

FREQUENTLY ASKED QUESTIONS

Existing tenants

I am an existing tenant and already on a waiting list, what do I need to do?

You do not need to do anything unless your circumstances have changed. You will need to let us know if any of these changes apply to you:

- You, or a member of your household, have received an increase in income
- There is a new person living in your household
- Someone who was living in your household has moved out
- There is a health reason that may require a different type of property or facilities

Any existing tenants currently on the Housing or GHA transfer lists will be contacted if they are required to provide further information or if they are no longer eligible for a transfer.

It is important you always let your landlord know if any of the changes above apply to your household.

New applicants

How do I apply?

Please read our Allocations and Eligibility Policy before submitting an application form. The policy and application & eligibility form are both available in the downloads section of the websites or alternatively call Housing on 756540 or the GHA on 245530 and they can be sent to you or be collected from our offices.

To be able to apply you must:

- be at least 18 years old
- be able to demonstrate your long-term ability to reside lawfully in any local market accommodation
- meet the income and capital requirements for social housing

I am already on the waiting list, what do I need to do?

If you have provided all the information we have asked for and nothing has changed you may not need to do anything. You will be contacted to complete a Health Needs Questionnaire if you, or someone in your household, have health needs that could affect the type of property required. If your circumstances have changed, you will be asked to complete a new application & eligibility form.

You will need to let us know immediately if there have been any changes in your circumstances, including but not limited to the following:

- You or a member of your household has received an increase in income
- There is a new person living in your household
- Someone who was living in your household has moved out

Why do I need to complete a Health Needs Questionnaire?

We need to be able to understand whether you have any special requirements that would affect the type of property you are allocated. This will help us to determine your priority on the waiting list. It may mean there are fewer properties available to meet your needs and could possibly lengthen the time you have to wait to be allocated. If you are already in Social Housing we may be able to consider adaptations to the property you are in already. We hope the information provided on the questionnaire will be sufficient, but occasionally we may need further information to support your application. With your consent, we may contact other professionals such as your GP. Any charges made by the GP for providing this information, will be the responsibility of the applicant/tenant.

I've applied, what happens next?

Every applicant will be sent a letter within 28 days of receipt of the application & eligibility form, unless additional information has been requested. If your application has been unsuccessful, the decision letter will detail the reason(s) why. Successful applicants will be advised of the type of accommodation they have been assessed as needing and the band within the waiting list in which they sit. Please see Appendix 1 of the Allocations and Eligibility Policy for more information on banding.

When will I be offered a property?

We are unable to tell you when you will be offered a property. Your position on the waiting list will depend on your current situation and date of application. When you are offered a property, you will be given the opportunity to view the property and then have 48 hours to decide whether you wish to accept or decline.

Accepting a property

If you accept the property you have been offered, an Allocations or Housing Officer will contact you to arrange a time to meet to go through the Tenancy Agreement or License to Occupy and sign it. You will be advised of the date you can move in and will need to pay one week rent (or one month rent if paying monthly) in advance. Your Allocations or Housing Officer will be able to answer any questions you may have.

Rejecting a property

We have a limited supply of properties and the property you are offered may not always meet your preferred location or type. Our Allocations and Eligibility Policy describes the penalties that will apply, dependent on the reasons for a refusal. It is important that you are aware of the permitted reasons for refusal and how often they are allowed before a penalty is applied affecting your position on the waiting list. We will be happy to discuss these with you at any time.