



Adult Social Care

SOCIAL HOUSING



HARTLEPOOL
BOROUGH COUNCIL

Review Date: August 2025

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 of 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 online at 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 9am-4pm.

 01429 284038

 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 and are open Monday to Friday 9am-4pm.

 01429 525252

 enquiries@housinghartlepool.org.uk


 www.compasscbl.org.uk

 Housing Options Centre, Park Tower, Park Road

HOW TO CONTACT THE SUPPORT HUB

If you, or someone you care for - or a relative or friend - is finding life a bit difficult at the moment and would like to talk about it, contact our Support Hub - [our gateway to information, advice, support and care](#).

 Visit the Support Hub at **Community Hub Central**, York Road, TS26 9DE between 10am - 4pm Monday to Friday

 Call **01429 272905** between 8.30am - 5pm Monday - Thursday.
8.30am - 4.30pm on a Friday.

 Email helping@hartlepool.gov.uk

We will connect you to the things that will help you get on with your life.

If you are **worried about someone being abused or neglected**, or if you need **information or support with hospital discharge** please contact:

The Integrated Single Point of Access (iSPA)

You can contact the iSPA Monday - Thursday 8.30am - 5pm, Friday 8.30am - 4.30pm

 **01429 803100**

 ispa@hartlepool.gov.uk

 **07977709900 (Relay UK)**

How to get help if we are closed

If you need urgent help when our offices are closed, you can contact the **Emergency Duty Team** on **01642 524522**