

pickering and ferens homes housing association

## Allocations Information Booklet...



providing quality accommodation for the elderly in Kingston upon Hull

## who we are...

Pickering and Ferens Homes is a registered charity (No 1014862), a registered Housing Association (A4020) and a member of the National Almshouse Association (No 9812). The vast majority of properties in the ownership of Pickering and Ferens Homes have been constructed for the benefit of older persons only.

The association, has grown to become the largest locally based independent provider of high quality housing accommodation within the city of Kingston upon Hull. The association manages nearly 1200 properties in the city which have either all been built or have undergone major improvements and refurbishments in the past 12 years.

Pickering and Ferens Homes aims to provide a comprehensive range of housing services to enable residents to lead full and independent lives and to promote greater awareness of the housing needs of the elderly.

Pickering and Ferens Homes actively encourage resident participation and value our close working relationships with the local community.

## application form for re-housing...

If you decide to apply for re-housing with Pickering and Ferens Homes you must first complete an application form. These can be obtained from our Head Office on (01482) 223783.

When completing your application form, please remember that we need as much information as possible in order to assess your case correctly. If you have previously completed a Pickering and Ferens Homes application form, then please contact us before you complete another.

If you require assistance in completing the form, please do not hesitate to contact us. Once your form has been received we will write to you confirming your acceptance on to the waiting list.

## ■ who is eligible for re-housing...

Anyone who is over the age of 60 can apply for any of the Pickering and Ferens Homes schemes.

If you are 55+ you can apply for the following schemes: -\*

- Frederic Reckitt Havens, Laburnum Avenue, Hull
- Juliet Reckitt Havens, Laburnum Avenue, Hull
- Ashwell Avenue, Greatfield, Hull
- Hemswell Avenue, Greatfield, Hull
- Rosedale Grove, Spring Bank West, Hull
- Eleanor Scott Cottages, Southcoates Lane, Hull

\* Subject to special conditions

Only in exceptional circumstances do we offer accommodation to persons under the age of 55.

Additionally, applicants WILL NOT be considered for accommodation if the Trustees are satisfied they have sufficient capital or other resources available to pursue other housing options.

## ■ owner / occupiers...

Owner occupiers will be accepted onto the association's waiting list subject to the following conditions: -

- That they meet the association's age requirement,
- That the sale of their property, along with any savings, does not exceed the equity limit set by the association,
- That they supply a current valuation of their property,
- That they supply details of any outstanding mortgage, and
- That they comply with all other allocation criteria

Please note that all of the above mentioned documents need to be supplied at the time of your application, otherwise we will be unable to process your application. These documents require to have been issued within the last 6 months. Most Estate Agents will provide a valuation free of charge.

## ■ our points system...

Our allocations policy aims to ensure that access to housing is based on the requirements of the different charitable schemes, which includes housing need whilst also ensuring community stability. To try to achieve this the association gives consideration to personal as well as medical factors and housing need. This is so that the social aspect of the schemes can be balanced against these other factors. Properties are allocated to applicants via a points system which considers applicants to be in Low, Medium or High medical priority need.

The application form provides the basic information to allow an assessment of your circumstances to be made. If the forms are incomplete or unclear in any way, this may cause a delay in assessing your application. The application form gathers information in four different areas :-

**a) Individual Information— accommodation**

whether you are overcrowded or sharing facilities with others who are not part of your household,  
whether the accommodation lacks basic facilities,  
whether the accommodation is in serious need of repair,  
whether the accommodation lacks heating,  
whether the accommodation has stairs, external and internal and  
whether there is lift access and  
whether the accommodation has a garden that is difficult to maintain.

You must list these problems on your application form.

**b) Harassment and Anti Social behaviour**

whether you have been or are suffering from problems with harassment and, or anti social behaviour, how long and how frequently.

If you have been suffering from serious harassment or anti social behaviour you will need to send us proof of this. This could be from the Police, your landlord, social services or any other agency that has been involved, such as Citizens Advice Bureau (CAB).

# Allocations Information Booklet

---

## **C) Social Contacts**

whether you have any social contacts and how frequently you receive the contact,  
whether you have a long term family connection with the area,  
whether you get support from someone in the area you wish to move to, or whether  
you wish to move closer to an area for a particular reason.

## **D) Medical Factors**

whether you need help with housework and how frequently,  
whether you need help with meal preparation and how frequently,  
whether you need help with bathing and how frequently,  
whether you need help with shopping and how frequently,  
whether you currently have a walking aid, or  
whether you need assistance for an illness and how frequently.

When a property becomes vacant we will assess the current situation on that scheme to ascertain whether the property should be allocated to someone from the low , medium or high medical priority list. Allocations will be monitored to make sure that we are treating all applicants fairly and in accordance with the trust deeds and our equal opportunities policy.

Please note that the status of your application is based on your needs and the scheme that you have applied for . Because of the different levels of demand for different schemes your status and level of priority may not be the same for all schemes chosen.

### ■ internal transfers...

If you are already one of our residents and want to move to another home then you can apply to transfer. We allow a maximum of 10% of all allocations to be internal transfers in any one year and we would normally only consider transfer requests under the following circumstances :-

- a) there is a need for a different type or size of accommodation—for example due to a change in medical circumstances, need for a carer etc. We would not normally consider a request to the same size or type of accommodation in the same area,
- b) a different type of accommodation is required—for example a need to move into sheltered accommodation, or
- c) a need to move from a first floor to a ground floor property due to a medical condition.

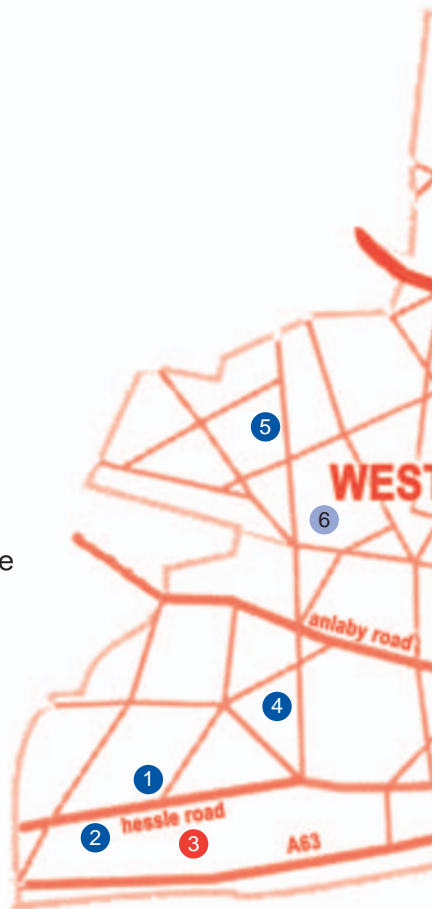
We may not always be able to help you transfer to another property but if we can you will be placed onto the transfer list appropriate to the schemes and property type you have requested.

### ■ mutual exchanges...

If you currently live in a Pickering and Ferens Homes property, another housing association or you are a tenant with the local council you may be able to exchange homes with one of our residents. If you do wish to exchange you must first contact us as the exchange can only be progressed with the permission of both landlords.

## where are our homes...

- 1 Pickering Crescent
- 2 Summergroves Village
- 3 Christopher Pickering Lodge
- 4 Gipsyville
- 5 Priory Road
- 6 Rosedale Grove
- 7 Icelandic / St Pancras Close
- 8 Barrington / Cottingham Road
- 9 Endike / Westgarth
- 10 Green Close
- 11 Ashbury Court
- 12 Ada Holmes Circle Phase 1
- 13 Ada Holmes Circle Phase 2
- 14 Humber View
- 15 Rosey Row
- 16 Studley Court
- 17 Babington Row
- 18 Wentworth Way / Buttercup Close
- 19 Rustenburg / Steynburg Street(s)
- 20 Laburnum Avenue
- 21 Ferens Haven
- 22 Boulton Grove
- 23 Eleanor Scott Cottages
- 24 Broadway Village
- 25 Maybury Village
- 26 Malin Lodge
- 27 Broadway Manor
- 28 Ashwell / Hemswell Avenue(s)
- 29 Barham / Staveley Road(s)
- 30 Sherwood Court



 sheltered accomo



## your application...

Once you have completed your application form you should return it to our Head Office. We will acknowledge your application within 2 working days. You will be advised in writing, normally within 14 working days of the application being received, of the status of your application and which schemes you have been registered for. Please note that you must make sure that you have completed all sections of the application form and submitted all relevant supporting documentation. If information is missing your application will not be processed until all information is received.

We cannot give you exact details of how long you will be waiting for accommodation. However we will let you know if the properties you are requesting are high, medium or low demand and also whether vacancies are regular or rare. We would obviously be able to help applicants who are requesting schemes that have more regular vacancies or lower demand more readily than those requesting schemes where vacancies are rare or high demand.

We review our waiting list on a regular basis and you may be contacted to confirm your current circumstances. The purpose of the review is to ensure that the information that we hold on each applicant is accurate and up to date.

It is very important therefore that should your circumstances change in between reviews you keep us informed. This is so that any decisions made are based on correct and up to date information.

## what happens next ...

When a property becomes available we will decide on which of the lettings streams to use. This will depend upon the mix of residents already living on the scheme. We closely monitor the lettings to all three streams to make sure that we treat everyone fairly.

If a property becomes available in one of your areas of choice, and you have enough points to qualify, your application may be short listed.

## ■ home assessment ...

Before any offer of accommodation can be made, a member of staff will need to check the information that you have provided. This may include a home assessment and a request for further information such as references from your current or previous landlords.

The home assessment is carried out not only to confirm the information provided on the application form but also to give us a better understanding of your environment and the problems you experience. It also helps to ensure that we are aware of changes in your circumstances and that they are reflected in your points allocation.

You will be contacted so that a suitable time for the assessment can be arranged. You are welcome to have a friend or family member present during this visit.

Please note that if we cannot successfully confirm the information that you have provided, we may have to reject or suspend your application.

## ■ offers of accommodation...

If your application is successful, you will only be offered accommodation which is suitable for your needs. However, we cannot guarantee that you will be offered a property of the exact type or in the area of your first choice. Offers are dependent upon the number of points you accrue and the property available to let at the time (please see the section on our Points System).

Any offer made to you will be in writing, and you would need to respond to this letter to state your acceptance or non-acceptance of the property. If you are not accepting the property you must also state the reasons for non acceptance.

# Allocations Information Booklet

---

If we offer you accommodation you will be able to view the property before deciding if you would like to accept it. We will normally give you at least 24 hours to decide if you would like to live in the property.

If you accept a property, you will be given an estimated timescale of when the keys will be ready for collection. This is subject to Maintenance inspections and subsequent work to the property that may need carrying out. Your Licence to occupy the property will start on the Monday after you have been given the keys. If however the keys are given to you on a Monday your Licence, will start the same day.

If you refuse an offer of accommodation you must tell us why before we can offer you further accommodation. As long as your grounds for refusal are reasonable, there will be no penalties. If we decide your refusal is unreasonable, we will tell you this. Your application may be deferred or removed from the waiting list.

## licence to occupy...

If you accept the offer of accommodation you will be asked to sign a letter of appointment which grants a licence to occupy, and which sets out the terms and conditions for your occupancy of the property.

If you are eligible for housing benefit and / or payments from Supporting People you must complete the appropriate application forms and return them to the local authority straight away. Please ask if you need help in completing the forms. A member of Pickering and Ferens Homes staff will be pleased to assist you.

Please note that if we find out after you have been offered accommodation or subsequently moved into a Pickering and Ferens Homes property that you obtained the property by providing false or wrong information then we reserve the right to end your licence.

## sheltered accommodation...

Sheltered housing is for independent people over the age of 60, who are looking for the security of an onsite Scheme Manager.

185 or 16% of the association's stock is comprised of category 2 sheltered housing flats. These are located at Ada Holmes Circle, Broadway Manor, Christopher Pickering Lodge, Humber View and Malin Lodge.

All of our sheltered schemes have been designed with the needs and requirements of older people in mind. Therefore the services and facilities provided are aimed at providing residents with peace of mind and security.

All of our sheltered schemes have an on site Scheme Manager and a link to a 24 hour emergency call centre. The schemes comprise of self-contained flats in which residents are encouraged to live as independently as possible.

The schemes also include communal lounges, assisted bathing areas, guest rooms, libraries, quiet rooms and a communal kitchen.

## confidentiality...

When you apply for accommodation with Pickering and Ferens Homes some of the information that you give us will be confidential. The Housing Act 1996 and the Data Protection Act 1998 gives you the right to see the information relating to your application. You have the right to change anything that you think is wrong. Please contact the association for further details.

## ■ equal opportunities...

Pickering and Ferens Homes operates a policy of Equal Opportunities to ensure that all applicants receive equal treatment in housing regardless of their sex, race, colour, ethnic or national origins, religion, disability or political views. It is important that our homes are available to all people in the communities in which we work.

All information supplied to Pickering and Ferens Homes is treated in strict confidence.

## ■ if you have a complaint...

We take complaints very seriously and whilst we try to provide an excellent service we know that we will not always get it right . Therefore if you feel that we have not dealt with your application for housing correctly or you are dissatisfied with the decisions made, then you should firstly discuss your concerns with the member of staff that has been dealing with you. If you are not happy with their explanation you should contact the Head of Housing.

If you are still not satisfied then you should make a complaint to the Director. Staff at Head Office can provide you with a leaflet that explains our complaints procedure. Should the matter still be unresolved the complaint will be referred to the Trustees of the Housing Management Committee for further consideration.

If you have a complaint or you need any further advice please contact us for assistance.



Awarded for excellence

**Registered Head Office  
Silvester House  
The Maltings  
Silvester Street  
Kingston upon Hull  
HU3 1HA  
Fax: 01482 223805  
E-Mail: [info@pfh.org.uk](mailto:info@pfh.org.uk)**

**[www.pfh.org.uk](http://www.pfh.org.uk)**

We can provide this information on audio tape, large print or

**01482 223783**