

Housing Register Questions and Answers

Q. How does the Housing Register work?

Villages aim to let our properties using a 'banding system'. Applicants will be placed in either Band 1, 2 or 3 in date order. Properties will be let on a rotation basis.

Q. Which Band will my application go into?

Band One

Housing Need: **Emergencies** (Evidence will be required)

Examples of Band One circumstances are: Demolition (Villages properties only) Certain Medical Conditions, Serious Harassment or Domestic Violence.

Band Two

Housing Need: **General** (Evidence will be required)

Examples of Band Two circumstances are: Demolition, Certain Medical Conditions, Homelessness, Relationship Breakdown or Overcrowding.

Band Three

Sustainability: **Applicants with no 'housing need'**

Examples of Band Three circumstances are: Local Connection, Working in the area, Under-occupation or someone wishing to move.

Q. How long will I have to wait before I am offered a property?

A. It depends on how many properties come empty, how many applicants are on The Housing Register, which Band your application is put into and the date your application was first registered.

Q. Can you tell me where I am on the Housing Register list?

A. Whilst this may seem a simple question - we cannot give you a simple answer.

This is because you will have requested a certain size of property, and may have limited your choice to certain streets or areas of the estate.

As we cannot predict what kind of property may become available next or on what street... we cannot answer the question for you.

Q. I am under 18 years old; can I apply to Villages for housing?

A. We do not normally allocate properties to people under 18 years old. However, in exceptional circumstances we will consider applicants referred through recognised agencies.

Q. Do Villages have any sheltered housing available?

A. Sheltered Housing is normally offered to applicants who are aged 55 years or over, or over the age of 50 years and in receipt of Disability Living Allowance.

Q. If I am on your housing register do I need to do anything?

A. No; we will contact you every six months to check that your details have not changed.

Q. If I want to know why I have been placed in a certain band what should I do?

A. You have the right to request information about any decision relating to your re-housing request. If you remain dissatisfied with our response, you can complete our complaints form.

Q. Can anybody apply for a multi-storey, or three storey flat?

A. No; you will not be offered a flat if you have children under 16 years old living with you full time, or you have dogs or cats.

Q. If I own my own property can I apply for a Villages property?

A. Yes, owner occupiers can apply for re-housing, if a housing need can be identified and your property is intended to be sold.

Q. Does everyone get onto the housing register?

A. No. We suspend applicants where their behaviour falls into the following categories:-

- Anti-social behaviour
- Misrepresentation
- Rent arrears and sundry debts
- Abandonment
- Convictions for arrestable offences
- Abusive, threatening or violent behaviour towards a Villages employee, contractor, Board or Committee member

Q. Will my band change?

A. You will remain in the same Band unless there are significant changes to your circumstances. If your Band does change you will maintain your original date of application.