Ref no:

Name:

Address:





Housing Application Form

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Form supplied by:

1. Using the Durham Key Options scheme

Thank you for applying for housing in County Durham.

Please answer all the questions that apply to you. We cannot register your application unless we have all the information we need.

The information you provide on this form will be used to:



decide if you are eligible for housing with the partner organisations



assess your housing needs



help us assess housing need in Durham

help assess your health and support needs.

All Durham Key Options documents can be provided in large print, audio tape or CD, electronically via email or in Braille. We can also provide an induction loop, BSL interpreter, same-gender interview or home visit if required.

If you would like us to provide this information in your first language, or would like us to provide a translator and meet you to discuss its contents, please contact us on the relevant Durham Key Options phone number listed below. We can also provide same-gender interviews and home visits in County Durham when required.

Punjabi

ਜੇਕਰ ਤੁਸੀਂ ਇਹ ਚਾਹੁੰਦੇ ਹੋ ਕਿ ਇਹ ਜਾਣਕਾਰੀ ਅਸੀਂ ਤੁਹਾਨੂੰ ਤੁਹਾਡੀ ਮਾਤਰ ਭਾਸ਼ਾ ਵਿੱਚ ਪ੍ਰਦਾਨ ਕਰੀਏ ਜਾਂ ਤੁਸੀਂ ਚਾਹੁੰਦੇ ਹੋ ਕਿ ਤੁਹਾਨੂੰ ਇਕ ਅਨੁਵਾਦਕ ਪ੍ਰਦਾਨ ਕੀਤਾ ਜਾਵੇ ਅਤੇ ਤੁਹਾਡੇ ਨਾਲ ਮਿਲਕੇ ਇਸਦੇ ਵਿਸ਼ਾ ਵਸਤੂ ਤੇ ਚਰਚਾ ਕਰੇ, ਕਿਰਪਾ ਦੁਰਹਮ ਕੀ ਔਪਸ਼ਨਸ (Durham Key Options) ਦੇ ਹੇਠ ਲਿਖੇ ਟੈਲੀਫੋਨ ਨੰਬਰਾਂ ਤੇ ਸੰਪਰਕ ਕਰੋ। ਅਸੀਂ ਲੋੜ ਪੈਣ ਤੇ ਕਾਉਂਟੀ ਦੁਰਹਮ (County Durham) ਦੀ ਹੱਦ ਵਿੱਚ ਘਰ ਮੁਲਾਕਾਤ ਕਰ ਸਕਦੇ ਹਾਂ ਅਤੇ ਸਮਲਿੰਗ ਨਾਲ ਮੁਲਾਕਾਤ ਕਰਵਾ ਸਕਦੇ ਹਾਂ।

Bengali

আপনি যদি উপরে দেওয়া বিবরণ নিজের ভাষায় পেতে চান বা আপনি যদি একজন দোভাষীর দারা এই বিষয় আলাপ করতে চান তবে দয়া করে নিচে দেওয়া ডারাম টেলিফোন নমবারের তালিকা থেকে নমবার বেছে নিয়ে আমাদের সাথে যোগাযোগ করুণ | দরকার হলে আমরা শুধু পুরুষ বা মহিলা দারা আপনার সাথে আলাপ করতে পারি এবং কাউনটি ডারাম এলাকায় বসবাসকারী হলে আমরা আপনার ঘরে এসে আলাপ করতে পারি |

Hindi

यदि आप चाहते हैं कि हम आपको आपकी मातृभाषा में सूचना प्रदान करें, या आप एक अनुवादक चाहेंगे जो आपके साथ सूचना के बारे में चर्चा कर सके, तो कृपया हमें नीचे दिये गये उचित Durham Key Options टेलीफ़ोन नम्बर पर सम्पर्क करें। यदि आवश्यकता हो तो हम County Durham के भीतर समान लिंग के व्यक्ति द्वारा इंटरव्यू के अलावा आपके घर आकर भी बातचीत कर सकते हैं।

Cantonese

如果你需要此資訊的其他語言版本,或者你需要一名翻譯工作人員與你一同探討此資訊的內容,請通過杜倫郡以下相關 號碼聯絡我們。如果需要,我們還可以安排同性別的工作人 員與你訪談,以及杜倫郡內家庭拜訪。

Mandarin

如果您需要此资讯的其他语言版本,或者您需要一名翻译工作人员与您一同探讨此资讯的内容,请通过杜伦郡的以下相关号码联络我们。如果需要,我们还可以安排同性別的工作人员与您访谈,以及杜伦郡内家庭拜访。

Polish

Jesli potrzebujesz aby ta informacja zostala udostepnionia w jezyku polskim lub jesli potrzebujesz tlumacza, ktory moglby sie z Toba spotkac i omowic tresc tej informacji, skontaktuj sie z nami wybierajac odpowiedni numer telefonu z dostepnych opcji ponizej. Jestesmy w stanie zapewnic tez rozmowe z osoba tej samej plci oraz wizyte domowa w obszarze Durham.

French

Si vous desirez recevoir ces informations dans votre langue maternelle ou si vous souhaitez que nous vous procurions un traducteur pour vous rencontrer et en discuter le contenu, veuillez nous contacter en selectionnant l'indicatif correspondant a Durham, parmi les options des numeros de telephone indiques ci-dessous. Nous pouvons en outre, organiser des entrevues avec une personne de meme sexe ainsi que des visites a domicile dans le comte de Durham quand cela est requis.

Arabic

ن أردت الحصول على هذه المعلومات بلغتك الأم أو إن أردت وجود مترجم لمناقشة هذه المعلومات فيمكنك الاتصال على رقم الهاتف الموجود أدناه الخاص بخدمات مدينة درم. يمكننا أيضاً تأمين مقابلات مع أشخاص من نفس جنسك كما يمكننا ترتيب زيارات منزلية ضمن مدينة درم إن احتاج الأمر لذلك

Urdi

اگرآپ چاہتے ہیں،آپ کو بیط مات آپ کی اپنی زبان ہیں فراہم کی جا کیں یا آپ کواکی مترجم کی ضرورت ہے جوآپ سے حل کراس کے مندرجات پر گفتگو کرے آپ نیچوری گئی ڈرہم کیلیفون فہرست کے مطلوبہ نہر پرہم سے دابلہ قائم کریں،ہم آپ کو آپ کی جنس کے مطابق عورت یا مردمتر جم بھی مہیا کر سکتے ہیں . ڈرہم کاؤٹی ہیں ضرورت پڑنے چھریا دورے بھی کے جاستے ہیں.

Accent Foundation	0845 678 0573
Cestria Housing	0191 385 1900
Dale and Valley Homes	0800 083 0333
Derwentside Homes	0845 850 5600

Durham City Homes	0191 301 8470
East Durham Homes	0800 032 0835
livin	0800 587 4538

Getting help

If someone is helping you use the Durham Key Options scheme, or completed this form on your behalf, please provide their contact details below:

Name				
Relationship to you, the applicant				
Address				
		Postcode		
Telephone number				
Email				
Do they have your permission to act on y	our beha	lf?	Yes	No 🔲
Did they complete this form for you?				No 🔲
If you need help completing this form of what we can do to help (tick all boxes that		he Durham Key Options	scheme, pl	ease tell us
Help you with reading or writing or both		Lip speakers		
Written translation service		Induction loop system		
Spoken translation service		Braille		
Type talk		Audio CD /Cassette		
British Sign Language (BSL) / English int	erpreters	,		
Contacting you				
Contacting you How would you like to be contacted about	nut this a	annlication? (tick all hoxes	that annly)	_
Letter		Email	triat apply)	
	_			
Telephone		SMS text message	I\	
Visit – we will contact you to arrange a tir	ne and p	lace (in County Durnam on	iy)	
Help to maintain your tenancy				
If you are allocated a property, will you no such as with claiming benefits and paying		-	Yes	No 🔲
Conflict of interest				
If you are (or a close relative to) a boa partner organisation, or a local counc			ham Key O	ptions
Your/their name:	•	Your/their job title:		
The organisation you/ they are connected	ed with:			
Relationship to you (if applicable)				

Equality and diversity

Equality and diversity means ensuring we include all sections of the community in everything we do in a fair way. This includes getting rid of unlawful discrimination, promoting equality of opportunity and access, and valuing people's differences when providing our services. We will take equality and diversity into account when making decisions about housing applications. We collect equality information about applicants so that we can check whether we are providing a fair and equal service to everyone in the community.

How would you describe yourself? Please tick one box only. You do not		1-1-1
have to answer the questions on pages 4 and 5, but it will help us if you do. White	Main applicant	Joint applicant
English		
Welsh		
Scottish		
Northern Irish		
British		
Irish		
Polish		
Lithuanian		
Any other white background (please state)		
Black or black British		
Caribbean		
African		
Any other black background (please state)		
Asian or Asian British		
Indian		
Pakistani		
Bangladeshi		
Chinese		
Any other Asian background (please state)		
Travelling community		
Gypsy / Roma		
Traveller of Irish descent		
Other member of the travelling community (please state)		
Mixed		
White and black Caribbean		
White and black African		
White and Asian		
Any other mixed background (please state)		
Other		
Other ethnic group (please state)		

What is your nationality or country of origin? Please tick one box only.	Main applicant	Joint applicant
UK national – resident in the UK		
UK national – returning from overseas		
European Economic Area (EEA) country		
Any other country (please state)		
EEA countries are Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech F Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Slovenia, Spain, Sweden and Switzerland.	Italy, Latvia, L	iechtenstein,
What is your religion or belief? Please tick one box only. You do not have to answer this question, but it will help us if you do.	Main applicant	Joint applicant
Christian		
Hindu		
Jewish		
Muslim		
Sikh		
Buddhist		
None		
Other (please state)		
Please tell us anything we should know about when arranging an appropriate you at home. This could be telling us when is a good time to visit you, wheth someone of the same gender as you, and any reasonable religious customs y (such as removing our shoes in your home).	ner you prefer to	o see
How do you describe your sexuality? Please tick one box only. You do not have to answer this question, but it will help us if you do.	Main applicant	Joint applicant
Homosexual / gay man / lesbian		
Bisexual		
Heterosexual / straight		
Prefer not to say		
Other (please state)		
Do you have access to the internet that can be used on a weekly basis? You do not have to answer this question, but it will help us if you do.	Main applicant	Joint applicant
Please tick if the answer is VES		

2. About you

	Main applicant	Joint applicant
Relationship to main applicant		
Title (Mr/Mrs/Miss/other)		
First name(s)		
Last name A		
Previous names		
Date of birth		
Gender	Male Female	Male Female
National Insurance number A		
Contact telephone number		
Mobile number		
Email address		

We will need to see proof.

	Main applicant	Joint applicant
Current address (or 'care of' address)		
	Postcode	Postcode
Date moved to current address		
	Name	Name
Current landlord (where applicable)	Address	Address
	Postcode	Postcode
Landlord's telephone number		
If you would like us to send letters to a different address, please tell us what this is.		
	Postcode	Postcode
Do you own any other propert	ies?	Yes No
If yes, please give the address(e	es) and say why you cannot live the	re.

3. About your previous accommodation

Please tell us about the homes you have lived in during the last 6 years, starting with your most recent.

Main Applicant

Address	Date moved in	Date moved out	Reasons for leaving	Amount of arrears (if any)	Name and address of landlord	Council tenant	Private landlord	Housing association	Owner occupier	Lodger / living in	Other (please specify)

Please tell us about the homes the joint applicant has lived in during the last 6 years, starting with their most recent home (only if different from main applicant):

Joint applicant Housing association Other (please specify) Lodger / living in Date moved out Private landlord Owner occupier Date moved in Council tenant Name and Amount of Reasons Address address of arrears for leaving landlord (if any)

4. About your household

Please tell us about **all** the people who are living with you now and **whether they are to be rehoused** with you.

Full name	Date of birth	Ger	nder	Relationship to you	need re	person housing you?	If pregnant, when is the baby due?
Currently living with main applicant		Male	Female		Yes	No	
Currently living with joint applicant (if different from abo	ve)	Male	Female		Yes	No	
Please tell us about	anyone who is	not livin	a with w	ou at the mome	at but will li	ive with vo	u when you get

Please tell us about anyone who is not living with you at the moment but will live with you when you get allocated a property. Please include any of your children that you have joint custody of.

Full name	Date of birth	nder Female	Relationship to you	Their current address

5. Eligibility and Qualification to apply for housing

Immigration

consider your application. Durham Key Options may contact The Home Office for further information.										
				Main appl	icant	Joint a	applicant			
1 1	o immigration control on the last 5 years?	or have you c	ome to	Yes N	0	Yes	No 🔲			
-	adult you are applying te benefits due to imm			Yes N	0	Yes _	No 🔲			
Unacceptable behaviour										
Has court action ever been taken against you or any members of your household for any of the following reasons:										
Rent / mortgage	arrears Yes 🔲 N	o 🔲 Da	amage		Ye	es 🔲	No 🔲			
Nuisance and har	assment Yes N	o 🔲 Ot	her anti-so	ocial behavio	ur Ye	es 🔲	No 🔲			
1 1	urrent Anti-Social Beha on (ASBI) against you				Ye	es 🔲	No 🔲			
If you have ticked y	yes to any of the abov	e, please give	e details b	elow:						
Name and date of birth	Address at the time of court action	Date of court action	Re	eason			address of gage lender			
Previous hous	sing applications									
Have you ever be	sing applications een removed from the than at your own requ		ster for		Ye	es 🔲	No 🔲			

⚠ We will need to see proof.

C. Albandana and barra		
6. About your current home		
Do you have any dogs or cats that will be moving with you?	Yes	No 🔲
If yes, how many?		
Tick the box that applies to your current home:	Main applicant	Joint applicant
Council tenancy		
Housing Association tenancy		
Private tenancy		
Owner occupier		
Living in with family/friends		
Bed and breakfast/hostel		
Tied accommodation		
Hospital		
Supported housing		
Caravan site		
HM Forces		
Prison		
Renting a room (lodging)		
Other (please state)		
	Main	laint
What type of property is your current home?	Main applicant	Joint applicant
House		
Bungalow		
Ground-floor flat		
Upper-floor flat		
Caravan/mobile home		
Ground-floor maisonette		
Upper-floor maisonette		
Ground-floor bedsit		
Upper-floor bedsit		
Other (please state)		
Is your home 'sheltered accommodation'?	Yes	No 🔲
Is there a lift?	Yes	No 🔲

A We will need to see proof.

Rooms in	n your home	2
	i your iloiik	-

We need this information to check the information		ur appi	lication in the correct band. W Main applican				
How many bedroo	ms are there in your currer	it home					
Do you have any	Do you have any other room(s) that you are using as a bedroom? Yes No						
If yes, please say which room(s):							
Do you require a	n extra bedroom for future f	osterin	g or adoption of a child? 🛕	Yes No			
Please tell us who	o sleeps in each bedroom:						
Main applicant							
Bedroom – single or double	Name		Relationship	to you			
Joint applicant							
Bedroom – single or double	Name		Relationship	to you			
Single of deadle							
Please also tell us about anyone who sleeps in a room that is not a bedroom (such as a lounge, dining room or conservatory). If any of these rooms has a gas appliance, such as a gas fire or boiler, please write this in the last column:							
Room	Name		Relationship to you	Gas appliance			
	Is your home in poor repair?: If yes, we will send you an information leaflet to assist you Yes No						
if yes, we will ser	na you an information leafle	t to ass	sist you	Yes No No			

7. Reasons why you want / need to move home						
Please tell us why you are applying to move home (tick all the boxes that apply).						
Asked to leave by landlord	A Ha	rassment		Property too small		
Asked to leave by family/ friends		give or receive care support	A	Property unsuitable due to poor condition (only if you are a privatenant or own the pro	ate	
Cannot afford rent/mortgage upkeep of your home		ring in temporary commodation		Relationship breakdor (non-violent)	wn 🔲	
Leaving local-council care		ss of tied commodation	A	Release from prison	A	
Discharge from hospital		ed to move on from pported accommoda	tion	To be nearer to work/ training	A	
Domestic violence/abuse		ighbourhood probler ndalism/burglary	ms/	To live independently		
Eviction order/ repossession	SECTION AND PROPERTY.	operty to be demolisl regeneration area	hed 🔲	To move nearer to special facilities such as a school/hospital	A	
HM Forces discharge	A Pro	operty too large		Homeless		
Property unsuitable due to il Please also complete the l				using partner)		
Other (please state)						
If you must leave your curre	nt home, te	ell us why, and the da	ate you mus	st move out:		
Armed and Reserve Fo	orces					
Have you been discharged to the control of the cont				Yes	No 🔲	
Are you currently serving in Reserve Forces, needing to as a result of your service (a	move due	to an injury or medic	al condition		No 🔲	
Dates of service: From		То				

We will need to see proof.

Yes

No

Are you a bereaved spouse/ civil partner of a member of the Armed Forces killed in service and needing to leave Services Family Accommodation.

8. Helping us assess housing need in Durham

Answering these questions will **not** affect the type of property you can bid for or the home you may eventually be housed in.

a. Where you would prefer to live

Please tell us the areas where you want to live (up to 5 areas). You can find out what areas we have

homes in from the Durham Key Options Areas List, which is available at www.durhamkeyoptions.co.uk and is included in the Durham Key Options Application Pack.					
If you wish to live in an area that is cover further information. If you wish to live in the for all their homes.					
b. The type of home you want					
Please tell us the type of home you would	d like to liv	e in. Please tick all that apply	:		
House		Ground-floor maisonette			
Bungalow		Upper-floor maisonette			
Ground-floor flat		Ground-floor bedsit			
Upper-floor flat		Upper-floor bedsit			
Sheltered					
c. How many bedrooms you want	2	3 4 4	5	6	
d. About your income		e. If you own a property			
Please tell us how much income you rece a year (before tax and National Insurance taken off). Please tick only one box:		If you own your property, plequity you have in the proposalue that belongs to you).	erty. (Equity	means the	
			Main applicant	Joint applicant	
Main applicant Jo	oint applicant	Zero or negative equity			
Less than £10,000		Less than £10,000			
£10,000 – £14,999 £15,000 – £19,999		£10,000 – £14,999 £15,000 – £19,999			
£20,000 – £24,999		£20,000 – £24,999			
£25,000 – £29,999		£25,000 – £29,999			
£30,000 - £34,999		£30,000 - £34,999			
£35,000 – £60,000		£35,000 – £60,000			
More than £60,000		More than £60,000			
f. Are you currently in paid employment	ent?		Yes 🗍	No 🗍	

9. Other housing options

Mutual exchange

Council tenants with secure tenancies and most housing association tenants with assured tenancies can apply to exchange their accommodation. You cannot exchange with a tenant of leased or privately rented accommodation (ask your housing partner for further details).

rented accommodation (ask your housing partner for further details).		
Would you like to join our mutual exchange register?	Yes	No 🔲
If you tick this box, your information will be shared with other mutual exchar	nge applicants.	
Affordable homeownership		
Would you be interested in receiving information on affordable home ownership and shared ownership?	Yes 🔲	No 🔲
Private rented properties		
Would you be interested in a private rented property advertised through this scheme?	Yes 🔲	No 🔲
10. Any ovtra information		
10. Any extra information		
If you would like to provide any extra information to support your housing as space provided (continue on a separate sheet if necessary):	oplication, pleas	se use the

11. Criminal convictions

Do you, or anyone who wants to be rehoused with you, have any convictions, other than 'spent' convictions?							
If yes, please give details:							
Full name	Date of birth	Date of conviction	Convicting court (name)	s	entence	Details of	offence
Are you, or anyone community sentend Orders (ASBOs) and	e? Exampl	es of a com	munity sentence	are	Anti-Social	Behaviour	No 🔲 s:
Full name	Date of birth	Date of conviction	Convicting court (name)	5	Sentence	Details o	f offence
Have you, or anyone who wants to be rehoused with you, ever been Known by any other names? If yes, give the name that is on this form and write any other names alongside:							
If you have ticked you to any of the guestions in section 11, the needs you have listed must size below							
If you have ticked yes to any of the questions in section 11, the people you have listed must sign below to authorise us to do a police check on them.							
Print name	е		Signature			Date	

12. Data protection

Durham Key Options is made up of Accent Foundation, Cestria Community Housing Association, Dale and Valley Homes, Derwentside Homes, Durham County Council, East Durham Homes, livin Housing and Teesdale Housing Association.

The information you have given on this form will enable a partner in Durham Key Options to process your application in line with the relevant law and Durham Key Options' Lettings Policy. The information will be held on computer and on paper files. The information may also be given to other organisations or individuals but only to help process your application, to answer an enquiry, to improve our service or if we need to do so under the law.

Under the relevant law, Durham Key Options may disclose your information to the police and other authorities and organisations to prevent and detect fraud.

All the members of Durham Key Options are registered data controllers in accordance with the Data Protection Act 1998 and are registered for processing personal information under this law.

By signing the declaration below you confirm that you have read and understand this section. You also consent to your information being used and given to others in the ways we explain here and below in section 13.

13. Declaration

I/We have read and understood the summary of Durham Key Options Lettings Policy.

I/We certify that the details given in, or as supporting evidence to, this application represent a true record of my/our present circumstances.

I/We understand that it is an offence to give false information or withhold information relevant to my/our application and that if I/we do so, I/we could be liable to a fine of up to £5,000 (this figure is correct as at April 1997, but the amount could change in future).

I/We understand that Durham Key Options could take steps to withdraw an offer of accommodation or seek possession of a tenancy that has been granted as a result of a false statement I/we have made or that anyone acting on my/our behalf has made.

I/We understand that it is my/our responsibility to notify Durham Key Options if my/our circumstances change.

I/We authorise Durham Key Options to verify the information I/we have given in this form with agencies like the police, social services and the probation service, or doctors, landlords and any other relevant person, if they wish to do so.

I/We understand that if I/we are given accommodation with any of the partner landlords, I/we must keep to the conditions of the tenancy agreement we have with them.

I/We understand that, on occasion, I/We may receive a message from Durham Key Options by email or text but only for the purpose of notifying of policy changes, or to advise that properties I/We have expressed an interest in, are available to let.

	Signature	Print name	Date
Main applicant			
Joint applicant			

Setting up home can be expensive and budgeting for bills, arranging insurance, finding affordable furniture and managing your finances can often be a daunting task.



Monkey, a partnership project, funded through the Big Lottery Fund's Improving Financial Confidence (IFC) programme offers free support with:



Paying bills



Managing budgets



Claiming benefits



Getting the best rate on borrowing money



Managing debt



Finding quality affordable furniture



Finding affordable gas and electric



Setting up bank accounts



Savings



Home contents insurance

To receive free support from Monkey, sign below and return this form with your housing application. Monkey support is available to anyone who falls in bands A to E of Durham Key Options (DKO) Housing Lettings Policy.*

Declaration

"I understand this service is voluntary and give my consent for my personal details from the DKO application form ("the form") to be held on a secure database and shared only between organisations within the Monkey partnership, with the Big Lottery Fund or any successor body and any body contracted to carry out monitoring and evaluation of the improving financial confidence programme. The information processed and stored will be limited to that detailed upon the form specifically within the about you, ethnicity, nationality and about your income sections. My information will be used to enable partners within Monkey to provide me with advice and support in relation to financial, fuel and furniture issues and by the Big Lottery Fund (as defined above) and/or contractors (again as defined above) for monitoring/evaluation/ reporting purposes. Provisions of any applicable Data Protection legislation will be complied with in the use and storage of any data. I consent to being contacted in future with regard to monitoring and evaluation of Monkey".

Main applicant	Signature	Print name	Date

If you require any further information before signing this form or have a complaint regarding the Monkey service please do not hesitate to contact the Monkey Project Team on **01388 424697**.

^{*}Currently excluding Accent Foundation tenants.



livin Housing, Farrell House, Arlington Way, DurhamGate, Spennymoor, Co Durham DL16 6NL

Telephone: 0300 111 2344 (Mobiles – charges vary)

0800 587 4538 (Free from landline)



Durham City Homes, Lumley House, Whitfield Court, St John's Road, Meadowfield Industrial Estate, Durham DH7 8XL

Telephone: 0191 301 8470



Teesdale Housing Association 14A Redwell Court, Harmire Industrial Estate, Harmire Road, Barnard Castle, County Durham, DL12 8BN

Telephone: 0800 18 16 80



Derwentside Homes Greengates House, Amos Drive, Greencroft Industrial Estate, Stanley DH9 7YE

Telephone: 0845 850 5600



Durham County Council Civic Centre, Crook, County Durham, DL15 9ES

Telephone: 03000 262 544



East Durham Homes, 2 Meridian Court, Whitehouse Business Park, Peterlee, County Durham SR8 2RQ

Telephone: 0800 032 0835

From a mobile phone, call **0191 518 5497**



Dale & Valley Homes, 27 Longfield Road, South Church Enterprise Park, Bishop Auckland, County Durham DL14 6XB

Telephone: 0800 083 0333



Cestria Community Housing Association Bowes Offices, Lambton Park, Chester-le-Street, County Durham DH3 4AN

Telephone: 0191 385 1900



Accent Foundation, 52 - 54 Middle Street, Blackhall, Hartlepool TS27 4EA **Telephone: 0845 678 0573**(or 0345 from your mobile)



This document has been clarity-checked and awarded the Clear English Standard by Plain Language Commission (www.clearest.co.uk), which promotes clear and concise communication in documents and on websites.