

Letting Homes

We aim to let our properties using a 'banding system'.

You will be placed in either band 1 (emergencies), band 2 (general needs) or band 3 (low-priority housing needs) - in date order.

You can find more details in the housing application pack.

What you can expect from us:

- We will provide application forms at our local offices. Or, we will post you a form if you ring our Fitton Hill office on 0161 633 4060 or our Stockbridge office on 0151 480 1313. You can also download the forms from our website www.villages.org.uk.
- We will help you fill in the application form if you need us to.
- We will register your form on the Housing Register within five working days of receiving all the information we need.
- We will write to you to tell you that your application has been registered and we will confirm:
 - the date of your application;
 - what band your application is in and your position on the register; and
 - what your application number is.
- We will contact you every six months to check if your circumstances have changed.
- We will phone you as soon as we can offer you a property.
- We will offer you a property in writing, with details of the rent, any other charges and the date your tenancy is expected to start.
- Where possible, we will offer you the chance to view the property before we do any work.
- We will show you round the property before you have to decide whether to accept it.
- If you accept the property, we will make an appointment for you to sign your tenancy agreement and any other documents.
- We will explain your tenancy agreement.
- We will help you fill in a Housing Benefit form if you need us to.
- We will tell you how you can pay rent.
- We will discuss any special needs that you have, including any type of support.
- We will give you a copy of the gas and electric safety certificates.

- We will tell you how to contact your gas, electricity and water suppliers.
- We will make an appointment for an Estate Management Officer to visit you at your new home within 28 days of the start of your tenancy.

You can help us by:

- Telling us if you want to be taken off the Housing Register.
- Letting us know about any changes to your circumstances.
- Responding to any letters that we send to you.

If you, or someone you know, would like this leaflet in another format, for example in large print, on audio CD, in Braille, or in another language, please ask a member of staff.

The Villages Housing Association

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INVESTOR IN PEOPLE



business for neighbourhoods