

Frequently Asked Question's

- Q Who can apply for housing with Mount Green?**
 A *Most of our homes are let to people nominated by the seven local authorities we work with. The local authorities maintain housing registers for people who want to rent affordable homes in their area.*
- Q How long do I have to wait before I am offered a rented home?**
 A *This will depend on the size, type and location of your desired property and your position on the local authority waiting list.*
- Q What size of property can I be considered for?**
 A *There are specific guidelines based on the age and sex of the people in a household to decide how many bedrooms are required. Please refer to the allocation policy.*
- Q How much rent do you charge?**
 A *This will depend on the type, size and location of each property and the facilities you will be able to use. We also provide housing related support services within our sheltered housing stock (independent housing for the over 60's) of which there are three support levels depending on your need.*
- Q I am on a low income. Can I get help?**
 A *You may be eligible for housing benefit towards the cost of your rent. You will need to contact the housing benefit section at the relevant local authority. You may also be entitled to Supporting People grant to cover your support charge – we can advise you at the commencement of your tenancy regarding the administration grant.*
- Q Will I get a rent statement?**
 A *Yes- automatically sent each quarter.*
- Q What happens if I am late paying my rent?**
 A *If your account falls into arrears, please contact your Housing Manager immediately, otherwise recovery action will be promptly taken as set out in the Tenants Handbook.*
- Q What happens if my claim for Housing Benefit has not been assessed yet?**
 A *You should let your Housing Manager know in order to prevent further action.*
- Q Can I swap my property?**
 A *Yes. Our tenants can swap accommodation with another tenant either of the same association, another housing association, a local authority or council. For details on restrictions and Homeswap, please contact your Housing Manager.*
- Q I would like to buy/part own a property, how do I know if I can afford it?**
 A *[Click here](#) for more details on shared ownership and restrictions*
- Q What happens when I report a repair?**
 A *You will be sent an acknowledgment of this and also be advised as to the timescale that the repair will take. Our contractor will contact you within this timescale to make an appointment.*
- Q What do I do if I have an emergency repair outside working hours?**
 A *Ring our repairs helpdesk – Mole Valley Community Alarm on **01372 819092***
- Q How can I be involved in tenant involvement?**
 A *[Click here](#) to find out more about Tenant Involvement and Residents Associations.*