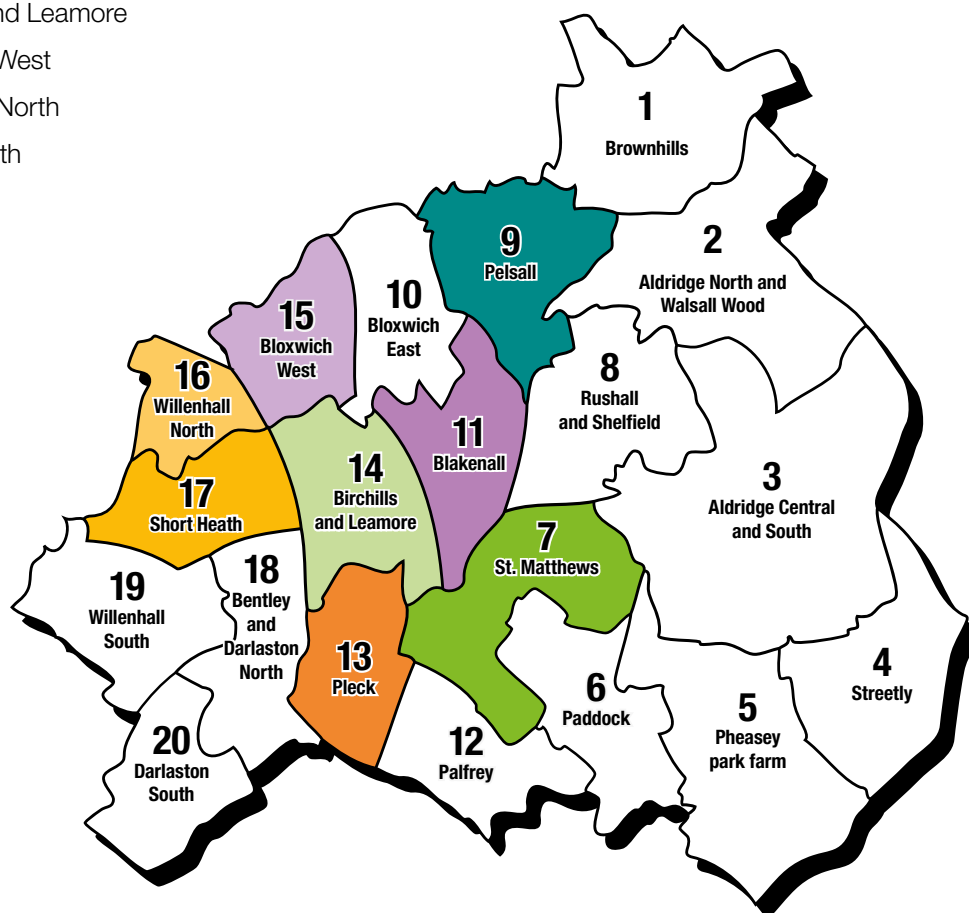
Bromford Housing Group manage 229 properties in Walsall, 200 are 2-3 bed houses, 2 bungalows and 27 flats.

Types of accommodation they offer are:

- Houses
- 1 and 2 Bed Flats
- Bungalows

The areas they cover are:

7. St. Matthews
9. Pelsall
11. Blakenall
13. Pleck
14. Birchills and Leamore
15. Bloxwich West
16. Willenhall North
17. Short Heath





Midland Heart Housing Association

The Westlands, 132 Compton Road, Wolverhampton, WV3 9QB

Telephone: 0345 60 20 540

Website: www.midlandheart.org.uk

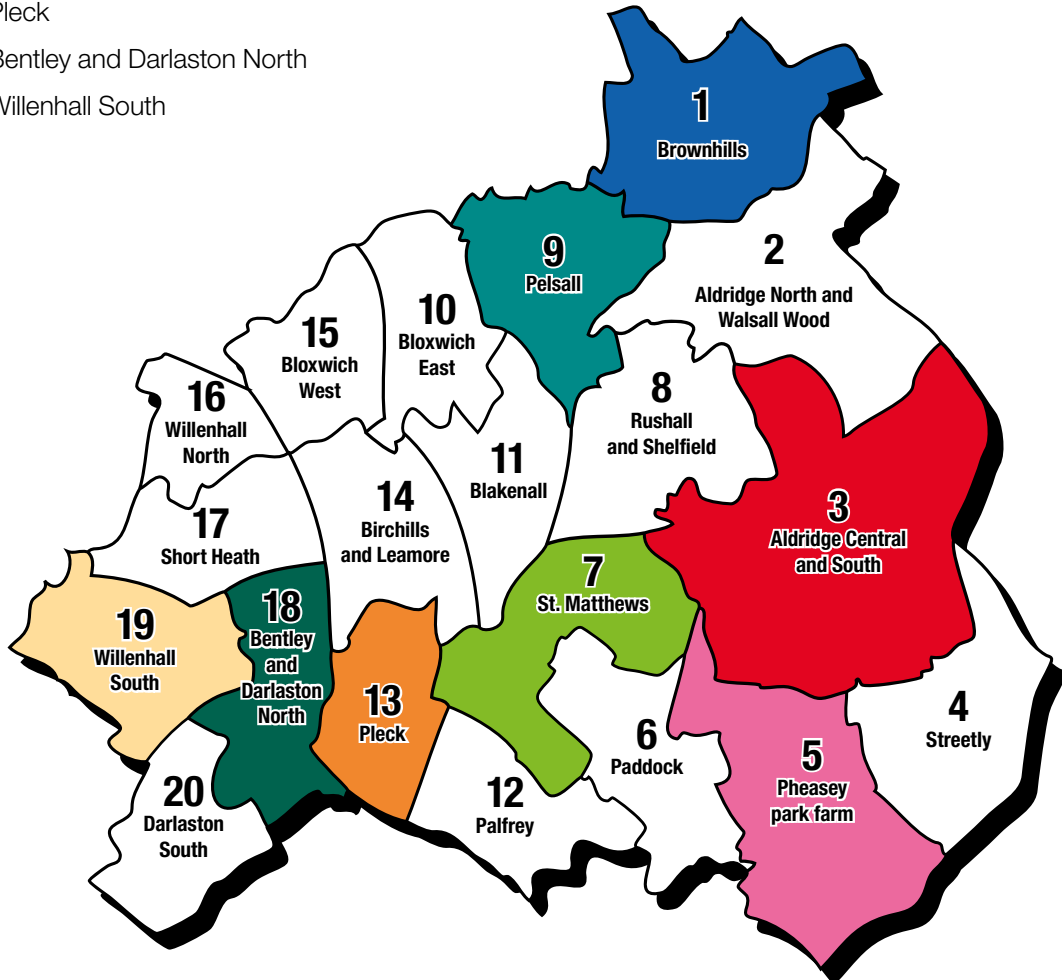
Midland Heart provides 157 properties in Walsall. It has 137 properties for families, couples and single people and there are also 20 shared ownership properties.

Types of accommodation they offer are:

- 2 and 3 Bed Houses
- 1 and 2 Bed Flats

The areas they cover are:

1. Brownhills
3. Aldridge Central and South
5. Pheasey
7. St. Matthews
9. Pelsall
13. Pleck
18. Bentley and Darlaston North
19. Willenhall South





Stonewater

Montpelier House, Southbank Rd, Kenilworth CV8 1LA

Telephone: 01202 319 119

Email: via Website

Website: www.stonewater.org

Stonewater manages 10 one bed flats and 18 two bed flats.

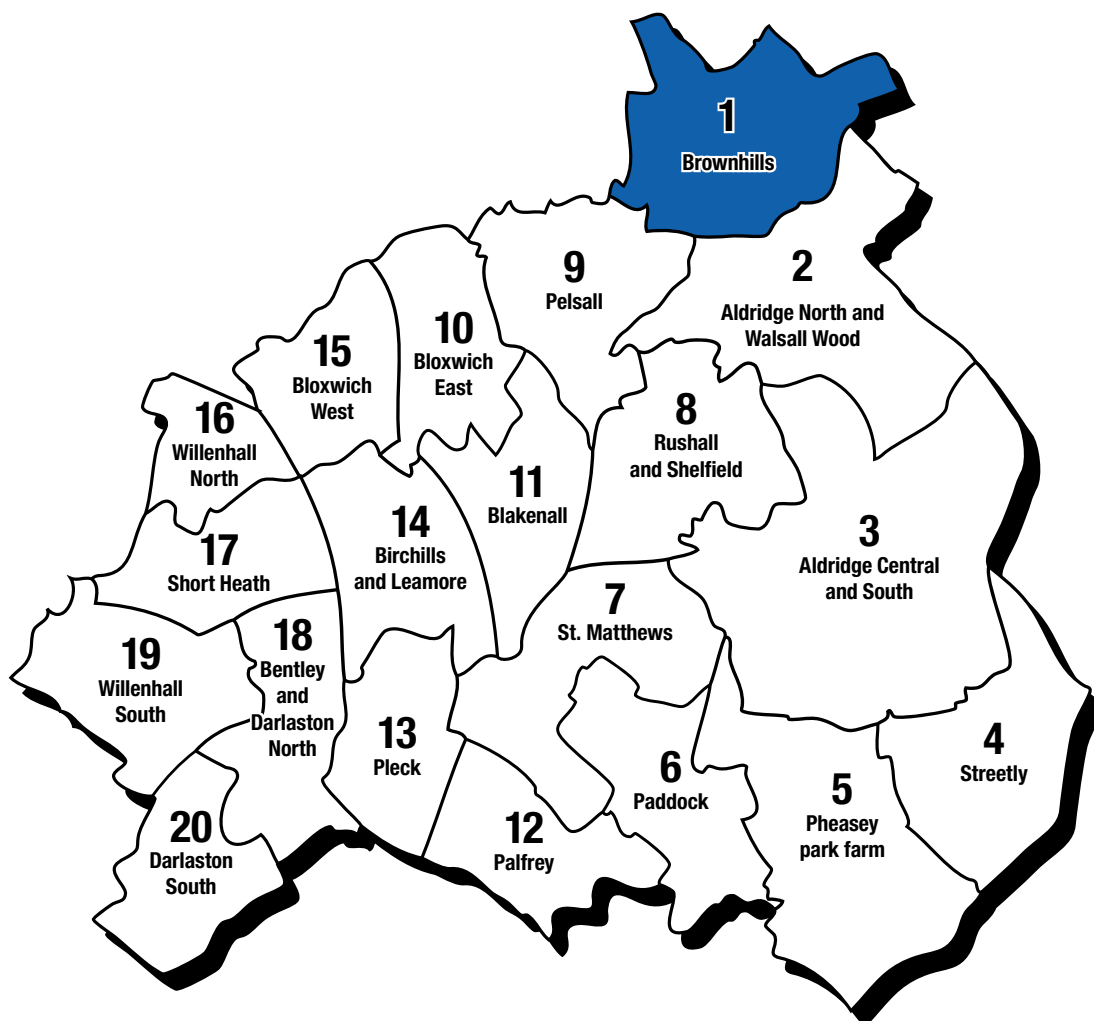
It offers accommodation for single people and couples aged 18 plus.

Types of accommodation they offer are:

- 1 and 2 Bed Flats

The areas they cover are:

1. Brownhills





Anchor

Telephone: 0800 731 2020
Website: www.anchor.org.uk

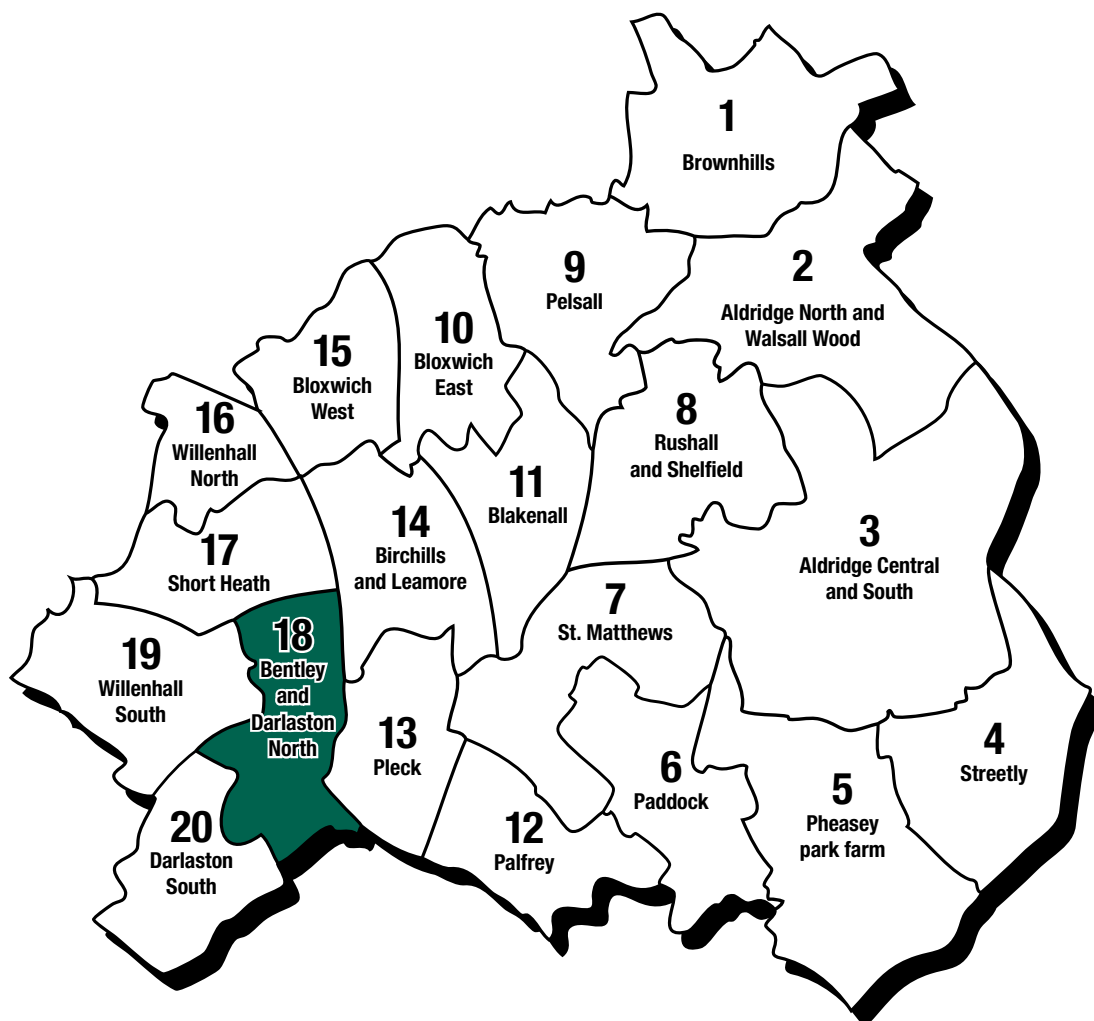
Hanover Housing Association provides 35 x 1 bed and 1 x 3 bed homes with support for older people.

Types of accommodation they offer are:

- 1 and 3 Bed Flats
- Sheltered Housing

The areas they cover are:

18. Bentley and Darlaston North





Nehemiah Housing Association

5 Beacon Court, Birmingham Road, Great Barr, Birmingham B43 6NN

Telephone: 0121 358 0966

Email: c.services@nehemiah-ucha.co.uk

Website: www.nehemiah.co.uk

Nehemiah Housing United Churches Association provides sheltered accommodation for people aged over 55 years.

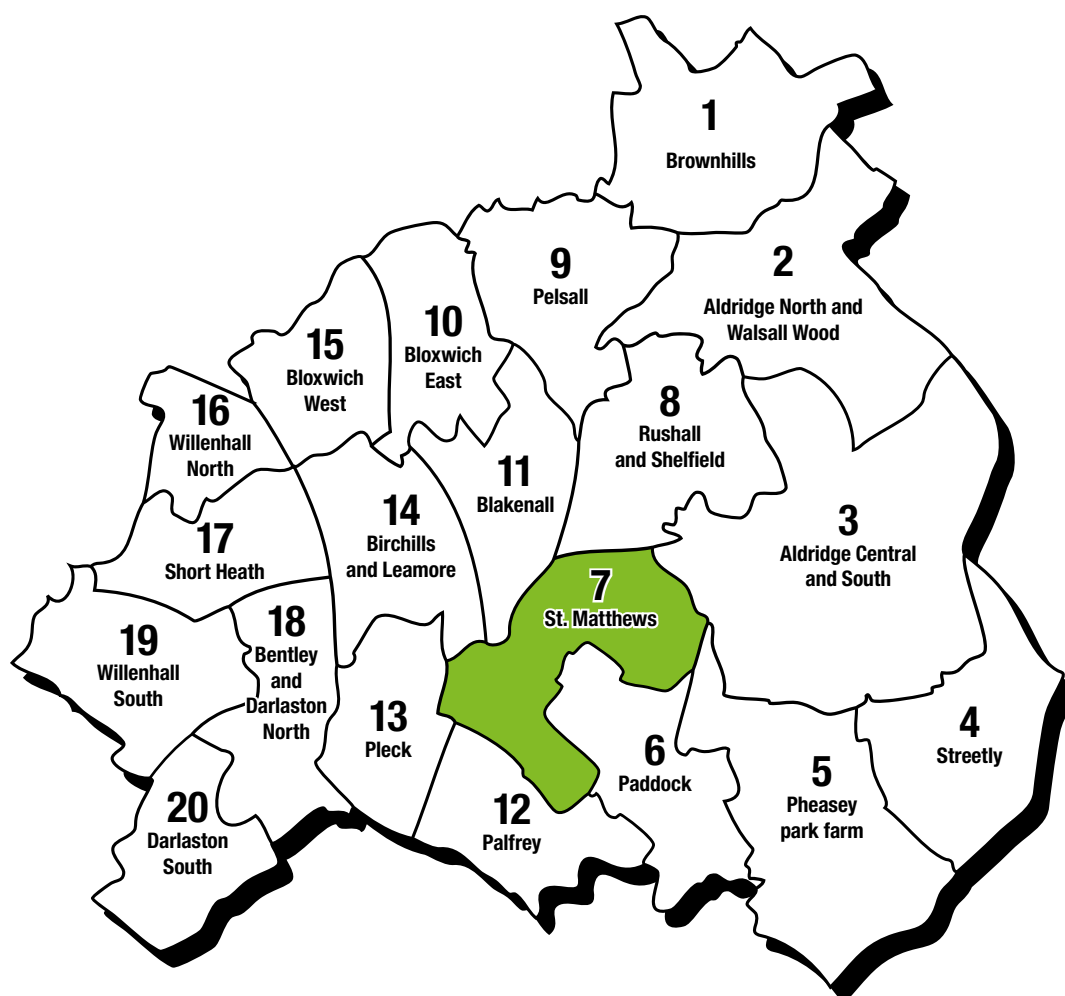
The scheme has 21 one bed flats and 9 two bed flats.

Types of accommodation they offer are:

- 1 and 2 Bed Flats
- Sheltered Housing

The areas they cover are:

7. St Matthews





Housing 21

Telephone: 0370 192 4000

Email: enquiries@housing21.org.uk

Website: www.housing21.co.uk

Housing 21 provides retirement housing and care & support services for older people.

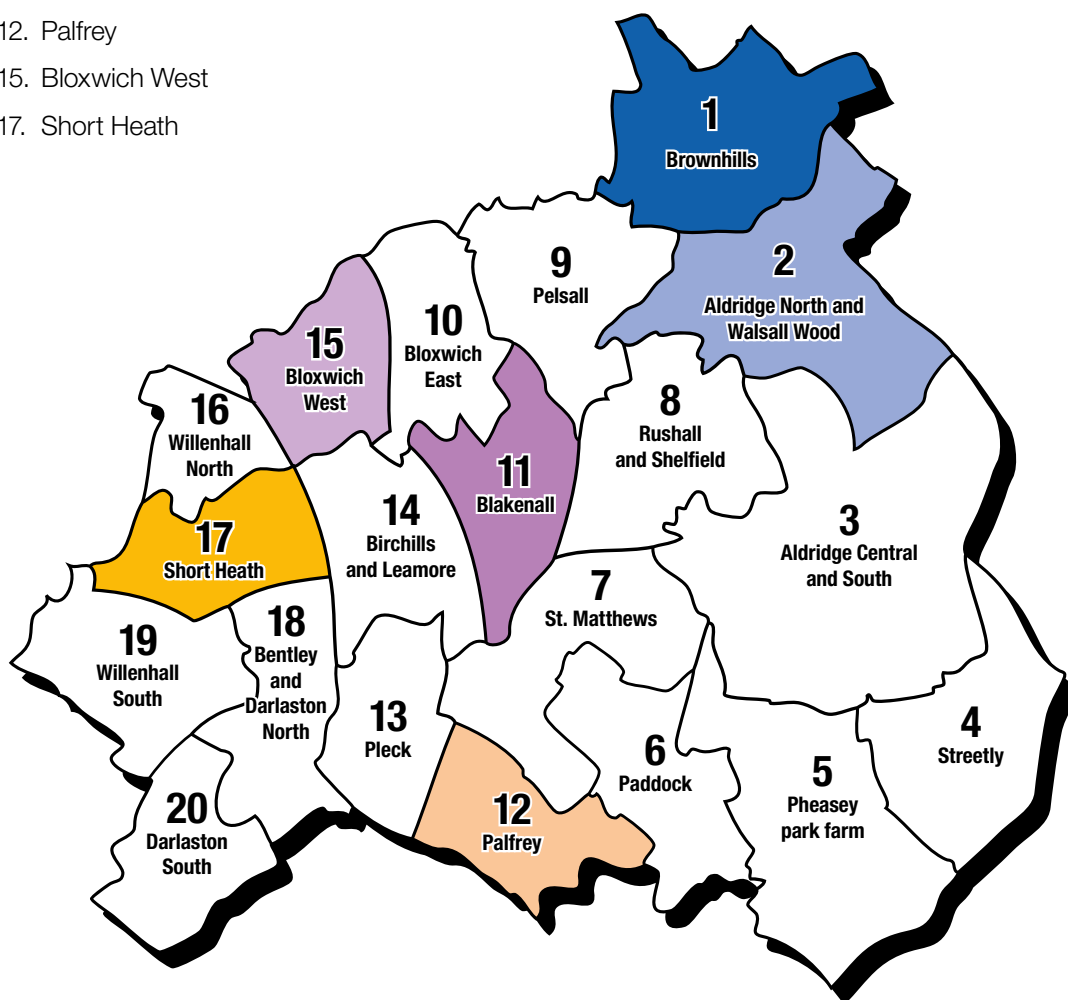
There are 5 extra-care schemes across the borough of Walsall, in Bloxwich West, Aldridge North, Short Heath, Palfrey and Brownhills.

With both rental and shared ownership options, each scheme has been designed for people with a range of abilities and will provide safe and secure accommodation in a caring environment.

There is also a specialist dementia scheme in Goscote.

The areas they cover are:

1. Brownhills
2. Aldridge North and Walsall Wood
11. Blakenall
12. Palfrey
15. Bloxwich West
17. Short Heath



Property Allocation

When you apply to the Council we will assess your need and band you appropriately, if applicable we will nominate you for a suitable housing association property. The Housing Association will do their own checks on receipt of this nomination. In the vast majority of cases, this will result in an offer of accommodation being made, however the housing associations do reserve the right to refuse the nomination if they can prove that it does not meet their allocations criteria. When you apply directly to a Housing Association, they will look at your application for a home and decide how many points you will be given or what band you will be given based on your circumstances. For example points can be given for medical / mobility problems, overcrowding, lack of basic facilities, or social factors.

You may be placed on a waiting list in point or band order. When you come close to the top of the list you may be offered a property. Some housing associations use a choice based lettings system, where you can express an interest on a property that is suitable to your needs.

Sometimes housing associations close their waiting lists if there are too many people waiting for a particular type of property in an area. This means they will not take an application for housing.

Mutual Exchange

If you are a social tenant you may be able to move by exchanging with another tenant who has the type of home you want in the area you wish to move to. Contact your current social landlord to enquire about the best way to progress this.

If you find another tenant who wants to exchange with you, you must get permission from your housing association before you move.

You have the right to exchange with other tenants anywhere in Walsall or even the UK. Housing Associations can only defer or refuse your exchange if you or the person you want to exchange with:

- has rent arrears
- is in breach of the tenancy agreement
- would be moving to a home that would be unsuitable. For example, the home is too large, too small or has medical adaptations that you or they do not need.

Affordable Home Ownership

The government have a range of affordable home ownership schemes, find out more by visiting www.gov.uk/affordable-home-ownership-schemes

Private Renting

You may be able to rent a home from a private landlord or letting agency. Private rented accommodation could be:

- A self-contained flat or house
- A shared house or flat with other tenants, either friends or people you don't know
- A room in your landlord's house or flat
- A bedsit.

For more information please visit; <https://go.walsall.gov.uk/housing/housing-safety-and-standards>

Housing and Welfare Advice

The housing and welfare team can talk to you about:

- finding accommodation, including renting from private landlords.
- preventing homelessness
- housing and welfare benefits
- understanding your legal rights as a tenant
- rent and mortgage arrears
- eviction and repossession
- domestic abuse

If you own your own house, or are a tenant or Lodger and require further advice, please visit <https://go.walsall.gov.uk/housing>

Housing and Welfare Team

1st Floor Civic Centre – Zone 1K
Darwall Street
Walsall
WS1 1TP

Telephone: 01922 652250

Email: HousingandWelfareSupport@walsall.gov.uk

Website: www.walsall.gov.uk/housing

Housing Benefit, Council Tax Reduction or Free School Meals

You can claim Housing Benefit if:

- You are of state pension age
- You live in specified supported accommodation
- You live in temporary homeless accommodation provided by the council

If you are of working age and currently receive Housing Benefit and have a change of address you can continue to claim Housing Benefit if there is no break in your claim. If you are of Working Age and not currently in receipt of Housing Benefit and require help with your rent you would need to make a claim for Universal Credit or if already in receipt of Universal Credit you would need to notify the DWP that you now have a liability to pay rent.

If you are working age and eligible to claim Housing Benefit and you rent from a housing association, size criteria rules will apply. If you are assessed as having more bedrooms in the accommodation than is necessary based on the size of your household, you will be considered to be under-occupying that property. If it has one extra bedroom you will have a reduction in your eligible rent of 14 percent. If you have two or more this will have a reduction in your eligible rent of 25 percent. If you rent a property that has extra bedrooms than you need, you may need to make up the difference yourself.

Local Housing Allowance (LHA) is a way of working out Housing Benefit for people who live in privately rented accommodation. LHA is a flat rate allowance based on the size of the household (not the size of the property) and the area in which a person lives. So if you rent a property with a rent that exceeds your LHA you will need, to make up the difference yourself.

What happens if my circumstances change?

It is very important that you let us know immediately if you have a change in your circumstances you can do this by going online at <https://go.walsall.gov.uk/benefits/tell-us-about-any-changes>.

You will be able to declare you change online and upload any evidence.

It is an offence not to tell us about any change in circumstances that affects your benefit. We may take legal action against you and if we pay you too much benefit, you will probably have to pay it back.

You can also tell us about any changes by phoning the Benefits Service on 0300 555 2855.

Examples of the type of changes that you need to report are as follows:

- If you or your partner go into hospital
- If you or your partner's income or savings increase or decrease
- Starting work or changing employer
- If wages increase or decrease
- Changes affecting people who live with you e.g.:
- If someone comes to live with you or if someone leaves your household
- If the income or circumstances of someone living with you changes (e.g. they start work or their Income Support ends)

Penalties

Failure to notify or supply information may incur the Council imposing a £70 penalty.

The law allows Councils to impose a £70 penalty to any person who:

- Fails to notify the council that an exemption or discount on a dwelling should have ended
- Fails to notify the council of a change of address or change in liable party
- Fails to provide information requested to identify liability/correct liability
- Fails to provide information after a liability order has been obtained
- Has negligently supplied incorrect information
- Has supplied information about a liable person that is materially inaccurate.

Where a penalty has already been imposed on their Council Tax account and a further request to supply the same information is made, a further penalty of £280 may be imposed for each subsequent failure to provide that information that was requested.

Benefits related free school meals

The latest eligibility criteria for benefits related free school meals is:

- Income Support
- Income-based Jobseeker's Allowance
- Income-related Employment and Support Allowance
- Support under Part VI of the Immigration and Asylum Act 1999
- The guaranteed element of Pension Credit
- Child Tax Credit (provided you're not also entitled to Working Tax Credit and have an annual gross income of no more than £16,190)
- Working Tax Credit run-on – paid for 4 weeks after you stop qualifying for Working Tax Credit
- Universal Credit – your household income must be less than £7,400 a year (after tax and not including any benefits you get)

Children who get paid these benefits directly, instead of through a parent or guardian, can also get free school meals.

Free School Meals (FSM) scheme for families with no recourse to public funds

There is also a FSM scheme outside benefits-related free school meals for families with no recourse to public funds.

A decision was made that schools would administer this scheme directly. It may just be appropriate to say that free school meals are available to families with no recourse to public funds subject to maximum income thresholds.

Providing free school meals to families with no recourse to public funds (NRPF)

Eligible groups:

These groups include, but may not be limited to children of:

- Zambrano carers
- families who have no recourse to public funds with a right to remain in the UK on grounds of private and family life under Article 8 of the European Convention on Human Rights
- families receiving support under Section 17 of the Children Act 1989 who are also subject to a no recourse to public funds restriction
- a subset of failed asylum seekers supported under Section 4 of the Immigration and Asylum Act 1999
- Chen carers
- families holding a BN(O) passport
- spousal visa holders
- work visa holders
- student visa holders
- those with no immigration status

The maximum income threshold differs based on your location and the number of children that your family has.

You can find out more:

On our website: www.walsall.gov.uk/benefits

By phoning us on 0300 555 2855

Our phone lines are open: Monday to Thursday 8.45am to 5.15pm and Friday 8.45am to 4.45pm

By emailing: BenefitsService@walsall.gov.uk

Useful Telephone Numbers

Council

Walsall Connected

<https://go.walsall.gov.uk/people-and-communities/walsall-connected-get-help-get-online>

Housing & Welfare Support

01922 652250

Housing Standards and Improvements

01922 652171

Council Tax Enquiries

0345 111 2851

Benefits Service

0345 111 2855

Advice Agencies

Citizens Advice Bureau Advice Line

0808 278 7812

Citizens Advice Bureau Debt Line

0121 726 6745

National Debtline

0808 8084000

Shelter helpline

0808 800 4444

Job Centre Plus

0800 169 0190

Housing Associations

Bromford Housing Group

0330 123 4034

Green Square Accord

0300 111 7000

Anchor Housing Association

0800 2802575

Housing 21

0345 606 6363

Stonewater

01202 319 119

Midland Heart Housing Association

0345 6020 540

Nehemiah Housing Association

0121 358 0966

whg

0300 555 6666

WATMOS Community Homes:

Head Office	
(116-120 Lichfield St)	01922 471910
The Avenues TMO	01922 427652
Burrows Street TMO	01922 613292
Chuckery TMO	01922 644456
Delves TMO	01922 720790
Leamore TMO	01922 493266
Sandbank TMO	01922 400333
Twin Crescents TMO	01922 682539

Further copies of this booklet can be obtained from:

Housing Services
Walsall Council
Civic Centre
Walsall
West Midlands
WS1 1TP

Telephone: 01922 652250
Email: HousingAndWelfareSupport@walsall.gov.uk
Website: www.walsall.gov.uk

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