ALLOCATING HOMES

A guide to how we prioritise housing need and allocate homes

Creating homes shaping places

CHP
When you register with us for housing or a transfer, we will assess your circumstances and put you in a band according to your needs.

The information in this leaflet explains what the different bands are. This leaflet should be used as a guide only. Full details can be found in the allocations and letting policy on our website – chp.org.uk – or by contacting us on 0300 555 0500.
Demand for affordable housing is very high. We use the bands to make sure homes are allocated fairly.

**HOW DO THE BANDS WORK?**

Applicants are placed in the highest priority band they are entitled to, according to people’s needs and circumstances.

There are five bands; band one is the highest and five is the lowest.

The information overleaf is a guide to the criteria for each of the five bands. This is not a complete list.

Please contact our Housing Options team on 0300 555 0500 if you would like more information.
BAND ONE

This is the highest priority band. Only those in extreme housing need or those giving up large family properties will be awarded a band one category. You may be included in this band if:

- You have an extremely urgent medical need and your current home is unsuitable. For example, you need medical equipment that your current home cannot accommodate;

- We have agreed to move you because you are fleeing domestic violence, hate crime or harassment which is racial, sexual, and/or homophobic or you are the victim of severe antisocial behaviour;

- We have asked you to leave your home due to modernisation, redevelopment or refurbishment work which cannot be carried out whilst you are living there;

- We have assessed that you do not need all of the bedrooms in the property (under-occupying) and that you want to move to a smaller home and are giving up two or more bedrooms.
BAND TWO

You may be included in this band if:

- You do not need all the bedrooms in the property (under-occupying) for example you want to move to a smaller home giving up one-bedroom; or you are under occupying a three or four-bedroom property and want to move to a two-bedroom property;

- You are aged 60 or over and want to move into sheltered housing;

- You have an urgent medical need that means a move would be beneficial to you. For example if you live above the ground floor and find it difficult to climb the stairs;

- You require two or more bedrooms – an assessment, completed against the Housing Health and Safety Rating system by the local authority, will determine if you meet the criteria. A member of the Housing Options team can explain this in more detail;

- You receive housing benefit and are under-occupying by two or more bedrooms according to the housing benefit regulations;

- You have two spare bedrooms that are not required under the new government regulations and your benefit entitlement will be reduced by 25% of the weekly rent.
BAND THREE

You may be included in this band if two or more of the following circumstances apply to you or your household:

- You have moderate medical needs that mean a move would benefit you. For example, you find it difficult to climb stairs because of a medical condition;
- You require one or more bedrooms – an assessment, completed against the Housing Health and Safety Rating system by the local authority, will determine if you meet the criteria. A member of the housing option team can explain this in more detail;
- Your family is forced to live apart. For example, a child is in care and cannot return home unless you move to a different area;
- You require a larger property due to the ages of children;
- You have lived in an apartment without sole use of a garden for longer than a year and have a child under the age of 15 years old;
- You have one spare bedroom that is not required under the new government regulations and your benefit entitlement will be reduced by 14% of the weekly rent.
BAND FOUR

Band four is similar to band three. You will be placed in band four if only one of the following circumstances applies to you or your household:

- Your family is forced to live apart. For example, a child is in care and cannot return home unless you move to a different area;
- You have moderate or variable medical needs that mean a move would benefit you. For example, you live above the ground floor and stairs can be difficult for you;
- You require a larger property due to the ages of children;
- You have lived in an apartment without sole use of a garden for longer than a year and have a child under the age of 15 years old;
- You are vulnerable and need to move to receive support which you cannot access from your current home.

BAND FIVE

You may be included in this band if you:

- Want to move to property with the same number of bedrooms;
- Require a property due to a relationship breakdown;
- Want to move because your current property does not meet religious or cultural requirements.
YOUR APPLICATION

To apply for a housing transfer you must complete a housing transfer form. This can be found on our website, chp.org.uk or you can contact our Customer Service centre on 0300 555 0500.

We will use the information you supply on your housing transfer form to decide which of the five bands you should be placed in.

We assess all applications fairly and consistently against the criteria listed in this leaflet as well as our allocations and lettings policy which can be found on our website chp.org.uk.

You must not have rent arrears or any other debts with us. If you have previously had rent arrears then you must be able to show that you have upheld an arrangement to pay off your debt for the past three months. Any transfer offer is subject to a satisfactory inspection of your current home.

The allocations and lettings policy can be found on our website in the policy section of publications and forms area or contacting us on 0300 555 0500 to request a copy. You may be asked to provide additional information by the housing options team as part of the assessment process.

If you disagree with the band you are placed in you can ask us to review your banding.

Certain applicants placed in band one or two will be kept under review to ensure they find a suitable property.
MEDICAL GROUNDS

If you want to move because someone in your household has a medical condition and the property is having a harmful effect on it, we will ask you to complete the medical priority form as well as the housing transfer application form.

We will take into account your medical needs when we assess your application. Everyone living in the household – who would reasonably be expected to be living there – will be included in the assessment. The medical panel will look at how your current property is affecting your medical needs. For example, you have difficulty with stairs due to a medical condition or a disability such as epilepsy.

You may be asked to provide supporting evidence from your GP or medical health professional.

CHILDREN

Children will be considered as permanent members of the household for the person who has the main custody, care and control of them. If there are joint custody arrangements in place for more than four days per week then children will be considered as part of the household.

Households with full custody, care and control of children will be given priority for housing.
CHANGE IN CIRCUMSTANCES

If your circumstances change after you have registered to move home, you must tell us as it may affect your band (up or down). Changes you should inform us about include:

- A change of medical condition for any member of the household;
- People moving out of the property;
- People moving into the property.

If you are offered a property and your circumstances have changed, we may withdraw the offer because the property is not suitable for your needs. You should always tell us about changes to you or anyone living in your household to avoid this happening.

If there is evidence that you have deliberately made your circumstances worse in order to qualify for higher priority, then no additional priority will be given.
REFUSALS

It is important that you only show an interest in the properties you would be willing to accept. If a property is refused without good reason, this delays letting the property. This leads to longer waiting times for other applicants and loss of rental income for us, which we use to provide services to residents.

If you refuse more than three properties without good reason we will cancel your transfer request. You will not be able to re-apply for 12-months.

If you refuse a property, we will tell you whether we consider you have refused it without good reason.

You will have the right to appeal against this decision. The appeal should be made in writing to the Housing Options manager within 10 working days of the decision.

The following are examples of unreasonable refusals:

- Above the ground floor but want a ground floor property;
- With a bath and want a property with a shower;
- With a shower and want a property with a bath;
- With a shared garden and want a private garden;
- In a different location to where you want to live.
Please contact us if you would like a copy of this document in large print, on CD or in another language.

Proszę się z nami skontaktować, żeby otrzymać ten dokument w wersji dużym drukiem, na płycie CD lub w innym języku. (Polish)

倘若您需要本檔以大字體、音頻格式(CD)或另外一種語言提供、請聯絡我們。(Cantonese)

Bu belgeyi büyük boyutlu baskı olarak, CD ortamında veya başka bir dilde edinmek istiyorsanız lütfen bizimle irtibata geçin. (Turkish)

Kreipkitės j mus, jei norėtumėte gauti šio dokumento kopiją stambiu šriftu, jo garso įrašą kompaktiniame diske arba jei norėtumėte jį gauti kita kalba. (Lithuanian)

আপনিই এই নথিটির একটি কপিতের উৎসাহের হাতায় সিডি তে অথবা অন্য একটি ভাষায় পেতে চান অথবা আমাদের সাথে যোগাযোগ করুন। (Bengali)