

Housing Allocations Policy

How to get a rented
home in Nottingham



**Nottingham
City Homes**

managing homes on behalf of



**Nottingham
City Council**



Corporate member of
Plain English Campaign
Committed to clearer communication

301



INVESTOR IN PEOPLE



NCHLFT33

Introduction



This leaflet is a summary of Nottingham City Council's housing allocations policy.

It will explain:

- Who can go on to the housing register (sometimes called the 'waiting list')
- How to get on the housing register
- How Nottingham City Council place applications on the register once they have been accepted
- Who Nottingham City Homes can and cannot offer a property to
- How housing is offered
- What advice and support is available.

You can get a detailed version of the housing allocations policy from your area housing office.

Alternatively you can find it on Nottingham City Council's website at www.nottinghamcity.gov.uk or from our website at www.nottinghamcityhomes.org.uk or the HomeLink website at www.nottinghamhomelink.org.uk/allocations.

Who can go on to the housing register



Most people are allowed to put their name on the housing register.

The Government says that housing associations as well as local authorities, and organisations such as us, who manage housing on behalf of the Council, cannot offer you housing if you are only allowed to stay in the country under certain conditions.

They cannot offer you housing if you are not 'habitually resident' in the United Kingdom (which is a Government rule about the reasons people have come to the UK from abroad and whether they are eligible for social security benefits and housing).

These conditions are very complicated, and if they apply to you we will fully explain them to you.

If we decide we cannot register you, you have the right to ask us to review our decision.

Nottingham City Council also says that we cannot register certain people who have a record of anti-social behaviour, because they are not suitable to be tenants. We will add them to the suspension list. These people cannot put their name on the housing register for three years from when we add them to the suspension list. There is more information about this on the next page.



Suspending you from the housing register

The 'suspension list' is a list of people who are not suitable to be our tenants. We cannot add you to the housing register for three years from when we put you on the suspension list. We can add you to the suspension list for any of the following reasons.

- You have broken your tenancy conditions with Nottingham City Council or a registered social landlord
- You have deliberately caused damage to a city council or registered social landlord's property
- You have a history of serious anti-social or criminal behaviour
- You have threatened, or have been violent to our staff, or staff or agents of Nottingham City Council, any landlords you have had, or the police
- You have an Anti-social Behaviour Order or other order from a court, which prevents you from going to certain places or going near certain people, and we believe you would be a significant risk to the community.

If you are under 18

You can put your name on the housing register when you are 16, but we will not normally consider you for a property until you are 18 or over. There are certain exceptions to this, for example if you have been in care or if the law says you are homeless.

How to get on the housing register



If you want to join the housing register, you can get an application form from any of our offices. You must answer all the questions which apply to you. You must also give us all of the supporting documents in the 'Applicant Checklist' on the form. If you have any questions about filling in the form, please contact your area housing office. We can help you with filling in the form. You can find a list of our offices with their address and phone numbers at the back of this leaflet.

When we receive your fully filled in form, with all of the supporting documents, we will assess your application and place it into one of the bands as described in the 'banding scheme' section of this leaflet.

We will write to you to let you know we have put your application on the housing register, and which band we have put you in. If you disagree with the band you are in, you can ask your area housing office to review the decision.



Who goes in what band?



Nottingham City Council uses a banding scheme to decide how urgent your needs are.

We put you into one of six bands based on your current housing situation. Band one only contains people who are legally homeless. The other five bands are in order of urgency, with band two being the most urgent. If you fit into more than one band, we will place you in the highest of these. We place applications in order of the date we put you into the band.

The housing register bands



Band one – people who are legally homeless so the council has a duty to house them

The Housing Aid team from Nottingham City Council assesses this.

Band two – urgent needs

- People suffering serious racial harassment, domestic violence, or other threats of violence
- People who need to move because of disability or illness and we have assessed this need. (They must fill in a special form which they can get from us. Someone else such as a friend or family member may do this for them)
- People who are ready to be discharged from hospital but cannot go back to their home because it cannot be adapted to meet their needs
- People who Adult Services or Children's Services have told us need to move urgently, for example, people whose family is breaking down
- Tenants who have to leave their homes because the building needs major repair or is going to be knocked down

- Rough sleepers who are part of the 'Rough Sleepers Initiative'. This is a scheme for people who have been sleeping rough for a long time, to get them off the street and into housing with a support package
- People whose current home has a category-one hazard under the Housing Health and Safety Rating System. For example, if there is potentially dangerous asbestos in your home or if there is severe damp. We would do a full assessment of the options for repair or other choices before moving you into this band.
- Young people leaving care
- people whose home is called overcrowded by law, or are experiencing sexual overcrowding. Sexual overcrowding is when a child over the age of 10 has to share a bedroom with a child of the opposite sex.
- Teenage parents with a full assessment and support plan in place. A support plan is a statement of the way in which a support worker will help them to keep a tenancy successfully. The Housing Aid Team assesses this.

We must take into account whether you or your household have more than one of the needs in band two. If two or more of the situations above apply to you, we may treat your application as if you had been waiting for a longer time, by doing what we call 'adding waiting time' to your application.

- If two of the situations listed in band two apply to you = we will treat you as if you have waited an extra six months, or
- If three of the situations listed in band two apply to you = we will treat you as if you have waited an extra 12 months.

Band three – moderate needs

- People who we need to move for housing management reasons such as to make the best use of the housing available.
- People who live in a hostel who have a support plan and who need to move. A support plan is the plan the hostel resident agrees with their support worker about what help and support they will get when they move out of the hostel.
- People who Adult Services or Children’s Services have told us need to move but it is less urgent than band two.
- Private tenants with a notice seeking possession or notice to quit that is not a result of their actions, and not because they have broken their tenancy conditions. A notice seeking possession or notice to quit a notice seeking possession tells someone that their landlord intends to go to court to take possession of their property. A notice to quit gives someone a certain amount of time to leave the property.
- People who have two children of both sexes (aged under 10) sharing a bedroom, or more than two children of the same sex having to share a bedroom.
- Tenants of flats or maisonettes who have children but do not have access to a private garden.
- Special circumstances such as families of children with special educational needs who need to be near a specialist school, or foster parents who need a larger property so they can keep fostering.
- People applying under the Housing Organisations Mobility and Exchange Scheme (HOMES) applicants – see the leaflet ‘HOMES Mobility Scheme’.
- Tenants who would be leaving a high-demand property such as:
 - >> a two- or three-bedroom bungalow
 - >> a property that had been adapted if the tenant does not need the adaptations
 - >> four-bedroom houses in areas of high demand
- Lodgers with dependent children living with them as their main home.

Band four – general needs

- Tenants who do not fall into any other band but still want to move
- Private tenants with security of tenure. This means they have not been given a notice of seeking possession or notice to quit
- Lodgers who are single people or in a couple but without dependent children
- People who live in their own homes but are at risk of losing their home or are poorly housed. This could be because their home has a category-one hazard under the Health and Housing Safety Rating System (see band three), or because they need to move for medical reasons but we have decided not to put them into band two.

Band five – low needs

- People who live in Nottinghamshire but outside the city of Nottingham. (This does not include people on the HOMES scheme)
- People who live in a hostel but who are not yet ready to move into their own housing
- People who own their own homes and want to move, but do not need to.

Band six – people who are waiting for us to consider them for housing, or who live outside Nottinghamshire

- People in a prison or a detention centre
- People serving in HM Forces and living in Forces housing
- People between 16 and 18 who we cannot yet give a property to because they do not meet any of the exceptional circumstances
- People who live outside the county of Nottinghamshire.

Nottingham City Council wants to give as many people as possible a chance of getting a home, so each year it decides what percentage of properties will be set aside for each band. To achieve this, when we advertise properties we state which band we would prefer to offer housing to. This means the way we offer properties is fair. However, people in the higher bands (those in the greatest need), will generally have less time to wait because there are fewer people in those bands.

Who we can and cannot offer a property to



To use the HomeLink choice-based lettings system and for us to offer you housing (see page 11), you must be on the housing register.

Local connection

We can only offer housing to people who have a connection with the city of Nottingham. This means that you must have been living or working in the city for at least six months out of the last 12 months, or have a close family member (such as a child, parent, brother or sister) who has lived in the city for this time.

Local lettings

Sometimes we might decide that we need to take a different approach to letting properties in certain estates or areas, because they have specific problems such as high levels of crime and anti-social behaviour. This may mean we cannot offer you a property in these areas.

Restrictions apply to certain housing areas, for example:

- We let certain types of property to elderly people only
- In areas with anti-social behaviour problems, we may offer housing to certain people who we feel would help the problems to improve in the area (known as sensitive lets).

We identify if these restrictions may apply to you as early as possible. If they do, we will explain them and advise you on what you can do instead. We review local lettings regularly.

Rent arrears

If you are or have been a tenant of Nottingham City Council, another council or a housing association and you owe rent (called rent arrears), we will not usually offer you a property other than in exceptional circumstances – for example if you need to move because of racial harassment or domestic violence.

The offer will depend on you making an agreement to repay the arrears, for example by paying some off each week as well as your rent for the property. This will always be an amount you can afford.

Types of property

We manage a range of different properties, including:

- houses
- flats
- bungalows
- sheltered housing for elderly people.

There are certain rules about which households we can offer certain types of property to. For example, we usually let houses to people who have children of school age or younger, and bungalows to people who need to move because of medical or disability reasons. You can get advice about these rules, and other information such as where our properties are, at any of our offices. The addresses are on page 15 of this leaflet.



How housing is offered



We use a choice-based lettings scheme called Nottingham HomeLink. Each week we advertise properties that are available and empty in the Nottingham Evening Post, on the website www.nottinghamhomelink.org.uk and in area housing offices.

You can tell us about up to three properties you would like us to consider you for. These are called 'bids'. You can do this by phone, on the internet or by telling us at any of our area housing offices. The time you have to bid lasts from the Friday afternoon when the advertisement first appears on the internet, until one minute to midnight on the next Wednesday night. On the Thursday we make lists of everyone who has bid for each property, listing people in the order of the date they were placed in their band.

At the end of each week we make a shortlist for each property made up of the people who have bid for the property. The advertisement will usually tell you which bands are invited to bid for the property. So, those people within the advertised band will be first on the shortlist.

We offer the property to the person who meets the conditions for the property, and who has been in the advertised band the longest. If there are no people bidding from the band to which the property was advertised, we will consider people from other bands who have bid. We will send you a copy of the booklet 'Guide to Nottingham HomeLink' once we have registered your application form. You can find much more detail about the HomeLink system in the guide.

You can refuse an offer of a property. If you do, we will not take away the priority we have given you. (There is a separate policy for people in band one – please see below).

You must give us the reasons for refusing so we do not offer you unsuitable properties in the future. If we have offered you two properties and you have refused them both, we will interview you to review your housing needs.

People in band one

If you are in band one, you have 28 days from the date you went into the band to bid for a property through HomeLink. Each week we advertise a number of properties specifically for people in band one. If, after 28 days, you have not managed to get a property through HomeLink, we will offer one suitable property.

You can ask us to review how suitable the offer is, but if we feel our offer is suitable and you still refuse it we will move you from band one and review your need.

Victoria Centre

We use a different policy for flats that are part of the Victoria Centre.

You need to be employed (or if you cannot work, you must be claiming disability benefits or state retirement pension) before we can offer you a property in the Victoria Centre. We consider applications from people for the Victoria Centre strictly in order of the date they applied.

Local preference

Nottingham City Council believes that communities can be made stronger if people who need housing are able to stay in the area where they currently live. We will treat your application as though you had been in your band longer, if any of these apply:

- You have children in your local school
- You receive regular support with childcare from a close family member who lives locally
- You give or receive support because a close family member has a disability or severe illness.

Equal opportunities

We let properties in line with our Equality and Diversity Policy, which you can get from any of our offices. Both we and Nottingham City Council are committed to making sure that we treat all people fairly.

The reason that we ask you to give us information about your ethnic background, religion and other personal details is so we can monitor and make sure that we let our properties fairly.

Complaints

If you have a complaint about any way we have dealt with your application, please contact your area housing office, where we will either deal with your complaint immediately if we can, or explain to you how to make a formal complaint.





We can help you with any part of applying for a home at any of the offices listed on pages 10 and 11. If you have any special needs such as sign language or interpretation, we can make arrangements to meet these needs.

You can also get advice from our offices about other housing options which might suit you.

Support needs assessments

When you apply for accommodation, we will ask you to have a support needs assessment.

This will look at the possible needs you may have once you are a tenant – for example getting furniture, getting energy supplied to your home, or advice on paying your rent and so on. We usually ask you to come to one of our offices for the assessment.

The assessment is to find out if:

- You are likely to be able to cope with your new tenancy without extra support
- You need a floating support package (this is a person who visits you in your home who can help you with problems such as rent arrears or other bills, harassment, ordering repairs and so on), to help you keep your tenancy
- We need to put you on the suspension list or restrict offers in some areas because you have a history of anti-social or criminal behaviour.



Area housing offices

Aspley Housing Office

14 Strelley Road

Strelley

Nottingham NG8 3AP

Tel: 0115 915 3121

Fax: 0115 915 3111

Minicom: 0115 915 3126

E-mail: aspleyoffice@nottinghamcityhomes.org.uk

Bestwood Housing Office

Elmbridge

Bestwood Park

Nottingham NG5 5PF

Tel: 0115 915 3301

Fax: 0115 915 3333

Minicom: 0115 915 3407

E-mail: bestwoodoffice@nottinghamcityhomes.org.uk

Bilborough Housing Office

95 Bracebridge Drive

Bilborough

Nottingham NG8 5PL

Tel: 0115 915 0491

Fax: 0115 915 0470

Minicom: 0115 915 0485

E-mail: bilboroughoffice@nottinghamcityhomes.org.uk

Bulwell Housing Office

1 Gilead Street

Bulwell

Nottingham NG6 8NA

Tel: 0115 915 3212

Fax: 0115 915 3222

Minicom: 0115 915 3212

E-mail: bulwelloffice@nottinghamcityhomes.org.uk

Clifton Housing Office

Clifton Cornerstone

Southchurch Drive

Clifton

Nottingham NG11 8EW

Tel: 0115 878 6287

Fax: 0115 878 6375

Minicom: 0115 878 6101

E-mail: cliftonoffice@nottinghamcityhomes.org.uk

Lenton Housing Office

5-6 Church Square

Lenton

Nottingham NG7 1SL

Tel: 0115 915 3740

Fax: 0115 915 3748

Minicom: 0115 915 3740

E-mail: lentonoffice@nottinghamcityhomes.org.uk

Radford and Hyson Green Housing Office

The Mary Potter Centre

Gregory Boulevard

Hyson Green

Nottingham NG7 5HY

Tel: 0115 883 8220

Fax: 0115 915 0160

Minicom: 0115 883 8225

E-mail: radfordoffice@nottinghamcityhomes.org.uk

Southglade Housing Office

Southglade Road

Bestwood NG5 5GU

Tel: 0115 915 9701

Fax: 0115 915 9719

Minicom: 0115 915 9716

E-mail: southgladeoffice@nottinghamcityhomes.org.uk

St Ann's Housing Office

Robin Hood Chase

St Ann's

Nottingham NG3 4EZ

Tel: 0115 915 6905

Fax: 0115 915 6902

Minicom: 0115 915 6911

E-mail: stannsoffice@nottinghamcityhomes.org.uk

Victoria Centre Housing Office

4-21 Victoria Centre Flats

Nottingham NG1 3PA

Tel: 0115 915 3730

Fax: 0115 915 3733

Minicom: 0115 915 3730

E-mail: victoriacentreoffice@nottinghamcityhomes.org.uk

All housing offices are open

8.30am to 4.30pm Monday – Friday

(10.30am to 4.30pm on Wednesdays)

Except:

Victoria Centre Housing Office

9.30am to 12.30pm and 1.45pm to 4.30pm, Monday – Friday

(10.45am to 12.30pm and 1.45pm to 4.30pm on Wednesdays)

Southglade Housing Office

2pm to 4.30pm Monday – Friday

Nottingham City Council

Housing Aid

135 Lower Parliament Street, Nottingham, NG1 3EE

Phone: 0115 915 3000

E-mail: housingaid@nottinghamcity.gov.uk

Housing Aid is open 8.30am to 4.30pm Monday – Friday

(10.30am to 4.30pm Wednesdays).

If you are unable to read this publication about the housing allocations policy please contact your area housing office, or call us on 0845 330 3131. We can arrange for an interpreter to explain it to you, or send you a spoken word version on tape or CD. If neither of these are suitable, we can translate this publication into your chosen language. We can also provide it in large print.

Chinese (Cantonese)

如果你不能夠閱讀這份關於編配的刊物，請聯絡你的地區房屋辦公室，或致電 0845 330 3131。我們可以安排一位翻譯員去為你解釋，或寄送一份口述版本的錄音磁帶或光碟給你。如果這兩者都不適合，我們可以把這刊物翻譯成你所選擇的語言。

Czech

Pokud nejste schopni publikaci Přidělování předsíť, spojte se prosím s bytovým úřadem pro vaši oblast nebo nám zavolejte na 0845 330 3131. Můžeme pro Vás zajistit tlumočnicka, abyste nám to vysvětlili nebo vám můžeme zaslat nahrávku na kazetu a nebo na CD. Pokud vám ani jedna z výše uvedených možností nevyhovuje, můžeme vám publikaci nechat přeložit do vybraného jazyka.

French

Si vous ne parvenez pas à lire cette publication sur les Attributions, si vous plaît contacter votre bureau de logement de zone, ou appelez-nous sur 0845 330 3131. Nous pouvons organiser un interprète à vous expliquer, ou vous envoyer une version orale sur bande magnétique ou CD. Si aucune de celles-ci sont adéquats, nous pouvons traduire cette publication dans la langue choisie.

Gujarati

જો તમે આ ફાઇલિંગ [allocations] અંગેની પુસ્તિકા વાંચવામાં અસમર્થ હોવ, તો તમારા વિસ્તારની આવાસન ક્ષેત્રીનો સંપર્ક કરવા અથવા 0845 330 3131 પર અમને કોલ કરવા વિનંતી. અમે તમને તે સમજાવવા માટે ડુબાણિયાની વ્યવસ્થા કરી શકીશું, અથવા તમને ઓલેલા શબ્દોની આવૃત્તિ ટેપ પર અથવા CD પર મોકલી શકીશું. જો આમાંથી કોઈ પણ યોગ્ય ના હોય, તો અમે આને પરદેશીની ભાષામાં અનુવાદ કરી શકીશું.

Hindi

आवंटन [allocations], से संबंधित इस प्रकाशन को यदि आप पढ़ने में असमर्थ हैं तो कृपया अपने क्षेत्र के हाउसिंग कार्यालय से सम्पर्क करें, या हमें इस 0845 330 3131 पर फोन करें। इसे आपको समझाने के लिए हम किसी दुभाषिणे का प्रबंध कर सकते हैं, या टेप या CD के रूप में इसका मौखिक संस्करण आपको भेज सकते हैं। यदि इनमें से कोई भी उपयुक्त न हों तो हम इस प्रकाशन का आपकी चयनित भाषा में अनुवाद कर सकते हैं।

Kurdish (Sorani)

ئەگەر ناتوانیت ئەم بڵاوکەر اووێهه بۆخوینتەموه له باره دهی درمهاله و یارمەتی یه تالییەتی یەکلانەموه، تەکایه بکەهێندە بکە به ئوقیسی ئیشتەجین بوونی ناوچەکەتەموه، یان تەلمەفۆنان بۆ بکە لەڕێژگەمی ژماره تەلمەفۆنی 08453303131. نێمه دێتوانین زمان وەرگێرت بۆ دابین بکەین بۆ ئەموه یۆت روون بکەتەموه یان هەسەکانت بۆ ژمار بکات له سەر شریت یان سی دی. ئەگەر هیچ لەمانه گونجاو نەبوون، ئەوا دێتوانین ئەم بڵاوکەر اووێت بۆ وەرگێرتن بۆ زمانی دیار بکەر.

Polish

Jeśli nie jest Pan/Pani w stanie przeczytać publikacji na temat Przydział Mieszkań proszę o kontakt z lokalnym biurem mieszkaniowym, lub pod numerem telefonu 0845 330 3131. Możemy wynająć tłumacza aby wyjaśnić Pan/Pani tematykę publikacji, lub wysłać wersję dźwiękową broszury na kasetę lub CD. Jeśli żadne z powyższych nie jest dla Pan/Pani odpowiednie, możemy przetłumaczyć publikację na wybrany język.

Portuguese

Caso não consiga ler esta publicação sobre Alotações - Alocações, favor entrar em contato com o housing office (departamento de habitação) de seu bairro ou telefone para 0845 330 3131. Podemos arranjar um intérprete para explicar, ou enviar uma versão falada em fita ou CD. Caso nenhuma dessas opções lhe forem convenientes, podemos traduzir esta publicação no idioma de escolha.

Punjabi

ਜੇਕਰ ਤੁਸੀਂ ਔਲੇਵੇਸਨ ਨਹੀਂ ਦੇ ਬਾਰੇ ਇਹ ਵਿਤਰਾਬਚਾ ਨਹੀਂ ਪੜ੍ਹ ਸਕਦੇ ਤਾਂ ਵਿਰਾਪਾ ਕਰਕੇ ਆਪਣੇ ਇਲਾਕੇ ਦੇ ਹਾਊਸਿੰਗ ਅਫਿਸ ਨਾਲ ਸੰਪਰਕ ਕਰੋ ਜਾਂ ਸਾਨੂੰ ਇਸ ਨੰਬਰ ਤੇ ਫੋਨ ਕਰੋ 0845 330 3131। ਅਸੀਂ ਤੁਹਾਨੂੰ ਇਹ ਵਿਤਰਾਬਚਾ ਸਮਝਾਉਣ ਲਈ ਇਨਟਰਪ੍ਰੇਟਰ ਚਾ ਡੀ ਇੰਤਰਾਮ ਕਰ ਸਕਦੇ ਹਾਂ, ਜਾਂ ਟੇਪ ਜਾਂ ਸੀ ਡੀ ਤੇ ਇਹ ਜਾਣਕਾਰੀ ਦੇ ਸਕਦੇ ਹਾਂ। ਜੇਕਰ ਇਨ੍ਹਾਂ ਵਿਚੋਂ ਕੋਈ ਵੀ ਮੁਨਾਸਿਬ ਨਹੀਂ ਤਾਂ ਅਸੀਂ ਤੁਹਾਡੇ ਲਈ ਤੁਹਾਡੀ ਭਾਸ਼ਾ ਵਿਚ ਇਹ ਵਿਤਰਾਬਚਾ ਟ੍ਰਾਂਸਲੇਟ ਕਰਵਾ ਸਕਦੇ ਹਾਂ।

Urdu

اگر آپ اس کتاب کو نہیں پڑھ سکتے جو اسٹراٹیا ہاؤسنگ سے متعلق ہے تو براہ مہربانی اپنے ایریا ہاؤسنگ سے رابطہ کریں، یا 0845 330 3131 پر فون کریں۔ ہم آپ کی وضاحت کے لئے ایک ترمجمان کا بھی بندوبست کر سکتے ہیں۔ یا ٹیپ یا سی ڈی میں دوبارہ سن سکتے ہیں۔ اگر ان میں سے کوئی بھی آپ کے لئے مناسب نہیں ہے تو ہم اس کتاب کا آپ کی منتخب کردہ زبان میں ترجمہ کر سکتے ہیں۔



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