

APPLICATIONS, WAITING LIST AND ALLOCATIONS

1) How do I apply for a property?

If you contact us 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, you need to contact us to make an appointment for you to come in to our offices and complete an application with our Waiting List Co-ordinator. Appointments are held 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 home visit. 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?

We are legally bound to undertake checks on an applicant's immigration status; i.e. their 'Right to Rent'. This means we will ask for various identification documents to prove this. We also ask for some information which proves your eligibility for rehousing with PFH, and also financial details so that we can be sure our rents are affordable to you. If you rent your home, we will also ask for a reference from your current and/or former landlords.

If you are a home owner, you must have equity/capital of less than £200,000, and live in or have a connection to Hull or the East Riding of Yorkshire. In some circumstances, we can accept people onto our waiting list who do not have a connection with the area, however those WITH a local connection will always be given priority. For most of our properties, residents must be over 60, however for some areas we will accept those over 50.



Those who own a property or have previously owned a property but have transferred the ownership 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. 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.

During the application appointment you will be assessed and awarded points based on your circumstances. You will only be placed on waiting lists for the areas that are realistic for the points you have been awarded. For example, if you have very low points, it is unlikely you will be placed on lists for properties which are in very high demand. Your options will be discussed with you in detail during the appointment.

Once your application is made live, you will only be contacted if we have a property for which you have shown up on the shortlist. We may also from time to time contact you to check that your circumstances are the same and you wish to remain on the waiting list. However, we would always expect that if your circumstances change in a way which might affect your application, that you contact us with this information.

3) 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 reappointed. You will be contacted by a member of the Resident Services Team if you are being shortlisted for a vacancy.

4) I am a former resident and want to be back in one of your properties, can I apply again?

Yes, a new application appointment needs to be made. However, your application may be refused if, for example, PFH served you with a notice to quit for any reason, if you left the property with unpaid rent on the account or if you caused damage to the property which you did not make good before you left. We will also ask you to provide a reference from your current landlord.

5) I am a current resident of PFH but want a move to another PFH property, can I do this?

Yes you can, in most circumstances. There are two options available to you. One is to 'swap' with another resident. This is called a mutual exchange. To do this, you need to register your details online with Home Swapper. You can log on to the Home Swapper website (see the Resident Handbook for more details) and register your current property and where you want to move to. The system matches up suitable candidates and PFH will administer the exchange from there.

You can also apply for an internal transfer. When a PFH property becomes vacant, we are sometimes able to allocate it to an existing PFH resident. You will be asked to provide certain information and we would need to inspect your current property. You must also have a clear rent account. Please contact one of our Area Coordinators for more information.

6) Can I still have a property and have a holiday home/caravan?

A static caravan/holiday home may be classed as equity and therefore taken into account when assessing your application. 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 Manager.

7) 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. We re-house people because of housing NEED, therefore, if a refusal is deemed unreasonable, the application may be suspended for a period of time, or removed from the waiting list altogether. Some refusals are classed as 'reasonable' and therefore may not affect future offers. You will be informed of our decision and the reasons for taking it.

8) Can I have pets in my bungalow and how many?

You can have small pets (e.g. cats/dogs) in the bungalows and non-sheltered flats which do not have a shared access. There are some circumstances when a pet may be allowed Retirement Plus Living (sheltered) schemes, however this will be considered on a case by case basis. Your Area Coordinator, Scheme Manager or Waiting List Coordinator will be able to advise you further on this.

We would always expect pet owners to care for their pet in a responsible way which does not adversely affect other residents. If dogs are walked in communal areas, mess must be cleaned up and disposed of appropriately, and noise must be kept to a minimum. 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.

9) 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.

10) 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.

11) 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).

12) 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.

13) 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.

14) 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.

15) 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.

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

If you are homeless or at risk of losing your home, PFH has a duty to refer you to the Council's Homelessness team. They will provide you specialist advice based on your individual circumstances. They will ask you a series of questions and advise you on your options.

Pickering and Ferens Homes is 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 may not be seen as a priority.

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

In some circumstances, PFH can rehouse people who do not live in or have a connection with the Hull or East Riding area, however those applicants WITH this local connection will always be given priority.

Therefore applicants without a connection would only ever be considered if there were no other qualifying applicants on the waiting list at that time.

18) 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.

19) 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.

An exception to this may be if the property being offered is open to applicants aged over 50 and the partner moving in is 50 or over. Please contact our Waiting List Co-ordinator who will advise you on which properties can be allocated to over 50s. Please note if a person moving in is under 50, they will be required to sign the non-dependent declaration to accept that they would have no legal right over the property should the person named on the licence leave at any time.

20) 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.

21) 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.

22) 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.

23) 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.

24) 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.

25) 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 our Waiting List Co-ordinator.

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