

Health and Adult Social Care
Community Housing Services

Do you want to make a
Fresh Start?

Fresh Start can help you move
quickly to a home of your choice

HOUSING ASSESSMENTS
& OPTIONS

TENANCY SUPPORT

PRIVATE TENANTS' ADVICE

PRIVATE SECTOR
HOUSING

EMERGENCY HOUSING



INVESTOR IN PEOPLE

www.enfield.gov.uk

ENFIELD
Council



Who is Fresh Start for?

- Enfield Council tenants
- Housing association tenants living in Enfield
- Tenants living in temporary accommodation provided by Enfield Council.

What are the benefits of Fresh Start?

You can choose a private rented home that suits you.

The Area

- Inside Enfield
- Outside Enfield

The Property

- Near your child's school
- Near friends and family

Why should I consider Fresh Start?

More people want housing from Enfield Council and housing associations than we have homes available.

- Over 8,000 applicants are on Enfield's Housing Register at any time
- Less than 900 social rented homes become available each year. Only a small percentage of homes that become available are larger homes.

If you are living in temporary accommodation then you may have to wait many years before you are offered a suitable home. Currently over 3,000 households are in temporary accommodation.

Most people are waiting:

- 5-6 years for a two bedroom social rented home
- 10-12 years for a three bedroom social rented home.

If you are waiting for a transfer to a larger social rented home or in temporary accommodation, renting privately means you may only have to wait a few weeks for a home of your choice.

How do I qualify for Fresh Start?

Applicants will be considered for Fresh Start if they have:

- A clear rent account

You may be considered for Fresh Start if you have rent arrears provided you have kept to a repayment agreement for at least 12 months. If you have rent arrears you may still apply but you will not be allowed to move until your rent account is clear.

- No history of anti-social behaviour and a good tenancy history.

Agents and landlords are entitled to ask for references. Only tenants with good tenancy references will qualify for the scheme.

How will you help me move into a Fresh Start home?

Once your application has been approved a dedicated team will:

- Help you to find a new home
- Talk to property agents and landlords on your behalf
- Help you to claim Local Housing Allowance to help pay the rent
- Help you to set up your tenancy.

We will also:

- Pay your landlord or agent one months rent as a deposit.

Your agent or landlord must put that deposit into a government approved Tenancy Deposit Scheme.

Keeping your tenancy going

When you sign your tenancy agreement you become a tenant of the private landlord who owns the property. You should contact the property agent or landlord if you have any queries about your tenancy.

Provided you pay your rent on time and do not damage the property your tenancy should run smoothly.

If you need help to keep your tenancy going you should get advice straight away from your local Citizens Advice Bureau or Enfield Council's Housing Advice Team.

What happens if my private tenancy comes to an end?

If you have been a good tenant and your tenancy comes to an end you can claim back your deposit to pay for another private rented home.

Tenants in Temporary Accommodation who moved into a private rented home through Fresh Start may apply to have "Waiting Time" points added to a new application for housing through Enfield's Housing Register. These points may only be reinstated if your Fresh Start tenancy has failed through no fault of your own and is limited to two years from the date of your Fresh Start tenancy.

Move anywhere

You choose the type of home you want and where you want it with Fresh Start



If I choose Fresh Start what will happen to my application for social rented housing through Enfield's Housing Register?

- Your details will be removed from Enfield's Housing Register if you move into a Fresh Start private rented home.
- Your details will remain on the Register if your application is not approved.
- Your details will remain on the Register if your application is approved and you later decide not to move through Fresh Start.

How do I apply for a Fresh Start?

Complete the enquiry form. Make sure that you tell us all the areas you are interested in moving to.

Detach the form, fold it in half to seal and return by post. You **don't** need a stamp.

How do I get more information?

If you would like to speak to someone about the scheme, you can phone our **Fresh Start** Hotline on 📞 **020 8379 5240** (office hours 9am-5pm).

You can write to us at:

Fresh Start
Temporary Accommodation Team
Enfield Council
PO Box 59
Civic Centre
Enfield
EN1 3XL

Fresh Start enquiry form

I would like to be considered for a place on Enfield Council's Fresh Start scheme.

Name _____

Full address (please include your postcode):

Daytime phone number: _____

I am interested in moving to the following areas:

Please tick the following that apply to you:

- I am an Enfield Council tenant
- I am a housing association tenant
- I am living in temporary accommodation provided by Enfield Council

Once completed, fold in half and return by post. You don't even need a stamp.



-----fold here-----

BUSINESS REPLY SERVICE
Licence No. NW 5036

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SAMPLE

Fresh Start
Temporary Accommodation Team
Enfield Council
PO Box 59
Civic Centre
ENFIELD
ENI 3BR

Other formats

If you need this booklet in another format, please tick the relevant box and return to the freepost address shown stating your name, address and telephone number in the space provided.

Large print

Language

Braille

Please specify:

CD

Tape

Your name

Address



Please return to:

Communications Officer
Health and Adult Social Care
Enfield Council
FREEPOST NW5036
Civic Centre
Enfield EN1 3BR