

Factsheet 2

I am a Housing Association Tenant

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Housing Associations are private, non-profit making organisations that provide low-cost "social housing" for people in need of a home. All income (including rents) that a Housing Association receives is put back into acquiring new properties and maintaining current their current housing stock.

In the Folkestone & Hythe Council District there are several Housing Associations that own properties, such as Hyde Housing, Town and Country Housing Group, Moat, Southern Housing Group, Sanctuary Housing, Housing 21 and Places for People.

Housing Association properties will appear on Kent Home Choice website alongside Council properties and you can express an interest in these properties by placing a bid on them in the same way that you would bid for Council properties. To find out more about how to bid on a Housing Association property please see Folkestone & Hythe Factsheet 1 – How to apply for Social Housing.

Housing Associations will often start you off on a Starter Tenancy, this will usually be for 12 months. At the end of this tenancy you will be offered either an Assured Tenancy, which will last for the rest of your life OR a Fixed Term Tenancy usually lasting for 5 years.

Your home is at risk if you do not keep up with your rent payments

If you don't pay your rent on time your account will be in arrears and your Housing Association will take action to recover the arrears, which may eventually lead to an eviction. If you find yourself in this position, always contact your Housing Association to explore ways that they can help you meet your rent payments.

Income Maximizing

If you are on a low income you can assess your entitlement to benefits and complete a budget planner to help to maximize your income at folkestoneandhythehomelessness.entitledto.co.uk

Help to budget

FHDC have an inhouse Money Advice Service which any resident can access for free advice regarding their benefits and household income and budget. You can self-refer into this by emailing revenues.benefits@folkestone-hythe.gov.uk

Service Charges

You are responsible for paying service charges related to your property. This is for things like maintenance of communal areas. If you fail to pay these charges, and do not contact the Housing Association to agree a repayment plan, they may choose to start eviction proceedings against you.

Reporting a repair

Repairs are reported directly to the Housing Association and they are responsible for the maintenance and upkeep of the property. You will need to allow the Housing Association access to make good the repairs.

Mutual Exchange/Home Swap

Mutual exchange is basically a home swap with another social housing tenant. You may wish to swap homes locally or to another part of the country. Either way the hardest part about swapping homes is finding someone to swap your home with.



You will need to check with your Housing Association that you are eligible for mutual exchange or home swap and how this will affect your tenancy. Once you have done this and been given permission by your Housing Association you will need to advertise your property on a mutual exchange website such as www.homeswapper.co.uk or other sites like Facebook. Once you have found someone who is eligible to swap with, you need to notify your Housing Association and follow the mutual exchange process set out by your Housing Association.

Applying for a transfer

If your current home no longer meets your housing needs and you wish to transfer within the Folkestone & Hythe District you should complete the online housing application form on the Kent Homechoice website at www.kenthomechoice.org.uk.

Useful contacts

Housing Association	Customer Phone Number	Website Address
Southern Housing	0300 303 1773	www.shgroup.org.uk
Town and Country	01892 501480	www.tchg.org.uk
Hyde Housing	0800 389 3598	www.hyde-housing.co.uk
Sanctuary Housing	01634 366873	www.sanctuary-housing.co.uk
Places for People	01772 667002	www.placesforpeople.co.uk
Moat	0300 323 0011	www.moat.co.uk
Orbit South Housing	0800 678 1221	www.orbit.org.uk
Housing&Care21	0370 192 4000	www.housingandcare21.co.uk