

Useful information

- Citizens Advice Bureau
Free, impartial, professional advice
T. 08444 111 444
www.bournemouthcab.co.uk
- Shelter
Free legal advice about accommodation
T. 0800 800 4444
www.shelter.org.uk
- Coastal Community Savings & Loans
Your local credit union
T. 01202 566878
www.coastalcreditunion.co.uk
- Money Advice Service
Financial help and advice
T. 0300 500 5000
www.moneyadviceservice.org.uk
- National Domestic Violence Helpline
Help and advice concerning domestic abuse
T. 0808 200 0247
www.nationaldomesticviolencehelpline.org.uk
- Streetlink
Helping street homeless people
T. 0300 500 0914
www.streetlink.org.uk
- Bournemouth and Poole Rough Sleeper Team
Rough sleeper outreach team
T. 01202 315962
http://cri.org.uk/dip_bournemouth

Contact the Housing Options team at:

Town Hall, Customer Service Centre
St. Stephen's Road, Bournemouth BH2 6DY

Opening times

Monday to Thursday 9am-4.30pm
Friday 9am-4pm

T. 01202 451467

E. housing1@bournemouth.gov.uk
www.bournemouth.gov.uk



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Building a Better Bournemouth

A Guide to Housing Options Services



Building a Better Bournemouth

Information for people
with a housing need

Who are Housing Options services for?

We are here to help anyone with a housing related need or query. This leaflet provides a guide to the services and information available from Bournemouth's Housing Options team.

If you are experiencing difficulties with your accommodation, have a general housing query as a tenant, owner or landlord, or you are facing homelessness Bournemouth Housing Options services provide free help and advice on a wide range of housing related issues.

Help from Bournemouth Housing Options

- Access to supported housing schemes
- Choice Based Lettings
- Disabled Facilities/Adaptations grants and advice
- Domestic violence support
- Advice on finding a private rented property
- Homelessness prevention
- Housing Register
- Housing Related support
- Landlord liaison
- Mortgage advice
- Move-on advice
- Re-Connections service for homeless people with no local connection
- Referral service to other agencies
- Rent Deposit/Rent in Advance loans

How do I find out more?

If you need more detailed information about any of the services we offer, or any other housing related issue please visit our website or come and discuss your requirements with a housing options officer at the Town Hall. Our contact information is on the back of this leaflet.

We also offer a range of information leaflets about the services; you can pick one up at the Town Hall or print them from our website.

Bournemouth's Housing Options team work with a number of external partners, so even if we cannot provide you with direct help we will put you in touch with someone who can.

What information do you provide?

Here is a list of the leaflets available about Housing Options services:

Information for tenants

- Rent Deposit — Move in/Move out
- Housing Register
- Domestic violence
- Caring for your tenancy
- Being made homeless
- Temporary accommodation
- Housing options for under 18s
- Homeless but not in priority need
- Eligibility criteria per service
- Housing Related Support through the SP Hub
- Move on from supported accommodation
- Housing Related Support
- Green homes

Information for homeowners and landlords

- Dorset Register of Accredited Landlords
 - Empty homes scheme
 - Green homes
 - Home improvement/adaptations grants
 - Information to provide your tenants
 - Home insulation grant: Private Rented Property Insulation Scheme
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