

Housing options



Finding the
right scheme
to move home

Housing options

Choice-based lettings

What are Choice-based lettings?

Available homes are advertised and applicants on the housing list can choose the homes they want to be considered for by 'bidding' for any homes they feel are suitable.

Choice-based lettings encourages applicants to choose the area, type and floor level of their next home.

For more information please see our leaflet on Choice-based lettings or contact our Lettings Team on **020 8890 7817** or **020 8880 7836**.



Mutual Exchanges - HomeSwapper

All tenants have the right to carry out a mutual exchange (swapping their home with another tenant) as long as the exchange is into a property that meets their needs according to the age, health and size of their household.

This scheme has over 100,000 tenants from over 300 Housing Associations from across the UK looking to swap their home. This service is FREE for EastendHomes tenants as we have agreed to pay the annual fee.

Don't worry if you don't have access to a computer we can register your details for you. For more information contact our Lettings Team on **020 880 7817** or **020 8880 7836**

Tenants can also advertise their home in the East End Life newspaper. Tenants should contact the paper directly on **020 7364 5000** or email **eastendlife.news@towerhamlets.gov.uk**

Seaside & Country Homes

If you are interested in registering for the Seaside and Country Homes scheme you (or your partner) must be at least 60 years of age and live in social rented housing in Greater London. The scheme offers opportunities to move to bungalows and flats throughout the south of England and Midlands.

Application forms and applicant notes for the scheme can be obtained by calling **08450 21 20 20** or call our Lettings Team on **020 8880 7817** or **020 8880 7836**.



When completed your application will require a referral signature from us otherwise it will not be accepted. Once you have completed your application form

please contact our Lettings Team so we can authorise it for you.

If you have already registered on the Seaside & Country Homes scheme and wish to enquire about your application, you can contact their team on **08450 21 20 20**.

Shared Ownership

Shared ownership or 'part buy/part rent' was introduced to help people to buy a home who cannot afford to buy a home outright. Shared ownership means you buy a portion of a home, usually through a mortgage and pay rent of the rest. The combined costs of your mortgage and rent will be lower than the cost of a mortgage to buy 100% of the same home. This is because shared ownership is supported by Government money that effectively subsidises the rent.

Usually you can buy extra portions as time goes by and eventually own 100% of your home – this is called 'stair casing'.

Many housing associations provide low cost shared ownership. Further details can be found on **www.housingoptions.co.uk**



HomeBuy

HomeBuy offers a range of schemes to help tenants, key workers and first time buyers to buy a share of a home and get a first step on the housing ladder.

The Rent to Buy scheme is a new government initiative to support first-time buyers into affordable home ownership by letting them rent a property first and buy it later.

For more information log on to **www.homebuy.co.uk**. Other useful links providing additional information and supporting services to the Homebuy scheme:

The Homes and Communities Agency - **www.homesandcommunities.co.uk**
Communities and Local Government - **www.communities.gov.uk**

Catalyst Housing Group - **www.chg.org.uk**

Moat Housing Association - **www.moat.co.uk**

Sheltered Housing

Sheltered housing is a block of self-contained flats specially designed for older people. It provides convenient and comfortable independent accommodation in a safe and neighbourly setting.

Sheltered housing schemes cater for couples or single people over 60

allowing them complete independence within their own flat, but with the knowledge that there is a Scheme Manager is on site during working hours. The Scheme Manager is a key part of sheltered housing, providing support to residents and arranges social events and outings.

In each flat the bedroom, sitting room and bathroom are equipped with an emergency bell, which will summon the Scheme Manager if needed and is connected to an alarm system (Care Alarm) when the Scheme Manager is not on site.

For added security each flat has an entry phone to allow controlled access to each flat.

How do I apply?

You must be on the housing list before you can be considered for an offer of sheltered accommodation. EastendHomes will ask a Client Support Officer to visit you at home to discuss your application and to decide if a Sheltered housing would meet your requirements.

All available homes are advertised in the East End Life – delivered to all homes in Tower Hamlets – online at and in the homeseekers brochure at all our offices.

Should you see a flat that you are interested in you can register a bid using one of the following options:

Telephone 0845 270 2400

Online www.thhs.org.uk

Or contact our Lettings Team on **020 8890 7817** or **020 8880 7836**.

Flats for the Over 50s



Some flats are especially for older people. Over 50s flats are self contained studio, 1 bed flats for those aged 50 and over.

The difference between general needs accommodation and Over 50s flats is that an Over 50s flats have various facilities designed to meet the needs of an older person and the block is exclusively for older residents.

When considering whether an Over 50s dwelling is the type of home you want, it must be borne in mind that you should be reasonably fit and mobile, with or without the use of aids and be able to manage on your own.

Some Over 50s dwellings have communal facilities such as a club room nearby, where a range of activities such as bingo and dancing may be organised – a good way to meet new neighbours.

How do I apply?

You must be on the Housing List before you can be considered for an Over 50s flat.

EastendHomes, the Council and many other Housing Associations advertise all available homes in the East End Life – delivered to all homes in Tower Hamlets – online at and in the homeseekers brochure at all our offices.

Should you see an Over 50s flat that you are interested in, you should register a bid using one of the following options:

Telephone 0845 270 2400

Online www.thhs.org.uk

Or contact our Lettings Team on **020 8890 7817** or **020 8880 7836**.

Flats for the Over 60s

Over 60s flats are self contained bedsits, 1 or 2 bed flats for those aged 60 and over.

The difference between general needs accommodation and Over 60s flats is that an Over 60s flats have various facilities designed to meet the needs of an older person and the block is exclusively for older residents.

When considering whether an Over 60s dwelling is the type of home you want, it must be borne in mind that you should be reasonably fit and mobile, with or without the use of aids and be able to manage on your own.

Some Over 60s dwellings have communal facilities such as a club room nearby, where a range of activities such as bingo and dancing may be organised – a good way to meet new neighbours.

How do I apply?

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How to contact us

EastendHomes Head Office

Tayside House, 31 Pepper Street,
London E14 9RP

E-mail: enquiries@eastendhomes.net

Phone: 020 7517 4700

Fax: 020 7515 0218

Mile End Housing Centre

38 Wager Street, London E3 4JE

E-mail: mileend@eastendhomes.net

Phone: 020 8880 7055

Fax: 020 8880 7810

Lettings Team

38 Wager Street, London E3 4JE

E-mail: mileend@eastendhomes.net

Phone: 020 8880 7817

Fax: 020 8880 7836

Island Gardens Neighbourhood Centre

137 Manchester Road, London E14 3DN

E-mail: islandgardens@eastendhomes.net

Phone: 020 7538 2340

Fax: 020 7537 0512

St George's Housing Centre

Shearsmith House, Hindmarsh Close, London
E1 8HP

E-mail: stgeorges@eastendhomes.net

Phone: 020 7481 4110

Fax: 020 7481 4082

Holland Housing Centre

35 Commercial Street, London E1 6BD

E-mail: holland@eastendhomes.net

Phone: 020 7456 6700

Fax: 020 7456 6737

Glamis Housing Centre

Ground Floor, Roslin House, Brodlove Lane,
London E1W 3EL

E-mail: glamis@eastendhomes.net

Phone: 020 7791 7947

Fax: 020 7791 7983

**You can send us a text message
to 07961 941584**

Leaflets

We produce leaflets on the following topics

- Repairs
- Rent
- Service charges
- Antisocial behaviour
- Customer care
- Estate services
- Resident involvement
- Lettings

Other languages and formats that this leaflet is available in

If you ask, we can provide copies of this document in a range of languages and formats, including:

- **in languages such as Bengali and Somali**
- **in Braille**
- **in large print**
- **on audio tape**



To ask for a different format, please contact your local housing centre.