

### » What is Social Housing?

Social housing is housing where rents are subsidised and let on a secure basis to people. Social housing is one of the main forms of affordable housing for people on low incomes. It is allocated to people based on their housing need.

### » Choice Based Letting (CBL)

Choice based Lettings is the way that most of the social housing is allocated in Hartlepool.

Available properties are advertised and **you choose the properties** that you want to be considered for rather than waiting to be made an offer.

**Your housing needs will be assessed** and you will be placed within a Housing Band according to your level of need.

Each week properties are advertised on the Compass website, at the Housing Options Centre and Housing Hartlepool housing offices. Applicants can **bid for up to three properties** in each advertising cycle.

### » How to apply

You can register by:

- Contacting Housing Hartlepool for an appointment
- Applying on-line at [www.compasscbl.org.uk](http://www.compasscbl.org.uk)

Your application will need to include:

- 2 copies of identification for yourself and anyone else applying
- Proof of address for everyone listed on your application form
- Written proof of pregnancy if you are pregnant
- A reference from your current landlord if you rent your home
- A character reference if you do not rent your home

## » Our contact details

If you would like more information about social letting or any other housing options please contact the **Housing Advice Team**. The team is based at the **Housing Options Centre**, Park Tower on Park Road. They are open Monday to Friday from 9:00 am to 4:00 pm.



Telephone: 01429 284038



Email: [housingadvice@hartlepool.gov.uk](mailto:housingadvice@hartlepool.gov.uk)

## » Housing Hartlepool contact details

For information about **Choice Based Letting** and making an application please contact **Housing Hartlepool**. The team is also based at the **Housing Options Centre**, Park Tower on Park Road. They are open Monday to Friday from 9:00 am to 4:00 pm.



Telephone: 01429 525252



Email: [enquiries@housinghartlepool.org.uk](mailto:enquiries@housinghartlepool.org.uk)



Website: [www.compasscbl.org.uk](http://www.compasscbl.org.uk)

## » Contact us

You can contact the Early Intervention Team by letter, telephone, text, or email. If English is not your first language, we can provide a translation service.

## » Our opening times

We open at 8:30am every weekday. We close at 5:00pm from Monday to Thursday. On Fridays we close at 4:30pm.



Telephone: 01429 523390



Text Service: 60006 (start your text with HBC)



E-mail: [dutyteam@hartlepool.gcsx.gov.uk](mailto:dutyteam@hartlepool.gcsx.gov.uk)



Postal address: Adult and Community Based Services  
Hartlepool Borough Council  
Civic Centre  
Victoria Road  
Hartlepool  
TS24 8AY

## » About this factsheet

This factsheet tells you about Social Housing. We issued this factsheet in August 2016 and updated it in April 2018. We will check the information is up to date in April 2020.



You can download all of our factsheets from  
[www.hartlepool.gov.uk/factsheetsandpublications](http://www.hartlepool.gov.uk/factsheetsandpublications)