



torbay housing partnership



Working together for our customers

Help with Deposits A Guide for Tenants

Where can I go to for help with my Deposit?

You will need to ring Torbay Council Housing Services on 01803 208723 to make an appointment to see a Housing Assessment Officer.



There will be surgeries at Torquay, Paignton and Brixham Connections offices, or an officer may be able to visit you in your home if you are unable to attend. Please contact the Council Helpline on 01803 207201 for days and times of the surgeries.

During your appointment the Housing Assessment Officer will ask you about your housing situation and will tell you how the Council are able to help you.

Do I qualify for help?

To get help with a Deposit, you will need to be either homeless or having to move home. If you also find that

you cannot afford to provide yourself with a suitable home, then we may be able to help you.

What help can I get?

If you do qualify for help, we can refer you to Torbay



Pound, who can provide you with a loan through a local Credit Union to cover the cost of your deposit. They will ask you to come to one of the Connections offices for an interview, or may visit you at home, if you cannot come to the office. They will explore your financial situation with you and help you to work out the best ways of dealing with any problems.



The deposit that is paid to the landlord by Torbay Pound will be put into a Government Deposit Scheme, so that it is available to be repaid to you when you leave the property. If there are any deductions to be made from this, for rent arrears or damages, and you and your landlord cannot agree on the amount, the case will be decided by a free independent resolutions service.



What is Torbay Pound?

Torbay Pound is a community banking scheme which offers help with financial problems, debt management and loans.

Torbay Council Housing Services is working in partnership with Torbay Pound to assist people who are having trouble with their housing to get an affordable loan. This should then enable them to manage the costs of providing themselves with suitable housing.



Will I have to pay this loan back?

The Torbay Pound advisors will look at how much you can afford to pay back every month, and will set the amount with you. They will then help you to keep to your repayment schedule. If you are still having difficulties, you may have to go back to Torbay Pound to have a look for another possible solution.



TORBAY POUND



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