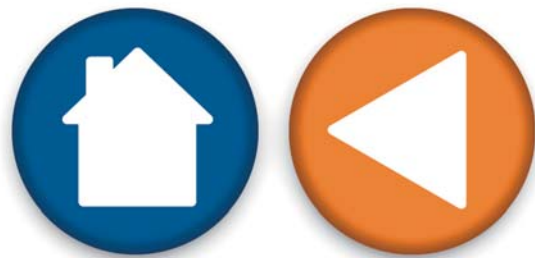


How to apply for a Home in Herefordshire



HOME POINT
HEREFORDSHIRE

Advertising affordable housing

1 How can Home Point help you

If you want to apply for a home in Herefordshire you must be registered with Home Point.

Home Point is a Choice-Based Lettings Agency, which manages the Housing Register (waiting list) and advertises the majority of affordable housing in Herefordshire, which includes the rental properties of the largest housing associations in the county.



This is the Home Point logo.

We use this on all the letters and leaflets we send to you and also at our offices. Please look out for it.

2 Advice

Home Point can advise you on your **housing application, properties available** and how best to use your '**bids of interest**', for other housing related enquiries please contact:



Herefordshire Council's Homelessness & Housing Advice Team. Telephone No. (01432) 261 600.

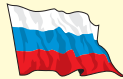
If you require this leaflet in **Braille, large print, audio format** or in any other **language** including those listed below, please contact Home Point.



Polish



Portuguese



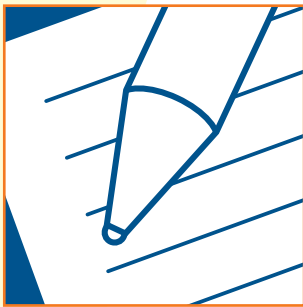
Russian



Spanish

If you need further help because of a disability or some other reason you can contact Home Point or any of our Partners (the addresses are shown on page 11) where an officer will be pleased to help you.

3 How to register



To register with Home Point you will need to fill in an application form about yourself (**all sections must be completed**). You can get a form from Home Point by

- 1 phoning **01432 359 500** or
- 1 by going into our offices at **135 Eign Street, Hereford** or
- 1 by visiting our website at **www.home-point.info**
- 1 you can also get one from any of our Partner's offices (the addresses are shown on page 11).

It is important you fill in the application form thoroughly and inform us at once if your circumstances change. For example, if your health deteriorates or improves, if you move or if you have a baby.

IMPORTANT – Please ensure the correct postage is used when mailing applications back, as Home Point cannot collect underpaid mail.

4 Why does Home Point assess and band applications?

Home Point will first check if you are eligible to join the Housing Register (waiting list). If you are not eligible we will write to you to explain why and you have the right to appeal this decision.

With little housing available, only a small number of applicants registering with Home Point are likely to be re-housed. It is therefore important for Home Point to ensure those most in need have the best opportunity to secure permanent housing.

To do this Home Point use a 'banding system' to calculate those most in need. There are four main bands (levels) of housing need, Priority Status, Gold, Silver and Bronze.

Emergency cases are issued with Priority Status to help them with finding a home more quickly. Gold band applicants are considered to have the next highest level of housing need, then Silver and then Bronze.

IMPORTANT - For a good indication of your likely banding please see pages 8, 9 and 10 of this leaflet.

5 What sort of home can I choose?

You will not be able to apply for every property available. For example, if you are single you can apply for a 1 bedroom flat, but not a 3 bedroom house. After we have looked at your application form we will be able to guide you on the most suitable properties to apply for.

IMPORTANT – Please read the text carefully on property adverts as this will provide a good guide as to whether you can apply for a particular property or not.

6 How to find a home with Home Point

Home Point advertises weekly the homes our partner housing associations have available in Herefordshire. These adverts tell you about each property and how much it costs to rent or buy.

You can see our adverts in 4 different places:



In the **Admag** newspaper every Wednesday



On our website – **www.home-point.info**



At our offices – **135 Eign Street, Hereford, HR4 0AJ**



Or at our partner's offices (the addresses are shown on page 11).

IMPORTANT – In Herefordshire there is a very high and growing demand for affordable housing. With little housing available only a small proportion of applicants registering for housing are likely to be housed. It is therefore important you explore all of the housing options available to you.

7 How to apply for properties – placing 'bids of interest'.








For example this 2 bedroom home can be applied for by:

- 1 a couple with two children
- 1 one adult and one carer
- 1 a single person with one child

If you see a home you like, you should first check that it is a home you can apply for. We will have told you what sort of property you can apply for, but if you are in doubt you can ask at the Home Point offices.

There are 6 ways you can tell us if you want a home we are advertising. You can place a 'bid of interest' by:

-  Using the 24 hour automated bidding line **0845 270 2550**
-  Using the Text Bidding Service on **0778 148 2313**
Example: 15432 01/01/1970 2134
Client ref. no. **(space)** D/O/B **(space)**
Property reference no.
-  Phone us on **01432 359 500** or contact our partners.
-  Fill in the coupon on our advert on **page 7** in the **Admag** newspaper.
-  Download the form at our website – **www.home-point.info**.
-  Visit the Home Point offices at **135 Eign Street, Hereford**, or one our partner's offices.

IMPORTANT - You can apply for 1 property each week. If we advertise a home you like, you have until the following Tuesday (7 days) to place a 'bid of interest' (it is **not** first come, first served), if you are successful or not will depend if you are eligible to apply for the property, your banding and your waiting time.

8 Who gets the home?

Unless (on the rare occasion) the marketing text specifies a lower banding, the property will go to a Priority Status applicant. If no Priority Status applicants apply, it will go to a Gold applicant, if no Gold applicants apply to a Silver applicant and if no Silver applicants apply to a Bronze applicant.

If more than one person from the same band applies, the home will go to the person who has been on the waiting list the longest.

The housing association will carry out their own background checks and then ask the successful applicant to come and view the property.

If you do not get the home you want, you can apply for others. You can apply for one home each week until you are successful.

IMPORTANT – Home Point recommend you keep applying for suitable properties weekly. The housing association will only contact the successful applicant.

9 Who has been successful?

We are unable to tell you who has been given a home, but we will tell you how long that person was waiting and if they are a Priority Status, Gold, Silver or Bronze applicant.

This information will be given out on our Admag Advert and on our website.

10 What if things change?

You must tell us at once if anything you have put down on your form changes, perhaps because you have had a baby, your health changes, or you have moved address.

IMPORTANT – Depending on your circumstances your banding can go up or down.

11 Do you agree with us?

If you think we have made the wrong decision about your housing application, you can always ask us to look at your case again.

A complaints and appeals information leaflet is available from the Home Point offices.

12 Reduced preference

Home Point may give an applicant Reduced Preference. This effectively means they will only be successful for a property when no-one else from the same band (or in a higher band) has 'bid' for the property. Reduced Preference is given to an applicant who does not have a local connection to Herefordshire, or has income and assets sufficient to secure accommodation on the open market or their behaviour affects their suitability to be a tenant.

13 Partner housing association allocations policies & property offers

The details of successful applicants will be forwarded to partner housing associations, who may carry out checks to confirm that the details of the application are still correct.

Home Point **does not** allocate properties; the partner housing association will determine whether to allocate the property or not in accordance with their own allocations policies.

Examples where they may decide not to allocate a property is if an applicant has assets exceeding a maximum set by the housing association or have rent arrears.

IMPORTANT - Individual housing association allocations policies can be obtained directly from them. If you think they have made the wrong decision about an allocation you should direct your complaint or appeal directly to them.

BANDING GUIDANCE

? Are you a priority?

If you need housing in an emergency you should contact Herefordshire Council's **Homelessness & Housing Advice Team** and they will investigate your case. They may then issue you with Priority Status. This may help you to find a home more quickly.

Priority Status is only given to clients in an emergency. This status is issued for 16 weeks. If you have not bid for properties sensibly in this period, your priority status will be reviewed and may be taken away from you. You may then be placed either in the Gold, Silver or Bronze bands depending on your situation.

IMPORTANT – Priority Status in most cases is issued by Herefordshire Council's **Homelessness & Housing Advice Team** where they have fully investigated a homelessness application and have accepted the full housing duty.

PRIORITY STATUS

You need to move because

- 1 Where homelessness is inevitable and the Homelessness & Housing Advice Team are satisfied they **will** accept duty to rehouse you.
- 1 Your Agricultural Tied Accommodation is coming to an end and you are a qualifying agricultural worker.
- 1 You are a young person leaving care in Herefordshire.
- 1 In rare circumstances, families referred by the Social Care Department of Herefordshire Council.
- 1 Move on from Supported Housing from specified support providers.
- 1 The Homelessness & Housing Advice Team have investigated your case and agree that you are homeless and they have a duty to rehouse you.
- 1 In rare circumstances following a referral from Home Point to a Special Cases Panel.



Are you Gold, Silver or Bronze?

Here are some of the reasons you might go into Gold, Silver or Bronze bands, once we have assessed your application.

GOLD

You need to move because

- 1 The Homelessness & Housing Advice Team have agreed that you are homeless, even though there is no legal duty to rehouse you.
- 1 Your home has been assessed for Health and Safety risks and it has been found to have the presence of Cat. 1 hazards (Bands A - C) that cannot be resolved within 6 months.
- 1 You have a verified high medical need that is **directly** affected by your current home and would be immediately improved or prevent further deterioration by moving.
- 1 You have been given a notice to quit or a repossession order has been served.
- 1 Your home is **severely** overcrowded and we have a legal duty to help (statutory overcrowding).
- 1 You are living in specialist or supported housing, with a level of support that does not suit your needs any more.
- 1 You are a tenant of one of our partner landlords and want to move somewhere smaller.

SILVER

You need to move because

- 1 You need to move because you are being harassed and you do not feel safe.
- 1 Your home has been assessed for Health and Safety risks and it has been found to have the presence of Cat. 1 hazards (Bands A - C) that can be resolved within 6 months.
- 1 Your home has been assessed for Health and Safety risks and it has been found to have the presence of Cat. 2 hazards (Band D).
- 1 You need one or more bedrooms.
- 1 You live in a home where you have to share a kitchen or bathroom with people who are not your family.

SILVER (Continued)

You need to move because

- 1 You need to move to give or receive support and care from/to family members.
- 1 Your family is living in separate homes and you want to live together.
- 1 You or your family are in temporary accommodation, such as staying with family and friends or the Homelessness & Housing Advice Team is investigating your homelessness case.
- 1 You require Supported Accommodation.
- 1 You work over 16 hours a week and have to travel more than an hour to get to work each day.
- 1 Your relationship has broken down but you are still living in the same home.
- 1 You live in a flat that is **not** on the ground floor and have a child under 10 or you are pregnant.
- 1 You find it difficult to get to or use vital services, like public transport, shops, doctors, hospitals or schools.
- 1 Level access is required with no prospect of adaptations to your existing property within 12 months.
- 1 You are 16 or 17 facing homelessness whilst waiting for a support assessment interview with the Homeless & Housing Advice Team.

BRONZE

You need to move because

- 1 all other applicants

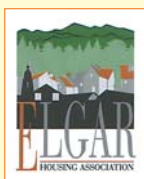
IMPORTANT – The above is only a guide to how you might be banded, a copy of the full Housing Allocations Policy for Herefordshire is available to view or purchase at Home Point.

Home Point Herefordshire is a partnership between:



Bromford Housing Group

11 Miller Court
Severn Drive
Tewkesbury Business Park
Tewkesbury
Gloucestershire
GL20 8ND
Tel: 0845 60 50 609
Email: mail@bromford.co.uk
Website: www.bromford.co.uk



Elgar Housing Association

57 New Street
Ledbury
Herefordshire
HR8 2EA
Tel: 01531 638 400
Email: info@festivalhousing.org
Website: www.festivalhousing.org



Herefordshire Council

Strategic Housing Services
Garrick House
Widemarsh Street
Hereford
HR4 9EU
Tel: 01432 260 000
Website: www.herefordshire.gov.uk



Herefordshire Housing Ltd

Legion Way
Hereford
HR1 1LN
Tel: 01432 384 000
Email: lettings@hhl.org.uk
Website: www.hhl.org.uk



Kemble Housing

44 Berrington Street
Hereford
HR4 0BJ
Tel: 01432 377 900
Email: herefordcst@wmhousing.co.uk
Website: www.kemblehousing.co.uk



Marches Housing Association

Benedict Court
Southern Avenue
Leominster
Herefordshire
HR6 0QF
Tel: 01568 610 100
Email: home@marchesha.co.uk
Website: www.marchesha.co.uk



Salvation Army Housing Association

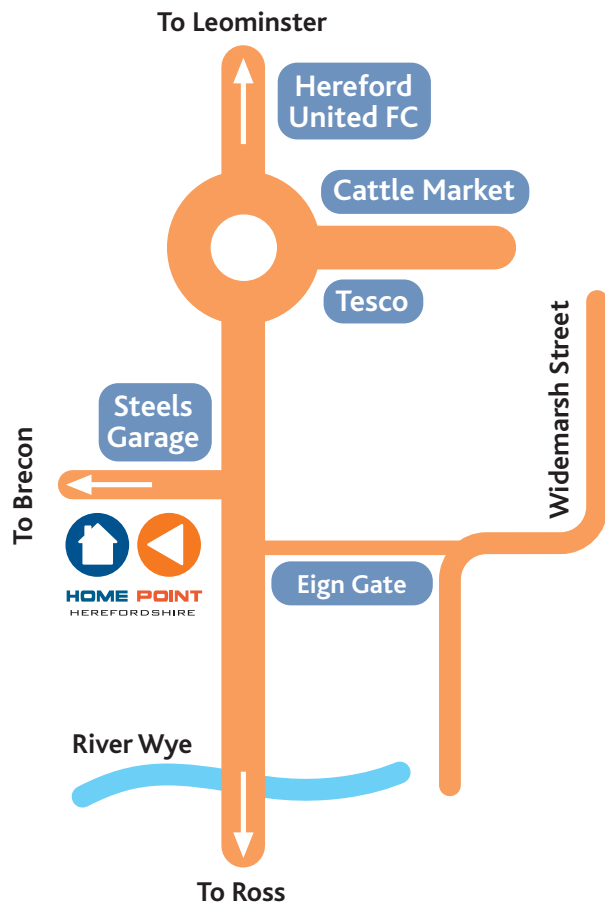
Ground Floor
Office 2
Charnwood Court
Newport Street
Swindon
SN1 3DX
Tel: 01793 541 635
Email: service.centre@saha.org.uk
Website: www.saha.org.uk



South Shropshire Housing Association

The Gateway
Auction Yard
Craven Arms
Shropshire
SY7 9BW
Tel: 01588 676 200
Email: info@sshropsha.co.uk
Website: www.sshropsha.co.uk

How to find us



HOME POINT
HEREFORDSHIRE



Telephone 01432 359 500



Fax 01432 358 095



Email: info@home-point.info



Website: www.home-point.info



Automated Bidding Line 0845 270 2550



Text Bidding Service No. 0778 148 2313

Example: 15432 01/01/1970 2134

Client ref. no. (space) D/O/B (space)

Property reference no.



135 Eign Street
Hereford HR4 0AJ

