

Fact Sheet

Housing Options, Advice & Information Booklet

How can the Council help me?, What are my options?

Conwy Housing Solutions Team provides housing advice and assistance.
We are a homelessness prevention service and will do everything we
can to prevent you losing your home.

Coed Pella,
Conway Road,
Colwyn Bay.
LL29 7AZ
0300 1240050



What we can offer?

Housing Options and Advice


Conwy Housing Solutions is available to everyone and provides a range of services to assist and support you with your housing needs. The Team is based at Coed Pella, Conway Road, Colwyn Bay, LL29 7AZ and incorporates:

- **Homeless Prevention Officers** who will carry out an assessment of your needs, work with you to prevent homelessness, provide housing advice and options and signpost you to relevant services if necessary. They may also consider providing you with emergency accommodation for a short time until your housing situations has been resolved.
- **Private Sector Access Officers** who can work with you to help you find accommodation in the Private Sector
- **Move On Officer** who will work with you to move you on if you have to access emergency accommodation
- **Home finder Team** who administer the Conwy Housing Register and provide an assessment of housing options. You can access advice on rent payments and repairs to your Cartrefi Conwy home from our Conwy Housing Solutions Offices.
- **HAWS Social Lettings Agency** provides a variety of offers to private sector landlords and holds a portfolio of properties that may be your housing solution. Members of the Landlord Accreditation Wales and offer a wealth of experience in residential lettings and property management. Visit us at: www.conwy.gov.uk or email us at housingsolutions@conwy.gov.uk

Visit Conwy Council Website which provides information on accommodation in Conwy. The website aims to help those looking for a home, to make choices about the most suitable option for them and provides information for local residents.

 www.conwy.gov.uk

 Tel No: 0300 1240050

 Email: housingsolutions@conwy.gov.uk

 Address: Conwy Housing Solutions, Coed Pella, Conway Road, Colwyn Bay, Conwy, LL29 7AZ

Registered Social Landlords (Housing Associations)

Registered Social Landlords are government funded organisations that provide affordable housing. RSL's undertake a landlord function by maintaining properties and collecting rent. Conwy Council no longer own any properties; all housing stock was transferred to Cartrefi Conwy Housing Association. All applications for social housing are now considered through the Home finder Team administering the Common Housing Register, which allows for one application to be considered for all Social Housing providers in Conwy below.

How can I apply for Social Housing?

You can complete an Application by phoning Conwy Housing Solutions on 0300 1240050, Option 1. The Home finder team are available:

Monday – Thursday 8.45am – 5.15pm and Friday 8.45am – 4.45pm



☎: 0300 124 0040

📍 Morfa Gele, Cae Eithin, Abergele, Conwy



☎ 0800 052 2526

💻 www.wwha.net contactus@wwha.co.uk

📍 Unit 2, Acorn Business Park, Aber Road, Flint



☎ 01492 572727

💻 customerservices@nwha.org.uk

📍 Plas Blodwel, Broad Street, Llandudno Junction, Conwy



☎ 0300 111 2122

💻 post@grwpcynefin.org

📍 54 Stryd y Dyffryn, Dinbych, LL16 3BW



☎ 01745 536800

📍 Ffordd William Morgan, St. Asaph Business Park, St Asaph, Denbighshire



Private Sector Housing

What is Private Sector Housing?

Private Sector Housing differs from RSL's in that the accommodation is privately owned. Landlords usually request a Bond or deposit and First months' rent In advance prior to letting a property.

HAWS

Conwy County Borough Council and Cartrefi Conwy have worked in partnership to provide a Social Lettings Service for those in the Conwy area. Helping to provide access to accommodation to those who may not normally be eligible for the private rented sector through homelessness, low income or housing need.



☎ 01745 335690

💻 <http://www.haws.org.uk/available-properties/>

Below are other Letting Agents with properties in the Conwy area

Tai Elwy Ltd



☎ 01745 536900 💻 enquiries@taielwy.co.uk

📍 72 Ffordd William Morgan, St Asaph Business Park, St Asaph, Denbighshire LL17 0JD



Private Sector Landlords

The inclusion of any letting agency/private landlord on this list does not indicate an endorsement by Conwy Council. They may not have a vacant property and may not be able to assist all clients. Not all will accept Housing Benefit and the Conwy and Denbighshire Bond Scheme (CDBS):

Heritage Property Rentals (Ewan Lynn)	01492 525912	Will accept HB. Guarantor not always necessary.
Elwy Estates Prestatyn Lettings	01745 605468	Accepts HB and the Bond Scheme (at discretion of landlord)... Guarantor and references required.
Coastal Homes Rhyl	01745 369764	Accepts HB (with a guarantor at the discretion of the landlord). guarantor may be needed
Lorna Fielding (private agent plus agent for TLC Property Lettings Ltd)	07803 514200 01492 849007 tlcpropertylettings@gmail.com	For herself, Lorna will consider HB; month's rent in advance plus month's rent. For TLC Property Lettings: No Bonds accepted, guarantor needed, deposit is amount of one month's rent.
Accent Properties, Old Colwyn	01492 512705	Month's rent in advance plus amount of rent plus £100 deposit.
Anthony Flint	01492 877418	Accept HB only if you have a guarantor. No Bonds accepted
Coastal Estates Nick Harvey	01492 516131 01492 467934 07725 832653	Accepts HB (at the discretion of the landlord). First months' rent in advance – Deposit (depends on the landlord) – Credit Checks – References required – Guarantor would be required if credit/reference checks were detrimental or at landlords request.
Homelet North Wales	01492 518096	Consider applications on HB but WILL need to show a good rent payment history and excellent tenancy references. As it is not the usual policy to accept direct payments from CCBC, applicants must be able to show they have received HB and are used to paying their rent on time.
Reeds Rains Abergele - Rhyl - Prestatyn -	01745 832150 01745 334301 01745 852448	Only accept HB for people with full-paying guarantor in place (at discretion of landlord).
Beresford Adams Lettings Llandudno - Colwyn Bay - Prestatyn -	01492 250092 01492 250091 01745 430098	Accept HB (at discretion of landlord) but No Bonds accepted. Guarantor essential.
Fletcher & Poole Conwy -	01492 583100	HB accepted at discretion of landlord. References required.



LL Estates	01745 591811 01745 889716	Some landlords accept HB.
St Davids Commercial (Colin Flanagan)	01492 534881	An interview will be required and also an inspection of the property you live in together with references from existing Landlord.
Smith & Wypler Llandudno	01492 871551	No Bonds accepted. Some Landlords accept HB. One month's rent in advance plus same + £100 for deposit.
Peter Large Lettings Llandudno Rhyl	01492 873854 01745 334411	Accepts HB (with guarantor only). References needed for all applicants. One month's rent in advance plus same + deposit.
Wilsons Lettings Rhos On Sea	01492 543111 Info@wilsonslettings.co.uk	No Bonds accepted
Wynne Davies Estate Agents Llandudno	01492 545665 sales@wynnedavies.co.uk	Affordability assessment undertaken. A Pet deposit is charged. The first month's rent and deposit will be dependent on how much rent you pay, the deposit is usually equivalent to one month's rent or 6 weeks dependent on the property condition.
Bob Parry Estate Agents Llanrwst	01492 640415 llanrwst@bobparry.info	Depending on your circumstances and the property you select, the letting agent may require credit checks, bank, guarantor, previous landlord reference
McCoubrey Cooke Abergele	01745 403806	Deposit and advanced rent costs to be confirmed at time of property enquiry
Jones Peckover Abergele	01745 832240	If you are interested in a property they require a completed application form for each applicant References are required and guarantors where applicable. Each application will require supporting documentation. This must include photo ID and a current utility bill confirming your current address .One month's rent in advance plus deposit.



Where else can I find Private Sector Accommodation?

- Buy a local newspaper first thing in the morning on the following days of the week.
Make calls quickly, as properties go fast!

These are the days they list any new properties to rent:

North Wales Weekly News — Thursday
The Visitor — Wednesday

The Pioneer — Wednesday
The Journal — Tuesday

- Access the internet and visit websites such as:
propertyfinder.com zoopla.com findproperty.com
spareroom.co.uk rightmove.com onthemarket.com
www.conwy.gov.uk dssmove.co.uk Placebuzz.com
- Read supermarket memo boards, adverts in shops and post office windows
- Ask friends and family to look out for you
- Social Media can be an effective way of finding accommodation
- If you know of a property that has been empty for a while, push a note through the door with your contact details and ask if the owner wishes to rent the property
- Although many adverts ask for “NO BENEFITS”, contact them anyway and explain your situation. If you have good references and a guarantor, let them know, as this may help. If you don’t have references from previous landlords, character or employer references may be a good idea.
- You may be able to provide your own credit reference check. This is cheaper and can be refreshed.
- Negotiate the amount of rent the landlord is asking for; they may accept less.



By law, all landlords in Wales must register with Rent Smart Wales, and if they manage their own properties they must also have a licence from Rent Smart Wales. The registration and licensing scheme has been introduced by the Welsh Government to help ensure good standards of management for private rented properties. You should ask the landlord if they are licenced when viewing a property. You can verify if the landlord is licensed, or the property you wish to rent is listed and the landlord is registered, via an on-line check on the website: www.rentsmart.gov.wales



Dewis Cymru is a place for information about well-being in Wales.

If you would like information that can help you think what matters to you, along with information about local organisations and services that can help, you can visit the Dewis Cymru website at www.dewis.wales

This website will help you access local support services and find information and advice. It is a single, clear and reliable point of access

Mae'r ddogfen hon ar gael yn Gymraeg hefyd.

