

Rent Deposit Scheme

How we can help you



The Rent Deposit Scheme

This leaflet tells you all about the Rent Deposit Scheme and how the scheme can help you.

Contact details

Rent Deposit Scheme, Albert Jacob House,
62 Roman Road, Bethnal Green, London E2 0PG

Telephone: 020 7364 7474

Email: homeless@towerhamlets.gov.uk

Online information is available at:
www.towerhamlets.gov.uk



2006 - 2007
Early Intervention
(Children at Risk)
2003 - 2006
Winner of 4 previous
Beacon Awards



INVESTOR IN PEOPLE



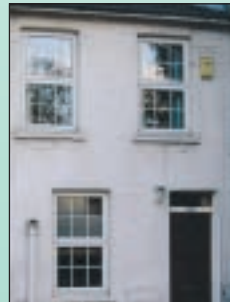
Rent Deposit Scheme

What is the Rent Deposit Scheme?

People are not always aware that renting a home in the private sector is an option that is available to them.

We can explain more about this sector, both the advantages and disadvantages, and help you to find a suitable privately rented home.

The Rent Deposit Scheme was set up in July 2004. Since then hundreds of homeless people have been successfully housed through this scheme.



Benefits of the Scheme

The benefits of the Rent Deposit Scheme

The main benefits of the scheme are choice and speed. In the private rented sector you have more choice about where you live and what type of property you rent.

If you wish to move out of Tower Hamlets to anywhere else in England, we can assist you.

The Rent Deposit Scheme is a faster route to housing than living in temporary accommodation and waiting for a successful bid.

You will still ultimately be able to access social housing – once you move into a private rented property you should still continue to bid.

The Rent Deposit Scheme can help you to find a home that is:

- Right for you
- Affordable
- In the area of your choice

How we can help you

We will also:

- Pay the deposit or bond.
- Pay four weeks rent in advance if required.
- Check to ensure you can afford the property.
- Help you to put in a claim for Housing Benefit.
- Fast track your Housing Benefit claim if the property is in Tower Hamlets.
- Advise you throughout the letting process.
- Offer you tenancy support for the first six months of your tenancy.

What we expect from landlords

What about the landlords?

We work closely with selected landlords and letting agents and they must agree to follow these basic rules:

- Properties must be in good condition, with current gas and electric safety certification.
- Repairs must be carried out within reasonable timescales.
- Tenancy agreements must be clear and fair.
- Letting Agents are required to sign our Service Agreement.
- Detailed inventories must accompany all tenancy agreements.

Our Customer Promise

When you meet us we will:

- Be polite, helpful, honest and treat you fairly
- Keep the matter confidential

When you visit our offices we will:

- Aim to start dealing with your enquiry within 15 minutes
- Provide you with translation and interpretation if required

When you phone us we will:

- Aim to answer your call within 5 rings
- Greet you and give you our name and the name of the service

When you write to us by letter, email or fax we will:

- Reply within 10 working days
- Always try to use plain language

When we visit you in your home we will:

- Offer you a choice of morning or afternoon visits
- Always show identity cards and treat your home with respect

We want your feedback ... including any complaints

To improve our service we need your feedback, whether it is a comment, compliment or complaint. If you make a complaint we will carry out independent and fair enquiries as quickly as possible

To give us your feedback you can:

- Speak to a member of staff
- Call us on 020 7364 7431
- Write to us at Quality Team, Albert Jacob House, 62 Roman Road, Bethnal Green, London E2 0PG
- Email us at quality@towerhamlets.gov.uk

Monday - Friday
9.00am - 5.00pm



For free translation phone

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निःशुल्क अनुवाद के लिए कृपया फोन कीजिए

بو نه رجومه فرمونی به خورایی نه له فون بکه بو

Del nemokamo vertimo skambinkinte
സൗജന്യമായ തർജ്ജമയ്ക്കായി ബന്ധപ്പെടുക

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Para uma tradução grátis, telefone.

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Điện thoại để được thông dịch miễn phí.

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For large print or braille phone

020 8430 6291

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