

Social Housing Guide

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1. Introduction

At **Stoneygate Social Housing CIC**, we believe that **everyone deserves a safe and stable home**. Our social housing services provide **affordable, high-quality accommodation** for individuals and families struggling with housing insecurity.

We work in partnership with **local councils, housing associations, and support services** to offer long-term, stable housing solutions for those in need. Our goal is to **reduce homelessness and create thriving communities** by providing well-maintained, secure properties.

2. Who Can Apply for Social Housing?

Social housing is available to individuals and families who:

- Are struggling with **affordable housing** due to financial hardship.
 - Are **homeless or at risk of homelessness**.
 - Live in **overcrowded or unsafe conditions**.
 - Have a **disability, health condition, or other special needs** requiring secure housing.
 - Are **victims of domestic abuse or vulnerable individuals in need of support**.
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3. How to Apply for Social Housing

Step 1: Contact Your Local Council

- Visit your local council's **housing department website**.
- Check if you meet the **eligibility criteria** for social housing.

Step 2: Complete an Application

- Provide **proof of identity** (passport, driving licence).
- Submit **proof of income** (payslips, benefits documents).
- Provide details of your **current housing situation**.
- Include any **medical reports or special needs documentation**.



Step 3: Assessment & Waiting List

- The council will **assess your application** based on priority needs.
- You may be placed on a **waiting list** depending on housing availability.
- If you need **urgent housing**, emergency options may be available.

Step 4: Receiving an Offer

- Once a suitable property is available, you'll be contacted for an offer.
- You may need to **attend an interview** before final approval.

Step 5: Moving In

- Sign a **tenancy agreement**.
- Arrange for **utilities (water, electricity, internet, council tax)**.
- Meet with a **housing officer** to discuss your rights and responsibilities.

4. Tenant Rights & Responsibilities

Your Rights as a Social Housing Tenant

As a tenant, you have the right to: ✓ **Live in a safe and well-maintained home.** ✓ **Be treated fairly** without discrimination. ✓ **Request repairs and maintenance** for your property. ✓ **Receive proper notice** before eviction or changes to your tenancy. ✓ **Access tenant support services** if you face challenges.

Your Responsibilities as a Tenant

As a tenant, you are responsible for: ✓ **Paying your rent on time.** ✓ **Keeping your home in good condition.** ✓ **Respecting your neighbours and the community.** ✓ **Following the terms of your tenancy agreement.** ✓ **Reporting necessary repairs and safety issues.**



5. Frequently Asked Questions (FAQs)

Q1: How long does it take to get social housing? 👉 Waiting times vary depending on your priority level and housing availability.

Q2: Can I apply if I am employed? 👉 Yes, social housing is available for those on **low or unstable incomes**.

Q3: What happens if I refuse a housing offer? 👉 If you reject an offer **without good reason**, you may be moved lower on the list.

Q4: What if I struggle to pay rent? 👉 Contact your housing provider **immediately** for support or financial assistance options.

6. Contact Us

If you need **help applying for social housing** or have questions about your tenancy, **contact us today**:

📍 **Address:** 219 London Rd, Leicester, LE2 1ZE

✉️ **Email:** admin@stoneygatehousing.com

☎️ **Phone:** 0116 497 3936 / 0772 534 3862

🌐 **Website:** stoneygatehousing.com

📌 **Download this guide to keep it handy for your application process!**