

# APPLICATIONS, WAITING LIST AND ALLOCATIONS

## **1) How do I apply for a property?**

If you ring to enquire about being placed on our waiting list we will ask you some questions to confirm whether you meet our criteria. If you do meet our criteria, we will send you out an initial enquiries information leaflet. If you then wish to further your application, we will make an appointment for you to complete an application with one of our Area Co-ordinators. Appointments are held on Tuesdays at our office at Silvester House. We will send you a letter confirming the date and time of the appointment once it has been agreed. If you are unable to attend our offices for your application appointment due to severe health/medical reasons, we can in exceptional circumstances arrange for a member of our team to undertake a visit to the applicant. It is still very important that all the required documentation is available for us to see and copy before an application can be made 'live' on to our systems.

## **2) What evidence do I need to bring to the appointment?**

If you are a homeowner or you previously owned your property but have transferred the ownership of the property to someone else we will need a valuation which must have been carried out in the last 12 months. If you have sold your previous property you must provide us with documentation on how much the property sold for. We also require proof of your identification, proof of any income and / or Housing Benefit awards. The leaflet we send you will tell you more about what evidence you need to bring with you. If you do not bring all of the required information, your application will not be made live on our system, until we have received it.

## **3) I am a former tenant and want to be back in one of your properties, can I apply again?**

Yes, a new application appointment needs to be made. However, the application may be refused if PFH served you with a notice to quit for any reason or if you left the property with unpaid rent on the account. However if you agree to pay the arrears we may consider your application again.

#### **4) Can I still have a property and have a holiday home/caravan?**

A static caravan/holiday home may be classed as equity and we also have restrictions in the licence for the length of time our properties may be left unoccupied. Individual circumstances would have to be considered by the Resident Services Section.

#### **5) What happens if I refuse a property, will I be taken off the list?**

The reasons for refusal will be taken into account and you will not receive unlimited offers of accommodation from us. However, we re-house people because of housing NEED, therefore, if a refusal is deemed unreasonable, eg "don't like the wallpaper", the application may be suspended for a period of time, or removed from the waiting list altogether. You will be informed of our decision and the reasons for taking it.

#### **6) Can I have pets in my bungalow and how many?**

You can have small pets (e.g. cats/dogs) in the bungalows – however not in sheltered schemes or any other property which has a shared access/communal areas. Pets must not be allowed to roam on other people's property and any mess must be cleared up by you. Pets may visit residents living in sheltered housing schemes however must be kept on a lead and supervised at all times when in communal areas (internal and external).

Guide Dogs for the blind and Hearing Dogs are allowed in all of our schemes, please contact us for further information should this be the case.

#### **7) Where am I on the waiting list?**

We are unable to tell applicants where they are on the waiting list as this can change on a daily basis with new applicants coming onto the list, some applicants being archived and applicants' circumstances changing and being re-pointed. You will be contacted by a member of the Resident Services Team if you are being shortlisted for a vacancy.

## **8) How long will I be waiting for a property?**

We are unable to predict how long you may be waiting. Ultimately, we are unable to re-house everyone on our waiting list; therefore we cannot guarantee we will ever be in a position to offer accommodation. However, at the application appointment you will only be placed on to the waiting lists which you have a reasonable chance of qualifying for.

## **9) How many points do I have?**

We don't inform applicants how many points they have, because the points an applicant requires to be offered accommodation will be different for each area and each property type. Also, the required points can change on a daily basis. It may be that you have 130 points and are top of the list for one area, but for another area the person at the top has 250 points.

## **10) Does Medical Priority affect my application?**

Medical Priority is not used by Pickering and Ferens Homes, therefore we do not prioritise applicants who have this, however we will take note of the information and may use it to assess the need stream of the applicant (low, medium or high).

## **11) I have seen an empty property – can I have it?**

If you are being considered for a vacancy an Area Coordinator will contact you regarding this. If you are not contacted you are not being considered at this time. If this is in an area you have requested you will already be on the list, and you do not have to contact us on a regular basis, unless to indicate there are changes to your circumstances.

## **12) I haven't heard from you since I applied, when will you contact me?**

We will contact you if you are shortlisted for a vacancy. From time to time we may contact you to confirm details. Otherwise we will carry out an annual waiting list review which you must respond to if you want to remain on the waiting list otherwise your application will be archived.

## **13) I have moved since I last applied, but would like to remain on the waiting list – what should I do?**

As your circumstances have now changed, you must attend an application appointment so that your situation can be re-assessed based on your new circumstances.

**14) A household member who was also on the application has passed away; do I need to do anything?**

As your circumstances have now changed, you must attend an application appointment so that your situation can be re-assessed.

**15) I am about to be made homeless and need re-housing as soon as possible. Can you help?**

If you are at risk of losing your home you can get help from the Housing Options Team at The Wilson Centre – they will advise you about;

- Staying in your current home, if for example your landlord, family or friends want you to leave
- Your rights to stay in your home
- Mortgage and rent arrears
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Pickering and Ferens Homes are unlikely to be able to assist if you are homeless as we do not have many properties standing empty at any one time, therefore we can only advise you to go to Hull City Council for assistance.

Please be aware if you have nowhere to live because you have sold your property then you are classed as intentionally homeless and will not be seen as a priority.

**16) I wasn't born in and don't currently live in Hull or the East Riding – can I go on the waiting list?**

If you were not born in Hull or the East Riding and don't currently live here then you have no local connection, and therefore do not meet the criteria to go onto our waiting list. If you feel that we are your only option you may go on the list, however you will be put on with zero points, and will only be considered after all local connection applicants, and nominations from HCC / East Riding have been exhausted. The chances, therefore, of being re-housed in this situation are extremely low.

**17) I know someone who has been re-housed before me but has less need or fewer points than I have, and has not been on the waiting list as long. Can you please explain why?**

People are housed on individual needs and circumstances. It may be that they have different needs to yourself that you are unaware of, or that the property allocated was more suited to someone with less medical needs. The property itself may have certain facilities which better suit another person and we also have to maintain a balance of needs on our schemes.

**18) I have a partner / relative under the age of 60\* who will be moving in with me if I am rehoused, is this ok?**

Anyone under the age of 60\* applying would not have their needs/circumstances taken into consideration when pointing the application, and the application would be in the name of the qualifying person only. Anyone under 60\* would not be named on the Licence (Letter of Appointment), and would therefore have no legal right to remain in the property should the of-age resident leave, for whatever reason. All non-eligible persons would be asked to sign an acknowledgment of this and would be required to vacate the property within four weeks of the Licensee leaving.

\*Under 50 for some areas, please click here to see information regarding Initial Enquiries.

**19) Do you need a GP letter to support my application?**

We do not need a GP letter to support your application, but if you feel it would be beneficial, this would be fine. We will accept letters from doctors supporting applicants, but is not required if it will incur a charge.

**20) I am not ready to move yet, but would like to apply for the future – is this ok?**

We would ask that applicants only apply when they are ready to move.

**21) Do you have any properties outside of Hull?**

We have few properties outside of Hull – these are in Patrington, Hornsea and Tickton. We also manage some properties in Bridlington on behalf of another charity.

**22) I am thinking of applying for accommodation, how much do you charge for rent on your properties?**

The rent on our properties varies depending on location, size, etc. Rents range from £85 - £150 weekly. The higher end rents are primarily for our sheltered properties and include service charges. We would be happy to provide you with specific information on rent and service charges when you know what areas/ property types you are applying for.

**23) I need a property with a walk-in shower, do you have these?**

A number of our properties already have walk-in showers. If you have specified to us that you only want a property with this type of bathing facility, we would only contact you for vacancies with these facilities. If you accept a property with bathing facilities that you feel are unsuitable for your needs, then we are unable to change this however you may request permission from us to pay for/install more suitable facilities yourself. If however your circumstances change and your present facilities are no longer suitable please contact us and we will advise you of the options available.

**24) I have rent arrears with my current landlord, will you still consider me?**

We will require a reference that shows you have made consistent payments towards your arrears. If no attempt has been made then we will not consider you. If you feel the reasons for your rent arrears are more complicated and require more in depth discussion, then an appointment can be made to see an Area Coordinator.

**We can provide this information on audio tape, large print or Braille and in minority languages. For more information please contact 4 Pickering and Ferens Homes on (01482) 223783 [www.pfh.org.uk](http://www.pfh.org.uk)**

