

Housing Solutions

Serving our
community



Who are we and what do we do

Meet the team

Eleanor Hoyle – Director

Linda Hibbs - Head of Service

Claire Keeling - Housing Solutions Manager

3 Seniors, managing a team of 24 officers across

- Homelessness services
- Temporary Accommodation
- Housing Register administration



Statutory Service for the Council

We operate under Parts VI and VII of the Housing Act 1996 and the Homelessness Reduction Act 2017

- Part VI relates to our allocations function
- Part VII is Homelessness and the provision of TA

Other legislation we must work within including Equalities Act 2010, Domestic Abuse Act 2021

Also statutory instruments including The Homelessness (Suitability of Accommodation) (England) Order 2012

Allocations

All local authorities must have an allocations scheme

Set out how we prioritise and allocate social housing in the district

Can find ours on the website

[Housing allocation scheme – Tonbridge and Malling Borough Council](#)



Allocations


Applicants apply at Kent Homechoice

[Home - Kent HomeChoice](#)

Submit an application form online

Upload documents requested

We assess the application against our policy and determine outcome



How to register


Log in

Create an account

Housing options

Latest news

Tenancy Guidance Videos



PROPERTIES

LOG IN

Welcome to Kent Homechoice

Here you can apply to the housing register or make a housing options enquiry if you are going to be homeless.

How Kent Homechoice Works

Once you have completed your profile information including your family details and address history along with a pre assessment, you may be asked to complete and submit a housing register application which you will do online.

Because the form is lengthy and asks you lots of questions about yourself and your circumstances, we recommend using a laptop to complete this with.

Once you have submitted your form and details you will receive a request to provide some supporting information which you will be able to upload to your Kent Homechoice portal.

Once you have provided all of the information and this has been received by the Council, if your application meets the criteria set out in their allocations policy, you will be informed of your band, bedroom need and registration date.

You should note that across Kent we are currently receiving extremely high numbers of applications so it may take some time for your application to be assessed.

At this stage you will be able to login to your account to see if there are properties that you are eligible to express an interest or 'bid' on. If there are you will be able to bid on as many properties as you can and you will be able to let us know which of the properties you would prefer but selecting the icon to tell us that one is your favourite.

Once the closing date for the property is reached you will be able to see your position on the shortlist of those that have bid on the property.

Log in

To update your details and see suitable properties

LOG IN NOW

Apply for housing

You will also need to 'create an account' if you are a new customer.

CREATE AN ACCOUNT

Available properties

See the currently available properties.

CURRENT PROPERTIES


PREVIOUS PROPERTIES

Other contents

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TONBRIDGE
& MALLING

BOROUGH COUNCIL



www.tmbc.gov.uk

Allocations

Launched a new allocations scheme in 2023

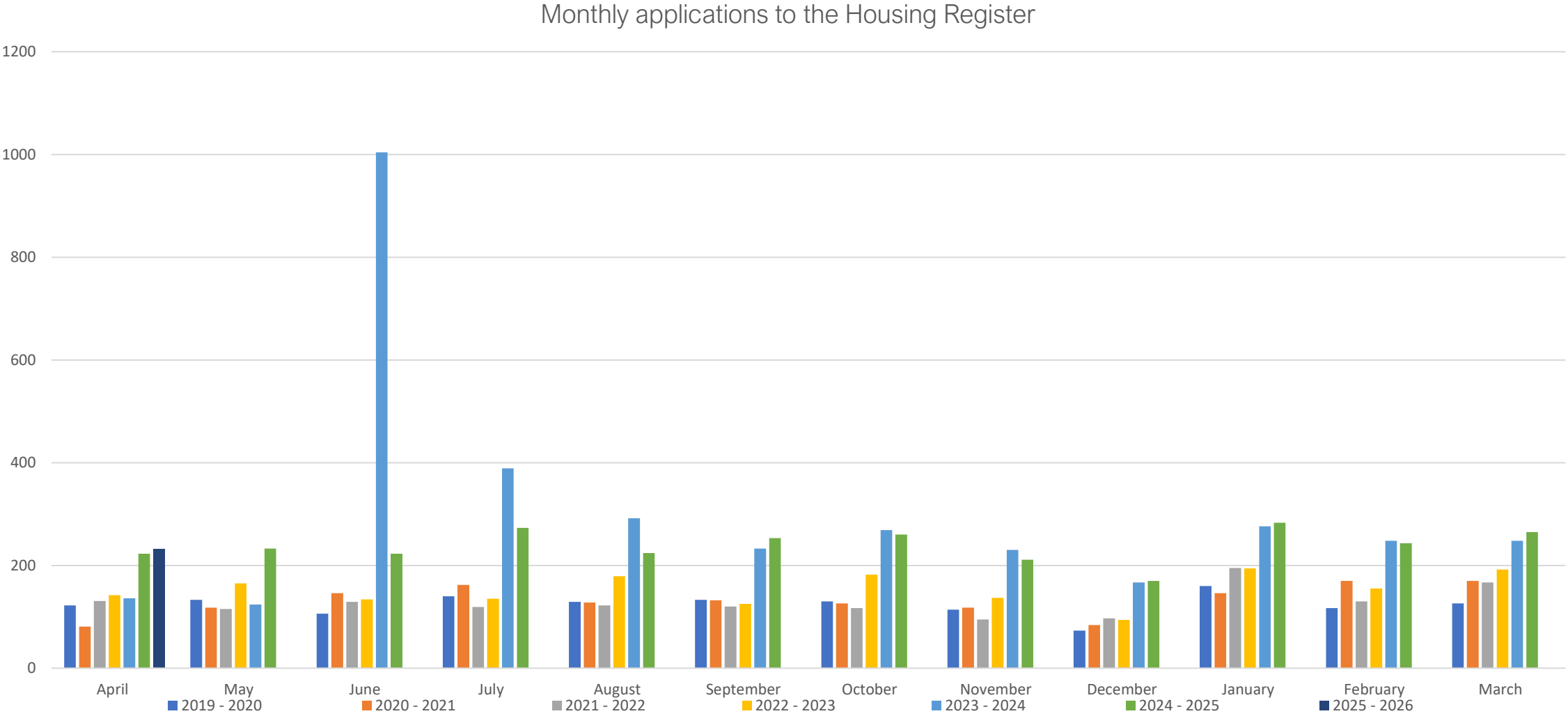
Reviewed and revised 2025

In 2023 – also changed systems

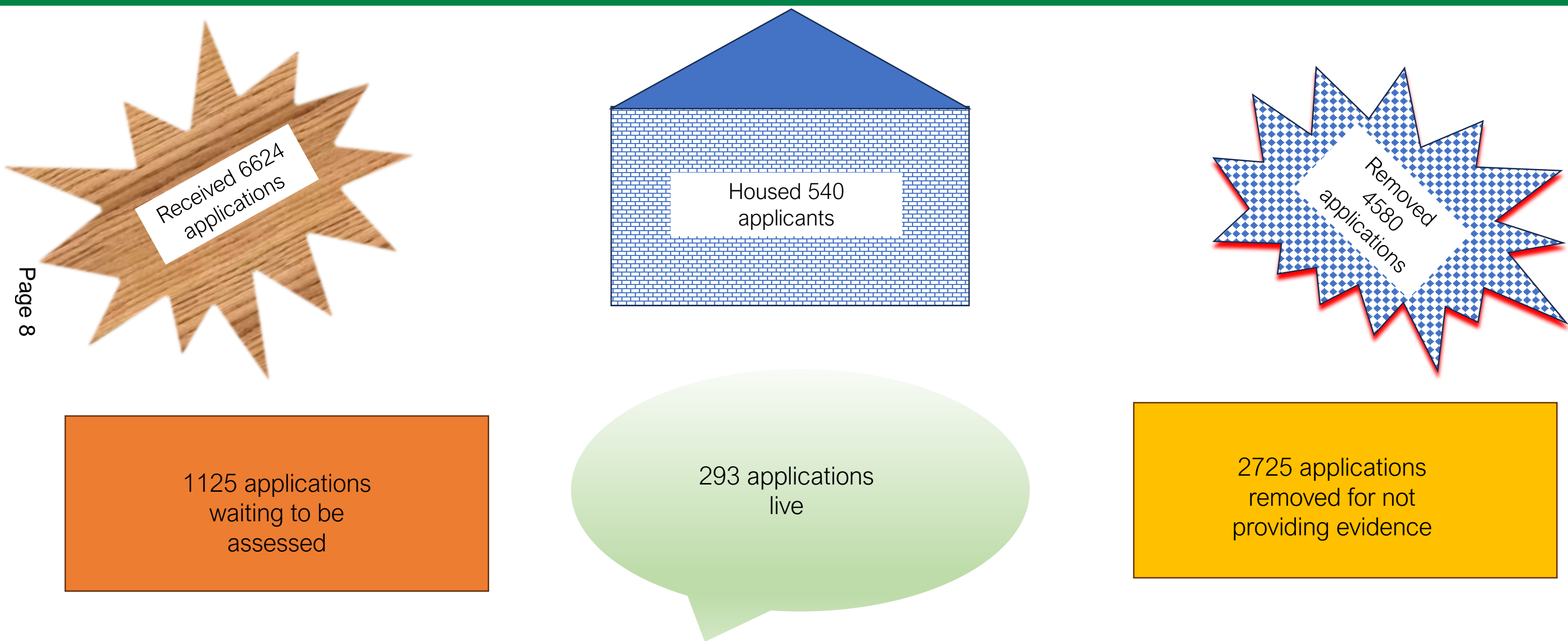
Seen an increase in demand since



Allocations



Allocations



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Allocations

Average waiting times

1 bedroom – 12 – 18 months

2 bedroom – 2 years

3 bedroom 2 – 3 years


4 bedroom – 3+ years

5 bedroom – 3 – 4 years

Allocations

But the team don't only assess applications ...

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Social rent


1 bed flat £528.96 Monthly


Saltings Road, Snodland, ME6 5HB **apply by 31/05/2025 23:59**

1 bedroom ground floor flat to rent in Snodland


1







Reference 113603





Affordable rent


1 bed flat £310.07 Weekly


Martin Square, Larkfield, Aylesford, ME20 6FQ **apply by 04/06/2025 23:59**


A one bedroom, ground floor modern apartment in an excellent location.

1










Reference 130732





Social rent


1 bed house £572.78 Monthly


Covey Hall Road, Snodland, ME6 5NZ **apply by 05/06/2025 23:59**


1 Bed Bungalow for rent in Snodland

1









Reference 127401

Homelessness

Homelessness part VII of the Housing Act

An applicant can come to us if they are

Threatened with homelessness within 56 days

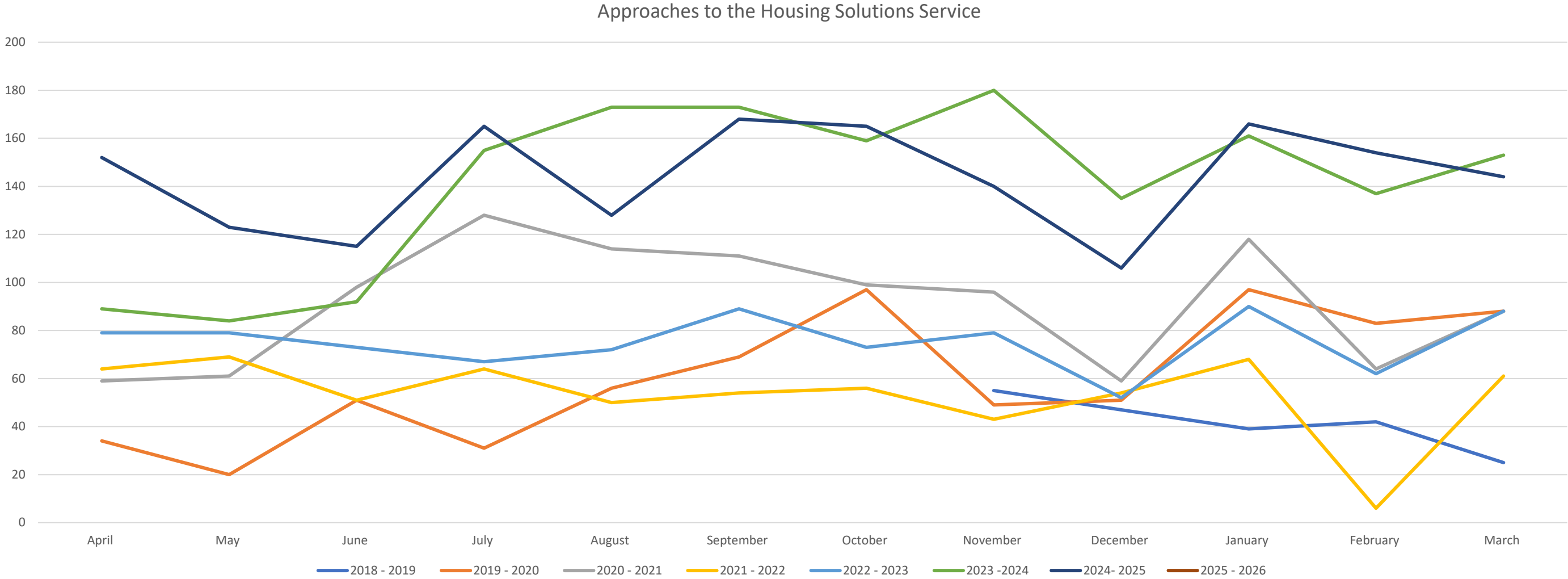
Homeless

Complete a form on Kent Homechoice

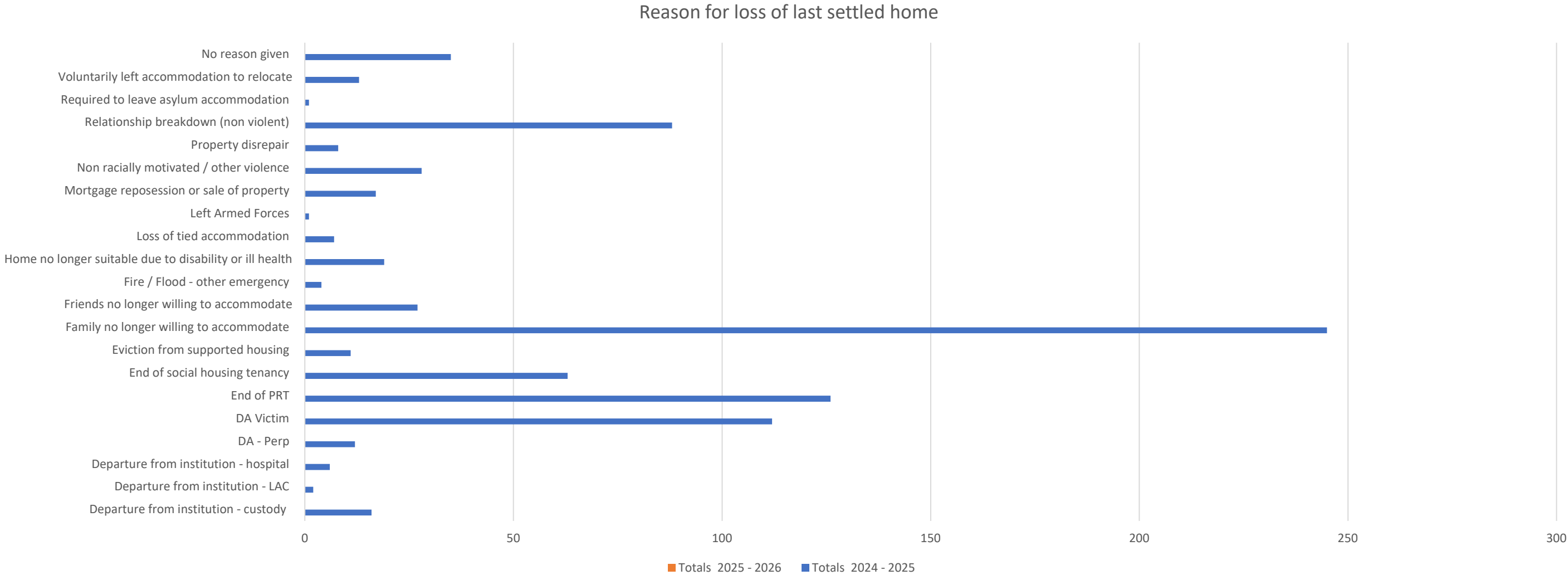
Triage – always try and prevent

If we cannot prevent then we go to relief and may (or may not) provide temporary accommodation

Homelessness



Homelessness



Homelessness



Homelessness

Rough Sleepers

Rough Sleeping Initiative funding from Ministry of Housing,
Communities and Local Government (MHCLG) for the last 5 years

Additional year funding given – now renamed Rough Sleeping
Recovery and Prevention Grant

Numbers are low in the district

Temporary Accommodation

Don't provide TA for everyone

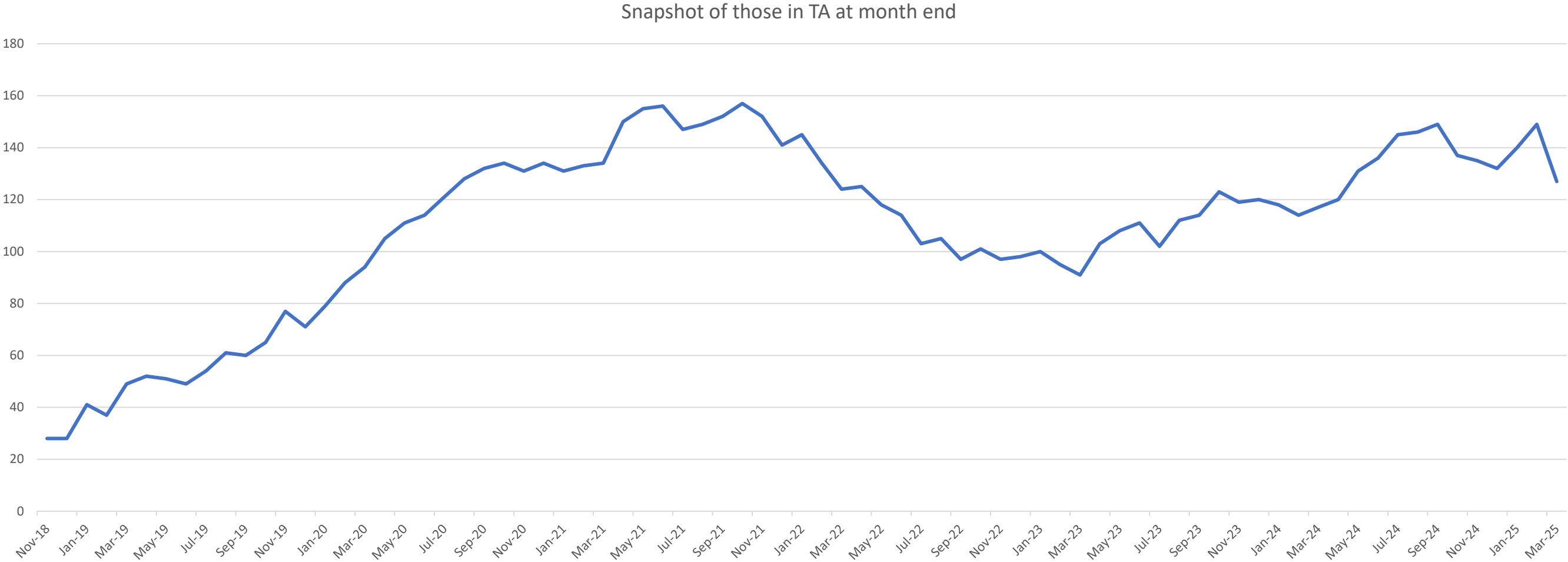
Only those with a priority need



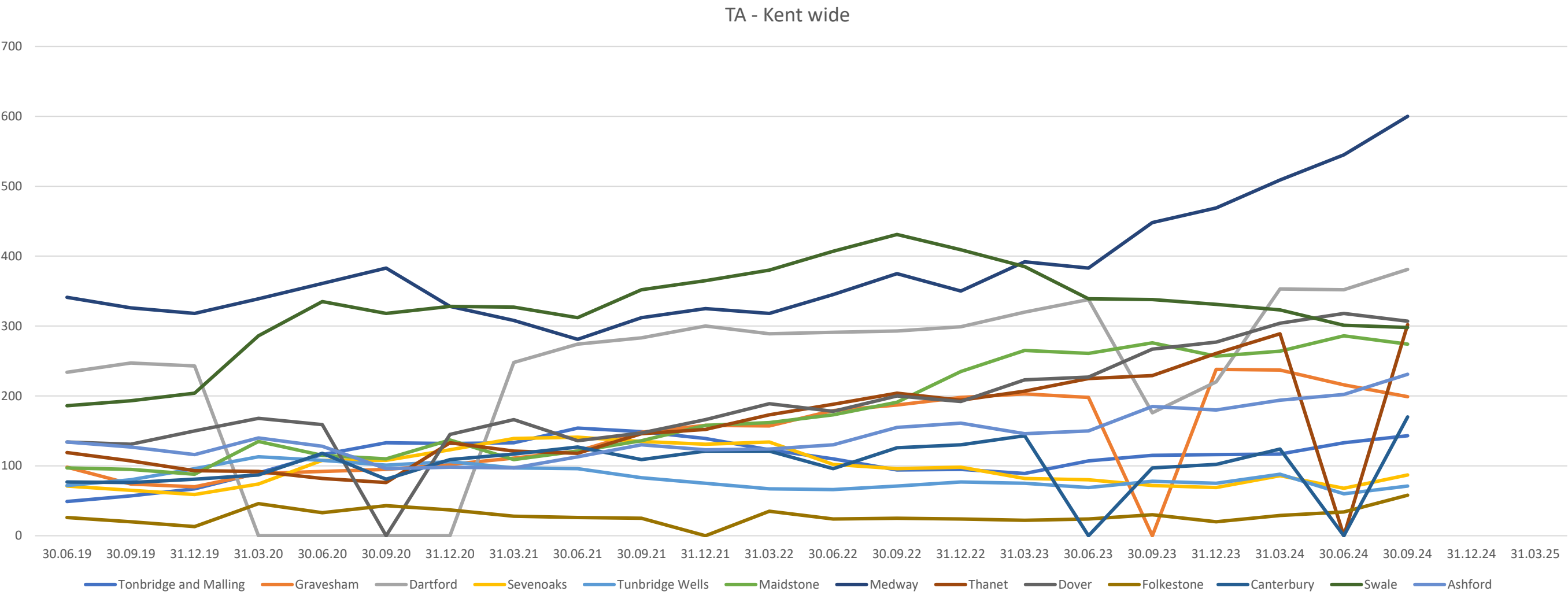
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Temporary Accommodation

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Temporary Accommodation



Useful webpages

[Housing – Tonbridge and Malling Borough Council](#)

[Housing options – Tonbridge and Malling Borough Council](#)

[Housing services detailed guidance – Tonbridge and Malling Borough Council](#)



Can we help you?

Contact us

Housing.services@tmbc.gov.uk

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Kimberley.allen@tmbc.gov.uk



Questions



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