



ClwydAlyn

# Guide to Applicants for Rented Accommodation



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Thank you for requesting a form to apply for a home with ClwydAlyn. It is important that you answer all the questions on the form so that we can properly assess your housing need – an incomplete form will be returned to you.

We hope that this guide will answer most of your questions but if you require any further clarification please call the Contact Centre on Telephone number **0800 1835757** or **01745 536800**

## What type of Accommodation does ClwydAlyn?

ClwydAlyn has accommodation for families, couples, single people and older people and a limited number of properties which have been adapted to meet the needs of people with disabilities. Most of our properties are 1 and 2 bedroomed flats and 2 and 3 bedroomed houses. Although we welcome applications from everyone our ability to assist larger families or people requiring wheelchair accessible properties is limited.

ClwydAlyn operates a number of schemes specifically designed to meet the needs of people aged over 55. Such schemes may have additional facilities including a meeting room, laundry room, communal gardens, alarm systems etc.

ClwydAlyn has properties in Denbighshire, Conwy, Flintshire, Wrexham, Powys and Anglesey – To see the types of property available in each area please refer to the enclosed document 'Where ClwydAlyn Has Homes'. Central Waiting Lists are held by the respective authorities for Denbighshire, Conwy, Flintshire, Powys and Anglesey, our waiting list is now just for the Wrexham area.

# Who can apply for Accommodation?

Anybody aged 18 years of age and over can apply to be registered on the waiting list. Applicants aged 16 – 17 years can apply to be accepted onto the waiting list but will only be offered a tenancy if they are able to supply details of a rent guarantor.

## Existing ClwydAlyn Tenants (Transfer Applicants)?

ClwydAlyn tenants who have been living in their current property for a minimum of 2 years may apply for a transfer to alternative ClwydAlyn accommodation.

In exceptional circumstances transfer requests from tenants who have not been resident for 2 years may be accepted subject to the approval of the Director of Housing Services. Transfer applications will be assessed using the same criteria applied to general applicants.

Transfer applicants who do not meet the above criteria may be able to exchange their properties with another tenant. ClwydAlyn has partnered with HomeSwapper, a national web based mutual exchange register, to help people link with other RSL tenants wishing to exchange.

Tenants wishing to transfer or exchange homes must have a clear rent account or have sustained an agreement to clear rent arrears for a minimum of 6 months and any outstanding debt must be less than £500. The property must also be in good condition before a transfer is approved.

Tenants who have Introductory Assured Shorthold Tenancies will not be permitted to exchange their tenancies.

## Applications from Board Members, Staff and their Relatives

The application form requires applicants to state if they are related to staff or Board Members. Offers of accommodation to these applicants can only be made with approval from the Board of Management.

Formal procedures must be followed to ensure that these applicants are not treated more favourably and the details of any offers made must be recorded in a public register.

## Who will not be considered?

### Rent Arrears

Applicants who have been or are tenants of another registered social landlord who owe more than £250 or 4 weeks rent will not be accepted onto the waiting list unless they can demonstrate that they have maintained a payment plan to clear the debt for a period of at least six months and the remaining debt is less than £500.

### Breach of Tenancy Conditions

Applicants who have been evicted by any Registered Social Landlord (i.e. a housing association) or a local authority for a breach of tenancy conditions within the last three years will not be accepted onto the waiting list. After the three year period applicants must be able to demonstrate that they have modified their behaviour accordingly and will

need to supply references to support their application which will address the issues which led to the eviction.

### Anti-Social Behaviour

Applicants who have been involved in significant instances of anti-social behaviour will not be accepted onto the waiting list unless they are able to demonstrate a sustained change in behaviour for at least 12 months.

### Criminal Behaviour

Applicants who have been convicted of criminal acts taking place within the property of a registered social landlord or for criminal acts aimed at RSL staff, tenants, neighbours or contractors will not be accepted onto the waiting list.

# Will I need to supply references?

Yes, ClwydAlyn wants to ensure that people moving into their properties will be good tenants and responsible neighbours. For this reason 2 references will be required for all applicants.

Where an applicant is or has been a tenant of a registered social landlord references will be obtained from the landlord. In other circumstances applicants must supply the contact details of people who have known them for at least 2 years from whom references may be obtained. Do not send references with your application, simply supply the contact details of people who you wish us to contact and we will write to them directly.

## Suitable referees may include:

- Landlord
- Employer
- Teacher / Lecturer
- Friends / relatives who are existing tenants or residents of ClwydAlyn
- A 'person of standing in the community' (e.g. police officer, doctor, bank manager, minister of religion, local councillors, civil servants etc).

In the case of joint applications two references will be required for each applicant.

*Existing ClwydAlyn tenants do **not** need to provide references*

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LEGAL ACTION CAN BE TAKEN AGAINST ANY PERSON WHO OBTAINS ACCOMMODATION AS A RESULT OF GIVING FALSE OR MISLEADING INFORMATION.

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# Will I need to supply any other Information in support of my Application?

You will need to supply evidence to support the information you have given in your application about your housing circumstances. The attached table gives examples of the type of evidence that would be acceptable.

In addition if you or any of the people who are moving with you is pregnant you will need to supply a copy of the **Mat B1** form which is supplied by your midwife. If you have not supplied evidence with your application we will not be able to take account of the circumstances you have described.

When you are nearing the top of the waiting list for accommodation in the areas you have chosen a housing officer will visit you to confirm that your circumstances have not changed and that the information you have given is still correct.



# How will my Application be assessed?

ClwydAlyn's allocation policy takes into account the housing and support needs of applicants.

Applications will be assessed and placed in priority bandings:

- Priority Band 1
- Priority Band 2
- Priority Band 3
- Priority Band 4

The banding your application is placed in will be dependant on your circumstances. The types of circumstances that will determine the priority attached to your application are outlined in the attached table. Once priority has been determined applications will be placed within the appropriate banding in date order based on the date that your application is received by us.

Where an applicant can evidence multiple needs in the categories described above, priority will be determined by the housing need indicator attracting the highest priority.

If you are able to supply evidence of more than one housing need indicator within the same banding, additional time of 3 months for each additional indicator will be awarded to reflect the greater need. Additional indicators which appear in a lower priority banding will not attract an additional time award. For example an applicant escaping domestic violence who also has a severe medical need will attract an additional 3 months queuing time. However an applicant escaping domestic violence who is also overcrowded will not receive an additional time waiting award.

We will write to inform you of the priority banding that your application has been placed in.

## **What If I don't agree with the decision made about which Band my Application is placed in?**

If your application has been rejected or you are dissatisfied with the priority banding attached to your application you will need to notify the Customer Services Manager and outline the reasons why you think the decision is wrong. After this if you still feel that you have been treated unfairly you may appeal to the Director of Housing Services.

## **What happens if my circumstances change?**

If you change address you need to let us know as soon as possible. We will send you another application form which you will need to complete and return together with any supporting evidence. We will assess your application and notify you of the priority attached to your application. If your application is awarded the same priority or a lower priority your application will be taken from the date of your original application. If your priority increases you will be placed in the higher banding with effect from the date that you are able to demonstrate your circumstances changed.

If you change address and no longer require accommodation please let us know and we will delete your application from the waiting list. We will write to you every year to check that you still require accommodation. If you do not respond to our letters your application will be deleted from the waiting list.

If your circumstances change whilst you are at the same address you need to let us know and supply the appropriate evidence. If the change means that your application is to be placed in a higher banding you will be placed in the new banding with effect from the date you can show that your circumstances changed.

# I am or will soon be Homeless – What should I do?

If you are homeless or are likely to become homeless within the near future you should contact your local authority as they retain the statutory responsibility for providing accommodation for homeless people.

The homelessness officer will consider your case and will determine if you can be considered 'unintentionally homeless' (i.e. homeless through no fault of your own) and will advise you if they will be able to provide you with temporary accommodation. The Local Authority can also nominate people who are homeless for vacancies with ClwydAlyn.

Please forward copies of any correspondence you receive from the local authority's homelessness section as this will be required as evidence in support of your application.

## How are Properties allocated?

ClwydAlyn is obliged to offer 50% of all vacancies to people who have been nominated by the Local Authority from their own waiting list. In order to increase your chances of being offered a property you should also register with the local authority.

In Anglesey 100% of all vacancies are let to people nominated by the local authority. If you are looking for accommodation in Anglesey only you should not complete a ClwydAlyn application form. Instead you should apply to the Local Authority.

The remaining 50% of vacancies will be allocated on the following basis:

- Priority Band 1 25%
- Priority Band 2 15%
- Priority Band 3 10%

If there are no eligible or interested applicants in the relevant banding when a vacancy occurs, the property will be offered to the top rated applicants in the next lowest banding.

Allocations will only be made to applicants placed in Priority Band 4 if there are no eligible or interested applicants in any of the other categories.

### **What happens if I refuse an offer of Accommodation?**

- Applicants who refuse offers will not normally be penalised. However applicants who refuse 3 reasonable offers will be invited to review their requirements before further offers are made.
- Applicants in Priority Band 1 who refuse 3 reasonable offers which meet their stated preferences may have their priority banding reduced.
- Applicants who are unable to accept offers because of their inability to move at a given time will have their applications suspended without penalty until such time as they notify the Association that they are able to move.



# Priority Banding Definitions

# Priority Band 1

Housing Need Indicator	Definition	Examples of Evidence Required
Fear Of Violence	e.g. domestic violence, victim of ASB which has escalated to threats and intimidation, victim of violent crime.	Supporting letter from either police officer, Women's Aid, Victim Support or any other similar support service.
Severe Medical	Care cannot be provided in current home, Property needed to facilitate hospital discharge. Unable to access toilet facilities. Unable to get into/out of current home.	Completed Medical Questionnaire plus supporting letter from an occupational therapist/ hospital discharge co-ordinator.
Property Unfit/ Lacking Facilities	Where the property has been declared 'unfit' or where there are repair problems considered a health risk or are dangerous as determined by an Environmental Health Officer.	Copy letter from environmental health officer



# Priority Band 2

Housing Need Indicator	Definition	Examples of Evidence Required
Need to give or receive support or care	Where the applicant needs to move in order to give support to a family member/ named care receiver, or where the applicant is in need of care and needs to receive support from a family member or named care provider.	<ul style="list-style-type: none"> <li>• Letter from the person who is in need of care describing the care required or a letter from a social worker/ GP of the person requiring care.</li> <li>• Applicants who need to move in order to receive care should include a letter from the person who is to provide that care confirming that they are willing to provide care.</li> </ul>
Insecure Accommodation	<ul style="list-style-type: none"> <li>• Applicant is likely to become homeless within 2 months</li> <li>• Forces applicants due for discharge within 2 months,</li> <li>• Tied Tenants required to leave within 2 months</li> <li>• Landlord selling property and tenant becoming homeless shorthold tenancy not being renewed by landlord.</li> </ul>	Completed Medical Questionnaire plus supporting letter from an occupational therapist/ hospital discharge co-ordinator.
Homeless at Home	People who have been assessed by the relevant local authority as being 'homeless at home' (Evidence required).	Copy correspondence from the local authority homelessness section.
Single Homeless (non -priority)	Single people who are able to supply a correspondence address but are of no fixed abode and who have been assessed by the local authority as homeless but not in priority need in terms of homelessness legislation.	Copy correspondence from the local authority homelessness section
Medical General	Where a move to a different property would lead to an improvement in the medical condition. The award will be made dependant upon how an applicant's housing conditions affect the applicant's health and not on the severity of the condition.	Completed medical questionnaire
Separated Families	Where a family unit that has previously lived together is forced to live separately because of the lack of suitable accommodation (e.g. both parents are living with their respective parents and the partner is not welcome or where living together would result in children living in unsuitable accommodation).	<ul style="list-style-type: none"> <li>• Supporting letters from a third party such as a social worker or health visitor.</li> <li>• Copy of court papers granting residence of children.</li> <li>• Evidence showing current addresses of children such as medical cards, health visitor records, school correspondence etc.</li> </ul>

# Priority Band 2 (continued...)

Housing Need Indicator	Definition	Examples of Evidence Required
Overcrowding	<p>Overcrowding exists where there is a lack of a bedroom or bed space. Each person requires a bed space and separate bedrooms are required for:</p> <ul style="list-style-type: none"> <li>• A couple</li> <li>• The parent of a single parent family</li> <li>• Children of opposite sex aged 8 or over</li> </ul>	<p>Information provided within the application with regard to property size and the details of people resident in the property should be sufficient. These details will need to be confirmed at the time the applicant is visited prior to any offer being made.</p>
Under Occupation	<p>Where the applicant is a tenant of a registered social landlord and there are bedrooms which are surplus to requirement and the applicant wishes to downsize.</p>	<p>As above</p>
Management Transfers	<p>Where the applicant is a CAHA tenant and the tenancy is no longer appropriate (e.g. children living in flats) or the transfer is approved in the interests of creating sustainable communities or to make best use of the Association's housing stock. All such transfers should be approved by the Tenancy Services Manager.</p>	<p>Confirmation will be required by the housing officer and will be approved by the Tenancy Services Manager</p>

# Priority Band 3

Housing Need Indicator	Definition	Examples of Evidence Required
Relationship Breakdown	Where relationship breakdown is a contributory factor to needing alternative accommodation.	<ul style="list-style-type: none"> <li>• Copy of divorce / formal separation papers.</li> <li>• Letter from former partner confirming relationship breakdown and/ or that the applicant is no longer living with them.</li> </ul>
Need to Be Closer to Work	Where employment has been secured and the applicant does not have transport and/ or there is no suitable means of public transport to their place of employment, or where the travelling time to work would be impractical.	Evidence of employment and location required
Financial Difficulties	Where genuine financial problems exist which may lead to the applicant losing their existing home. This may include individuals who are owner occupiers facing re-possession because of mortgage arrears or alternatively people living in private rented accommodation who are unable to afford the rent charged (details of income and expenditure will be required)	<p>Owner occupiers should provide copies of correspondence from mortgage lender confirming details of arrears.</p> <ul style="list-style-type: none"> <li>• Copies of any legal documents served on the applicant.</li> <li>• Private tenants should provide a tenancy agreement or similar showing details of rent payable.</li> <li>• All applicants experiencing financial difficulties should provide details of income and expenditure within the application form.</li> </ul>
Sharing Facilities	Where the applicant shares either a kitchen, bathroom or toilet with separate households e.g. in houses in multiple occupation.	Applicants should complete the application form indicating those facilities which are shared and with whom. This will be verified at the time of a home visit.
First Time Home - Seeker	People wishing to set up home for the first time who do not have the means to pursue alternative housing options such as shared ownership or private renting.	Applicants should explain within the application form why they are unable to secure any other form of accommodation.
Move-on	Applicants requiring move-on accommodation from hostels or other forms of supported accommodation.	Copy of licence agreement or similar confirming residence at the hostel (this is not necessary for applicants who are living in hostel accommodation provided by ClwydAllyn).

# Priority Band 4

Housing Need Indicator	Definition	Examples of Evidence Required
Non Priority Housing Need	To also include individuals where the local authority have assessed the applicant as unintentionally homeless and in priority need, thereby accepting the statutory obligation for addressing their housing needs.	Copy of correspondence from the local authority homelessness section.