



APPLYING TO RENT A HOME

SERVICE STATEMENT



INTRODUCTION

Eden Housing Association owns and manages approximately 1500 properties in the Eden, Carlisle and Allerdale districts. Within the Eden District, the Association is responsible for running the local housing register, offers housing advice and deals with homelessness on behalf of Eden District Council.

In the Eden District, the Association offers 75% of its vacancies to applicants nominated by Eden District Council. They have a duty to maintain a register (commonly called a “waiting list”).

Because the Association is contracted to maintain the Council’s register, as well as operating its own register, most applicants are automatically put on both lists.

The allocations policies and practices of the Association and the Council complement each other. The Council considers those in the greatest need whilst the Association aims to help those who do not qualify under the Council’s policy.

HOW DO I APPLY AND HOW ARE APPLICATIONS ASSESSED?

- You will be asked to complete an application form. We can help you to do this if you wish. If you have told us about a medical condition that affects your application, we will ask you to provide a doctors letter. You may also be asked to provide additional information if necessary, such as a letter from your landlord.

- The Council's policy is designed to ensure the applicants in the greatest housing need are rehoused first. Factors such as overcrowding, disrepair, lack of amenities, insecure accommodation and medical circumstances are taken into account.
- Most lettings via the Association's policy will be based on the time you have spent on the waiting list.

AM I ELIGIBLE?

People from abroad who are subject to immigration control are not eligible to go on Eden District Council's register except in certain circumstances.

British citizens, commonwealth citizens with a right of abode and EEA nationals are eligible, but there are also exceptions to this.

Please speak to a Housing Officer about the exceptions to the above.

Anyone can apply to go on to Eden Housing Association's waiting list.

WHAT TYPE OF PROPERTY WILL I BE ENTITLED TO?

- We aim to be as flexible as possible but will aim to avoid overcrowding or significant under-occupation.
- Properties with special features such as those suitable for people with disabilities, will be reserved for people who need them.
- Similarly, certain types and groups of properties are reserved for older people.

HOW LONG WILL I HAVE TO WAIT FOR A HOME?

The emphasis of Eden District Council's Allocations Policy is on housing need rather than the waiting time. Vacancies cannot easily be predicted because other applicants' circumstances can change and new urgent applications can be registered.

Whilst it is impossible to predict when you will be rehoused, we can assure you that your application will be considered whenever there is a vacant property, if you are in a high housing need.


HOW WILL I BE ALLOCATED A PROPERTY?

When a property becomes available for letting, a short list is created based on priority, type of property available and location requested.

Once the Housing Officer has selected the new tenant, the application details will be verified by home visit or interview. A letter will be sent to offer you the tenancy.

The prospective tenants will be given the opportunity to view the property and decide whether to accept the offer.

In low demand areas we may invite expressions of interest before making a firm offer.



HOW MANY OFFERS WILL I GET?

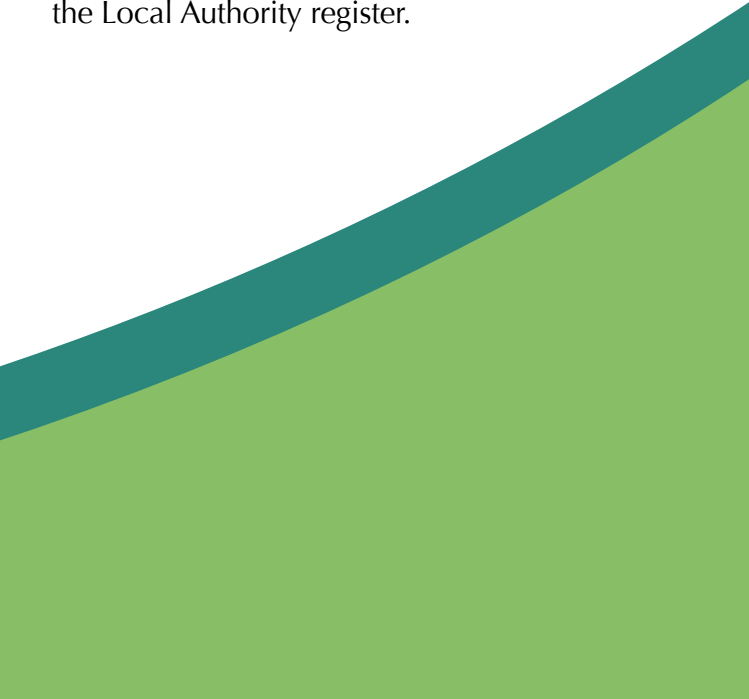
There is no limit to the number of offers we will make. We do not penalise applicants for refusing an offer. Where offers have been refused, we will attempt to advise you on the prospects of getting the type of property you want.

If you are homeless, the Local Authority may decide that it has no obligations to find other accommodation under homelessness law if you have refused a reasonable offer.

You should provide reasons for your refusal, so that we can avoid making unacceptable offers.

I WOULD LIKE TO BE CONSIDERED FOR OTHER HOUSING ASSOCIATIONS, WHAT SHOULD I DO?

There are several Housing Associations with properties in the district. They must offer a percentage of their vacancies to applicants on the Local Authority register.



In these cases your application can be considered when we are asked to make a nomination on behalf of the Local Authority. Your position on the register would determine whether you are nominated.

You may also be entitled to apply directly to other Associations. This could increase your chances of rehousing. More information about other Associations is available on request.

ANY FURTHER QUESTIONS

If you need any more advice about your application, please do not hesitate to contact us. If you would like a copy of either the Association's or Eden District Council's Allocation Policies, they are available on request.

You are entitled to receive a full copy of your completed application form on request.

HOW DO I APPLY FOR SHELTERED OR EXTRA CARE HOUSING?

Sheltered and Extra Care Housing is accommodation for older people who require or choose support to sustain an active and independent lifestyle

Anyone over the age of 55 can apply to be considered. In general, the same policies are used to determine who will be offered a vacancy. However, there will be two other considerations:-

- Preference will be given to persons who particularly need sheltered/supported accommodation, although others can be considered
- In the case of very frail older people who need extra support, there will be a need for a 'care plan' before an offer can be made. This would be prepared with the applicant and Social Services to guarantee continuing support.

HOW DO I APPLY FOR A TRANSFER?

If you are already an Eden Housing Association tenant and would like to apply for a transfer, please complete an application form in the normal way, clearly stating your reasons for wanting to move. You will be placed on the waiting list. We also advise you to check the list of people who want to exchange.

We subscribe to 'Homeswapper', an internet based service which helps put people in touch with others who wish to exchange. We can help you to register and if necessary you can access the internet from the computer in our reception at Blain House. This service is free to our tenants.

HOW DOES THE ASSOCIATION MAINTAIN STABLE COMMUNITIES?

The Association and the Local Authority take a firm line on tackling anti-social behaviour. We are also cautious about accommodating anyone who has a poor tenancy history, or where there is a reason to believe that there is a risk of someone not keeping the conditions of tenancy.

Under Eden District Council's policy, housing needs points can be deducted if you have had tenancies in the past and not conducted them properly. Under both the Association's and the Council's policy, an application can be suspended.

We reserve the right to make enquiries about criminal convictions and previous tenancies. In certain circumstances we may decide to suspend an application, or offer accommodation subject to additional conditions, such as accepting support and supervision.

WHAT IF WE DO NOT MEET THIS STANDARD

If you wish to express your dissatisfaction about the standard of service or lack of action taken by us, tell us and give us the chance to put it right:

- Take up the issue with the staff member you have been dealing with
- If you are still unhappy, ask to speak with the manager
- If you cannot resolve the issue, you may make a formal complaint under our Complaints Procedure

For more detailed information about how to make a complaint, see our service statement leaflet "Customer Complaints"

Most allocations will be made according to Eden District Council's policy. If you are not happy with the way the Association has managed the Council's waiting list or applied its policy, you can write to the Council's Director of Technical Services, Mansion House, Penrith CA11 7YG.

In some cases, complaints made to the Association will be passed to the Council.

MISREPRESENTATION

It is a criminal offence to knowingly or recklessly give false information to obtain a tenancy. Such a tenancy could be forfeit and lead to eviction.



OTHER FORMATS, OTHER LANGUAGES

We will do what is reasonable to provide information in alternative formats on request, including tape, Braille, large print and translations. If we encounter difficulties meeting your request, we will discuss the best solution with you.

যদি আপনি এই ডকুমেন্ট অন্য ভাষায় বা ফরমেটে চান অথবা যদি আপনার একজন ইন্টারপ্রেটারের প্রয়োজন হয়, তাহলে দয়া করে আমাদের সাথে যোগাযোগ করুন।

本文件可以翻译为另一语文版本，或制作成另一格式，如有此需要，或需要传译员的协助，请与我们联系。

Jeżeli chciałoby Państwo otrzymać ten dokument w innym języku lub w innym formacie albo jeżeli potrzebna jest pomoc tłumacza, to prosimy o kontakt z nami.

Bu belgenin Türkçe'sini edinmek ya da Türkçe bilen birisinin size yardımcı olmasını istiyorsanız, bize başvurabilirsiniz.

 Långüagê Liñe



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