

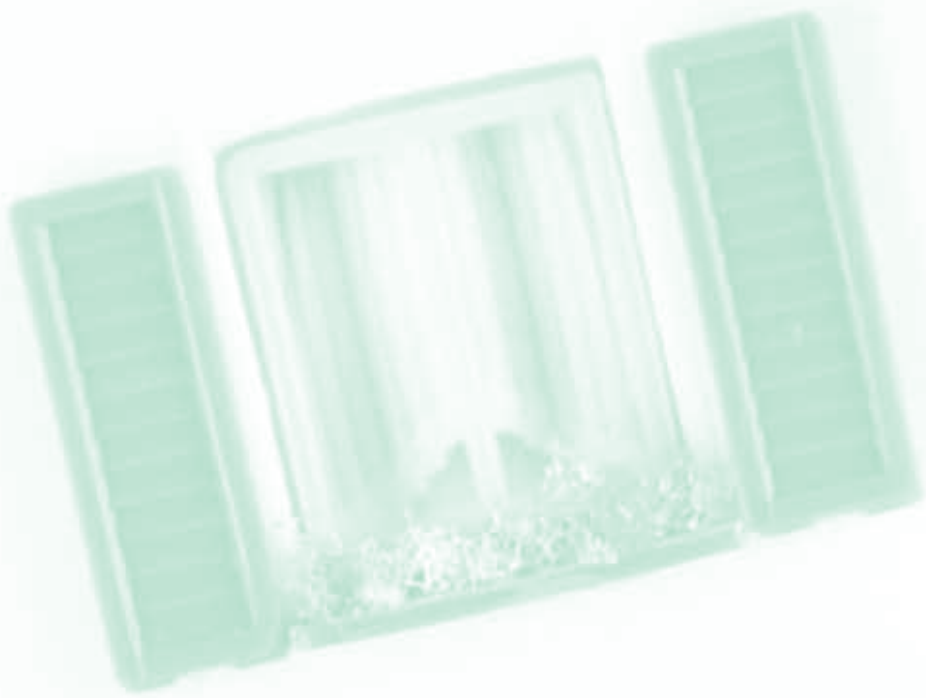


# SUTTON HOMECHOICE

Your guide to applying for Social Housing  
and Choice Based Lettings

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Please keep this guide, as you may need to refer to it when you use Sutton HomeChoice

# This guide gives you information about applying for Social Rented Housing (Council & Housing Association Tenancies) in Sutton and how we prioritise applications.

Social housing is allocated to those who need it most. Every social landlord must have an 'allocations policy', setting out in advance what factors will be taken into account when deciding who can apply for social housing and how applications are prioritised.

**A copy of the full policy is available on the council's website.**

Social housing is always in great demand and is therefore allocated on a priority basis, most people who want or need alternative housing will not meet the eligibility or qualification criteria and therefore it is recommended that you complete the Online Housing Options Assessment at <https://sutton.ehodirect.org.uk> to see what other housing options are available to you. This will only take 20-30 minutes and will provide you with an action plan which may help you to resolve your housing situation.

## The Housing Register

The housing register enables people to apply for social housing in the Borough. Anyone aged over 16 who meets the eligibility & qualification criteria may apply to the housing register.

Completed Housing Applications are assessed and eligible applicants are given priority banding. The priority for re-housing depends on your circumstances and the date you were placed into that band. Information is also available about likely waiting times and outcomes of previous lettings.

## Choice Based Lettings

When your application has been assessed on the housing register, you and other successful applicants can 'bid' for properties. Each week, details of all Council and Housing Association properties that are available for letting are on view on the Sutton HomeChoice website and at the Civic Offices. The details tell you which band you must be in to be able to bid for each property and any additional criteria that may apply.

## Under-Occupation Scheme

This scheme has been developed to give advice, guidance and support existing tenants that are currently under occupying their property, and wish to move to smaller accommodation. In many circumstances the Under Occupation Scheme allows you to transfer quicker, than if you just remained on the housing register. Consideration is given to the applicants' desired location and property type. In some circumstances you may qualify for a financial incentive. If you would like further information or would like to register onto the scheme, you can contact us on **020 8770 4442**.



## Seaside and Country Homes

SCH is a housing mobility scheme that offers households living in Council or Housing Association housing in Greater London the opportunity to move home. The scheme's landlords manage approximately 3,500 bungalows and flats: along the southwest coast from Cornwall, through the countryside from Shropshire to Cambridgeshire, over to Norfolk and Lincolnshire in the east.

To apply at least one member of the household must be aged 60 or above. In cases where other members of the household are under 60 years of age they must be either the partner, joint tenant or registered carer of the lead applicant.

Further details and application forms are available from your landlord, or if you are a London Borough of Sutton tenant you can contact us on **020 8770 4442**. Alternatively you can contact Seaside and Country Homes directly on **08450 212020** or visit their website **[www.seasidehousingmoves.org](http://www.seasidehousingmoves.org)**.

## Housing Moves

Housing Moves is the Mayor of London's housing mobility scheme that allows tenants of London boroughs or housing associations to move outside their existing borough to a different part of London. It is run by the Greater London Authority and the majority of London boroughs and housing associations are participating.

You can register for this scheme at **[www.housingmoves.org](http://www.housingmoves.org)** or contact your landlord for further information and assistance.

# More about the housing register

## Can I apply?

To be eligible to apply for social housing you must be over the age of 16 and not fall within a statutory excluded category.

Statutory excluded categories include:

- ✗ Asylum Seekers
- ✗ People who fail the habitual residence test
- ✗ People with no recourse to public funds
- ✗ People who breach European Community Rights of Residence

To join and remain on the housing register you must also meet the qualification criteria, you must:

- ✓ Be suitable to be a tenant – i.e. no rent arrears or anti social behaviour
- ✓ Have a need for social housing
- ✓ Have a housing need
- ✓ Live in the borough and have done so for 2 years prior to your application or have a need to move to the borough to avoid hardship

An assessment of your circumstances will be carried out to determine your capacity to meet your own housing need, including a financial assessment, and whether social housing is the best form of housing to meet your households need.

The qualification criteria above will apply to all applicants applying to the Council's housing register. Therefore homeless households will no longer automatically be placed on the Council's housing register unless they meet these criteria.

Applicants will be removed from the housing register if they no longer meet the criteria set out above.



## What makes me unsuitable to be a tenant?

If you, or any member of your household, have demonstrated 'un-tenant like behaviour', you will not be eligible to join the housing register. Un-tenant like behaviour includes:

- Rent arrears
- Neighbour nuisance or harassment
- Anti social behaviour
- Other breach of the conditions of your tenancy

If you have current or previous rent or mortgage arrears of more than 1 month your application will be refused and will not be placed on the housing register.

If you have demonstrated anti social behaviour, neighbour nuisance or harassment you will not be permitted to join the housing register until you can show that your behaviour has changed for a minimum of 12 months.

If formal action has been taken against you following anti social behaviour (e.g. an injunction or behaviour order) your application will not be considered until 12 months after the expiry of that order.

If you have not maintained your property in accordance with the terms of your tenancy you will be required to make good any damage before being permitted to join the housing register.

Your landlord will be asked to provide a reference confirming that your tenancy has been maintained in an acceptable manner.

## How do you decide I can meet my own Housing Need?

The assessment takes into account your financial circumstances (including benefits) and whether social housing is the best form of housing for you.

If you own a property you will be considered to have financial means and will not be eligible to join the housing register unless there are exceptional circumstances. If you have a shared interest in a property with someone not included on your application you may be required to resolve the ownership before an application will be considered.

Social housing may be considered to be the best form of housing where you can demonstrate the need for stability or settled accommodation and that it will greatly contribute to improved mental health or wellbeing of any member of your household or where your needs restrict the availability of other types of housing.

Applicants who have a need for adapted or specialised housing will be considered to have a need for social housing in recognition that accessible accommodation is generally in short supply and private landlords may not allow adaptations to be made to their property.

If it is decided that you are able to meet your own housing need in other forms of housing your application will be refused.

## What is a Housing Need?

If you are unable to meet your housing needs in another form of housing you will need to show that your current home is not suitable for your needs.

You will have a housing need if your current home is smaller than you need (see page 12), if you do not have access to essential facilities such as a bathroom or kitchen, you are part of a couple or family who share your accommodation with people who you are not related to or you have a medical or social need to move. Further information about this can be found on page 13.

If you are over 55 and want or would benefit from sheltered housing and you do not have a housing need you can still apply to the housing register. Your application will be held on a separate list and you will only be considered for accommodation after households registered on the main housing register.

If you are an existing Sutton Council Tenant and your current accommodation is suitable for your needs but you wish to move to an alternative property you may still apply to the housing register. Your application will be held on a separate list and a small number of properties will be made available each year to enable some households to move.

## What are hardship grounds?

If you do not currently live in the borough and need to move to the borough to avoid hardship you may be able to join the housing register. Hardship grounds include:

- The need to move to take up an offer of employment
- Receiving specialist care in the London Borough of Sutton
- To give or receive care or support from/to a resident in the borough

If you need to move on care or support grounds you will need to demonstrate that you are required to give or receive constant care and attention to/from a close relative, you will be asked to provide supporting evidence from a professional such as your social worker.

## I am leaving / serving in the Armed Forces, can I apply?

If you are currently serving in the Armed Forces or have left within the last 5 years you can make an application to the housing register and do not have to meet the residency requirement.

If you have a housing need you may be given additional priority on the housing register depending on your circumstances.

If you do not have a housing need you can still apply to the housing register and you will be given some priority.



## How do I apply?

If you think you meet the qualification criteria you must complete an on-line housing application form by visiting <http://shpola.org.uk>. If you do not have access to the internet, facilities are available at the Civic Offices and other locations in the borough, contact **020 8770 4442** for further information.

You will be asked to provide information about your current circumstances and may be asked to provide proof of your circumstances before being offered a property.

### What happens next?

Once we receive your application form we check the information you have provided. If you have not completed your application correctly it may be rejected and you will be asked to submit a fresh application.

If you do not meet the eligibility or qualification criteria your application will be refused. If you disagree with this decision you can ask for it to be reviewed.

If your application is accepted it will be assessed and you will receive an 'Assessment letter'. This letter will tell you your 'Application Reference number', the 'Band' or 'List' you are in and your 'Priority Date'.

**Reference Number** – this is the number that is given to your application for re-housing. If you have any enquiries about your application you should quote this number to us.

**Band** – there are four bands: A, B, C and D. When your application is assessed, you are placed in a band that represents your circumstances at the time.

**List** – in addition to the four bands above there are two additional lists known as TNN – Transfer applicants with no Housing Need and OPEX – Older People Exceptions.

**Priority Date** – This will be either the date you applied to join the housing register or the date you became eligible for your current band. Your priority date determines your position within a band, with the earliest dates being at the top.



## More about the ‘bands’

The housing register consists of four bands reflecting the reasonable preference categories outlined in housing legislation, and local priorities. The higher priority bandings will provide the quickest re-housing because a greater proportion of properties will be offered to those bands.

Applicants will be placed in a band depending on their current circumstances. The position in that band will be determined by the date of the application, other than Band 1 where the reason for urgent housing may take priority.

Where a household falls in more than one band they will be placed in the band that affords them the greatest priority.

### **Band A – Urgent Need for Re-housing**

Households placed in this band will have an urgent or overriding need for re-housing. This includes people who need to move on hardship grounds, need to move to support other services to meet their statutory duties, a move serves the best interest of the Council or where a move is needed in an emergency and temporary accommodation will not meet that need. Circumstances and need for this band include:

- Households who are under-occupying in their current social tenancy
- Households who have been awarded Medical Priority 1
- Households who have been referred by Sutton Social Services under their agreed Housing Quota (this includes Children & Families, Adult Social Services and Supported Housing)
- Decants - London Borough of Sutton Council Tenants whose homes are going to be demolished as part of a regeneration programme
- Management Supported Transfers & Successions
- Reciprocal Agreements and Sub Regional Nominations
- Service Tenants whose employment has ended and the conditions set out in the Council's policies have been met
- Emergencies where temporary accommodation will not provide a solution
- Some households requiring adapted properties and where the current accommodation is unsuitable

People in this band often have a need for a certain type of property, for example, a property that has been adapted for a disabled person. If you are in this band, you will receive one direct offer of accommodation that is suitable for your needs.

If you refuse a suitable offer your application will be reassessed and placed in a lower band that best reflects your circumstances or be removed from the housing register if you do not meet the criteria for any other band.

## Band B – Homeless Households

Households placed in this band will be accepted as homeless and owed a duty under Section 192 or 193 of the Housing Act 1996 as amended and include households placed in temporary accommodation until a suitable private sector let is identified unless social housing has been deemed as the only suitable housing option.

Households who have been found intentionally homeless will not be eligible for this band and will be assessed based on the accommodation occupied.

Direct offers of accommodation will be made to homeless households in Band B where they are not bidding, or where a direct offer makes the best use of accommodation.

If a suitable offer is refused the application will be removed from the housing register and the homelessness duty will be ceased.

## Band C – Unsatisfactory Housing Conditions

There are two levels of priority in this band, applicants who have a single factor that makes their current accommodation unsuitable and those that have more than one factor.

Households who have more than one factor making their current accommodation unsuitable will be referred to as Band C+ and be considered for housing before those with one factor (Band C).

You may be placed in this band if:

- Your current home does not have enough bedrooms for all your family
- You do not have access to a kitchen / cooking facilities or bathroom / wc
- You do not have access to a living room (excluding single people)
- You share a communal toilet or bathroom with people you do not know (excluding single people)
- You do not have a hot/cold water supply (except where you have failed to pay for the supply)
- You do not have electricity (except where you have failed to pay for the supply)
- Your home is in disrepair (except where you have failed to maintain your home)
- You have been awarded Medical Priority 2
- You have been assessed as having a social & welfare needs to move, including hardship grounds

## Band D – Threatened with Homelessness or Living in Insecure Accommodation

Households are threatened with homelessness if they have been served with a valid notice by their landlord or mortgage lender in accordance with the relevant legislation.

Households who are staying or living with family or friends on a 'bare license' are considered to be living in insecure accommodation.

# More about Housing Need

## What is Medical Priority 1 and 2?

Medical priority is restricted to two groups: **Priority 1** - those with an urgent medical need for alternative accommodation and **Priority 2** - those with a non-urgent medical need for social housing.

A **Priority 1** medical case arises where:

- A household in which one of its members has a serious, possibly life threatening, illness or disability and whose housing circumstances are affecting the applicant's health  
or
- A person about to be discharged from hospital, and who will become priority, non-intentionally homeless if not re-housed  
or
- A household in which one of its members is housebound due to the design of, or access to, the building and where alternative housing will resolve that situation  
and
- Social housing will make their condition more manageable or enhance their general wellbeing

A **Priority 2** medical case arises where:

- A household in which one or more of its members has an illness or disability and they specifically require social housing to address their medical condition. Examples of circumstances that meet this criterion include the need for an adapted or accessible property or the need for stability due to a social disability or mental health problem  
and
- Social housing will make their condition more manageable or enhance their general wellbeing or
- A child has a serious medical condition and, in the view of the medical adviser, there is a need for settled accommodation and upheaval might risk it worsening

The Council's Medical Adviser may make a recommendation for a particular type of accommodation. This can include the size of the property you need and the floor level that is suitable for you. If you have been given a recommendation you will not be able to bid for properties that do not meet the recommendation.

## How many bedrooms does my family need?

A separate bedroom will be awarded for each:

- Married or co-habiting couple or single parent
- Two household members aged 10 years and over of the same sex
- Two household members aged under 10 years regardless of sex

Children of different sexes where one is over the age of 10 will not be expected to share a bedroom.

If your family needs more bedrooms than you have available in your current home you will be considered to be lacking bedrooms.

If you are pregnant your baby will be taken into account for the purpose of assessing bedroom need when the 20 week scan has been provided and will be considered to be the same sex as any other child in your family.

Everyone included on your application must either be living with you as part of your family or be reasonably expected to live with you. This includes parental responsibility (excluding over-night access to children) or where there are care and support needs.

An additional bedroom may be awarded in exceptional circumstances for example if you have a child who has an enduring social disability and whose behaviour has a significant detrimental or adverse affect on other household members or you need a full time and permanent live in carer.

If you are living in accommodation with the right numbers of bedrooms you may be considered to need additional space if the bedrooms are smaller than required by the number of occupants as defined below

Measurements	Size	No. of people
8.4 Sq meters (90sq ft) or above	Double	2 people
Under 8.4 Sq meters (90 sq ft)	Single	1 person

The availability of large properties is very limited and therefore if you are currently living in accommodation that is too small and you need two or more extra bedrooms for your family you will be able to bid for properties that are smaller than you need providing it reduces your over-crowding. If you choose to do this and you move to another home you will need to make a new application for housing for the right size accommodation.

## I have overnight access to children, can they be included on my application?

If you have children that live with their other parent but stay with you overnight you cannot include them on your application but we will take this into account when assessing your need for self contained accommodation.



### My family do not live together at the moment, can I apply for housing for us all together?

If you do not currently live with all members of your family, and it is reasonable to expect you to live together, you can include them on your application. Your application will be assessed based on the home occupied that is best suited to your needs.

### I do not have access to certain facilities, do I have a housing need?

You will be considered to be lacking facilities if you do not have access to any of the following: bathroom, kitchen / cooking facilities, hot/cold water supply, electricity or toilet.

If you are not a single person you will also be considered to be lacking facilities if you do not have access to a living room.

If you are a single person who has overnight access to children and do not have access to a living room, you will be considered as lacking facilities providing you are over the age of 35.

Lack of facilities must not be due to failure to pay for the supply of electric / gas / water or due to failure to take proper and reasonable steps to rectify the situation or make best use of the accommodation available to you.

### I share some of my home with people I don't know, does this give me a housing need?

With the exception of single people under the age of 35 if you are living in accommodation where facilities are shared with people who you do not know, you will be considered to be in unsuitable accommodation.

If you are a single person under the age of 35 you are not considered to need self contained accommodation unless you have overnight access to children or you have a social disability.

## What are Social & Welfare Factors

You may be considered to have a Social & Welfare need to move if you fall into one of the following categories:

- You have a need to live in a particular locality and where failure to meet that need would result in hardship
- You have children with a serious medical condition where in the view of the Medical Adviser there is a need for settled accommodation and upheaval might risk it worsening
- You have children who have been assessed as particularly vulnerable by Children Services through their Special Educational Needs Panel and/or have a need for long term settled accommodation
- You have a need for long term settled accommodation as assessed by the Vulnerable Adults Housing Panel
- You are required to give or receive constant care and attention to/from a close relative, as evidenced by a professional's report (e.g. Social Worker, GP, Occupational Therapist) and supported by the Councils Medical Adviser
- You have a need for accessible accommodation and the availability of that accommodation in other sectors means that you would be disadvantaged

## My home needs repairs, does that mean I have a Housing Need?

If you have been visited by Environmental Health because of the condition of your property and they have served an improvement Notice or Prohibition Order you will be considered to have a Housing Need.

The condition must not be due to the failure by you to take reasonable steps to maintain your home.

## I have been asked to leave my home what should I do?

If you have been asked to leave your home you may be accepted as having a housing need depending on the reason you have been asked to leave. You should complete an on-line Housing Options assessment at <https://sutton.ehodirect.org.uk> for information and advice about what to do next.

## What circumstances reduce my priority?

If you have worsened your own circumstances and it is decided that you have done this in order to qualify or gain extra priority for re-housing your application may be removed from the list or treated as if your circumstances have not changed for a period of 2 years.



## What information is checked?

We must be satisfied that the information you give to us is correct. Sometimes, we may ask you for more documents or information and we may visit you at home.

It is an offence, punishable by fine, for you to knowingly give false information in connection with your Housing Application. It is also an offence to knowingly withhold information requested by us.

If you make a false or misleading statement or withhold relevant information your application will be closed and you will not be permitted to make a further application for a period of 5 years.

If accommodation is allocated to you because of false information, action will be taken under the Housing Act 1996 (as amended) to regain possession.

## What happens if my circumstances change?

You must let us know if any of your circumstances change, for example:

- Moving to a new home
- A change in your income
- The birth of a new child or addition of other permanent family member such as new partner, adoption
- A change in your health, which is affected by your housing

When you tell us about a change that affects your application for housing, we may ask you to complete an on-line change of circumstances form and supply documents or information to confirm this change. Your application will be put on hold until we receive this information and during this time, you cannot bid for properties.

Your application will be reassessed and may result in you moving to a different band or being removed from the list if you no longer meet the qualification criteria. If your priority band changes your 'priority date' will be the date you notified us of the change in your circumstances.

We will write to you each year and ask you to tell us if you want to remain on the housing register and ask you to advise us of any change in your circumstances. If you do not respond to this letter we will cancel your application.

# More about the Choice Based Lettings Scheme

## Can I use this scheme?

To participate in Sutton's Choice Based Lettings Scheme (CBL), you must be on the housing register. If you are on the housing register you will have received an assessment letter.

If you have not received an assessment letter please contact us on **020 8770 4442**.

People in Bands B, C, C+ & D and those on the TNN & OPEX lists can use this scheme.

If you are in Band A, one suitable offer is made to you.

If you are in Band B and you do not bid for properties or do not take up the offer of accommodation we may make an offer to you, if you refuse this offer we may cease our duty to you.

Offers of accommodation to people in Band A are made by telephone or sent in the post. If you are in this band you do not need to use the Choice Based Lettings System to look at properties.

## How does the scheme work?

Once you have received your assessment letter telling you which band you are in you can 'bid' for properties that are available. You can find out which Council & Housing Association properties are available by:

- Looking on the HomeChoice website at **[www.suttonhomechoice.org.uk](http://www.suttonhomechoice.org.uk)**
- Visiting the Civic Offices where adverts are displayed on the notice boards and computers are available in the reception area.
- Telephoning **0800 195 5552** on Thursday or Friday between 10am and 4pm (you cannot bid for properties using this number)

New properties are advertised each week from midnight on Wednesday on the website, or 9.30am Thursday at the Civic Offices. You can bid for properties until midnight on Sunday. All the bids are then placed in order according to their priority date, with the earliest priority date being first.

The property adverts usually include a photograph and have details about the weekly rent, the road or block where the property is situated, the number of bedrooms, floor level, approximate room sizes (in most cases) and which band the property is being offered to. Properties can be offered to more than one band at a time.

You can 'bid' for properties of the bedroom size that you are being considered for and are being offered to your band. 'Bidding' is the process where you tell us that you are interested in being considered for a particular property.

If you have a medical recommendation for a particular type of accommodation (such a ground floor) you will not be able to bid for properties that do not meet that recommendation.



Some properties may be advertised with restrictions on the type of household that can bid for them, these include:

- Sheltered Accommodation
- Properties designated for applicants over the age of 55
- Properties subject to a Sensitive Let
- Properties subject to a Local Lettings Plan
- Properties advertised to a particular band

Viewings of the accommodation are arranged for the person, or persons, who have bid and who have the earliest priority dates.

### How do I bid for a property?

The advert will tell you which band(s) the property is available to and if any other restrictions or priorities have been applied.

If you meet the criteria you can bid for a property:

- By using the HomeChoice website **[www.suttonhomechoice.org.uk](http://www.suttonhomechoice.org.uk)**
- By using the automated telephone system on **0845 270 0727**
- By coming into the Civic Offices and using one of the computers to access the website
- By text to **07786 205 104** using the following format:
  - Your Housing Registration Number (Reg No), followed by a space
  - Your date of birth (DOB) or memorable date, followed by a space
  - The property number (Property No), or if you are bidding for two or more properties all numbers separated by a space
  - You will receive a text message back confirming your bid

To bid for a property you must have:

1. Your housing application reference number, and
2. The reference number of the property you wish to bid for, and
3. The date of birth of the first person named on your application. If using the Internet the date must be used in the format of DD/MM/YYYY - example 02/01/2004. If bidding by phone you need to enter the date, month & year as prompted - example 02# 01# 2004#

Please note, you can only bid for properties that match your application criteria and the system will only accept one bid from each applicant per property. When you place your bid you will be advised of your priority for that property. However, the system is not 'first come first served' so your position will change as other applicants place their bids. You can check your current position for the property you have bid for on the website or by telephoning **0845 270 0727** and following the instructions.

## What happens next?

Once the advert cycle has closed and all bids have been processed a list of applicants in priority order is produced.

If the property is council owned the top 5 or 10 applicants are invited to view the property. At the viewing the person with the highest priority who is still interested is offered the property. You will normally be told your position if you are invited to view.

If the property is owned by a Housing Association usually the top 3 (or sometimes more) applicants details are forwarded to the Housing Association (this is called a nomination) who will either contact each person in turn or contact all nominees at the same time. You will usually be invited to view the property and will be interviewed to check all your details are correct and that you are suitable for the property.

If you are put forward as the first applicant (known as 'first nominee') you will not be able to bid for any more properties until you have accepted or declined the property, other 'nominees' will be able to bid as normal. You will be invited to view the property by letter or telephone and will normally be given 48 hours to respond to the invitation. If you do not respond to the invitation the next nominee will be contacted or offered the property.

## Will I get the property I bid for?

Several people may bid for each property that is advertised so this process does not mean that you are being offered a property. Sometimes properties will not be offered to someone who has bid, usually if they are needed for a Band A applicant.

The person who is offered the property is someone who:

- Has bid for the property or in Band A
- Is in the band that the property is being offered to
- Has the oldest priority date
- And where the property is suitable for the household's needs
- Has provided proof of their ID and circumstances

## Will I be told if I am not successful?

Only the successful person who is offered the property will be contacted and told this. If you are not offered a property, you will not be contacted.

Details of previous offers of accommodation are displayed on the HomeChoice website.

## Is there a limit to the number of times I can bid?

There is no limit to the number of properties that you can bid for. However we do ask that you only bid for properties that you would be interested in if offered to you.

## Do I have to choose a property within a certain time?

If you are band C or D, you can bid for as many properties as you like for as long as you like.

If you are in Band B, you may be made a direct offer of accommodation if you are not bidding, or where a direct offer makes the best use of accommodation.

## I keep bidding for properties but I have been unsuccessful. What can I do?

Information is available on the Sutton HomeChoice website about the properties that have been let. You can find out:

- How many properties have been let
- The size of the properties
- How many bids were received for each property
- The band and priority date of the person that the property was offered to

From the above information, you can work out your chances of being offered a property that you have bid for.

## Are all vacant properties advertised in this way?

No, not all properties are offered to people through the Choice Based Lettings Scheme. This is because some properties are suitable for people with special needs and these properties must be used for applicants with those needs.

Examples of properties that may not be advertised are:

- Adapted and Accessible properties
- Extra Care Sheltered Schemes that are offered to applicants who are assessed as needing this type of accommodation
- Properties that are used as temporary accommodation for households who are homeless

## How long will it take before I am rehoused?

Unfortunately the demand for accommodation in the borough greatly outweighs the supply and in most cases people have to wait a long time before they are re-housed.

Each year we estimate the number of properties that will become available for letting and will publish information about estimated waiting times on the website. Waiting times vary depending on the size and type of property you are waiting for, the more flexible you are the less time you will have wait.

## I have been told that I can bid for Sheltered Housing. What is this?

Sheltered Housing is accommodation that is offered to older people to provide security but independence. Sheltered Housing is usually offered to people who are over 60 years old, but in some circumstances people younger than this may be considered. This type of accommodation is suitable for single people and couples.

The accommodation provided varies. Everyone has their own private bedroom and some properties have a separate lounge. Also, each flat contains cooking and toilet facilities but some people have a shared bathroom, with bath and/or shower facilities. Some Sheltered Housing Schemes have a Sheltered Housing Officer and they all have access to emergency help via an alarm system located in each property.

Some schemes provide extra care and support for people who need assistance with some day-to-day tasks. An assessment is carried out if people need extra care to see if the schemes that are available are suitable for them.

## Can properties be withdrawn once the property details have been displayed and people have bid for them?

There are some occasions when property details are displayed, but later the property is withdrawn. This can happen when:

- The property details are incorrect
- The existing tenant of the property is no longer able to move
- Major repair works are required to bring the property to a standard where it can be re-let
- The property is needed for a Band A applicant

## How quickly do I have to move if I am successful?

You will need to be ready to move very quickly, sometimes we will ask you to start your new tenancy within a week of viewing the property. If the property is not ready for you to move in you may be given a bit more time.

If you are currently a tenant it is your responsibility to give the appropriate notice (usually 4 weeks) and return the keys for your present property to your landlord. You will be required to pay rent until your current tenancy ends. Please refer to your tenancy agreement for the length of notice you must give. If you are expected to take up the new tenancy before your current one expires, you may qualify for Housing Benefit on both properties; further details are available by contacting the Housing Benefit call centre on **020 8770 5444**.



### I still have more questions, where can I get more help & information

Monthly drop in sessions are available at the Civic Offices to help with enquiries about:

- Your chance of being rehoused
- Other housing schemes that are available
- Assistance with making an application to the housing register
- How to bid for properties

If you have a question about how your application has been assessed you can contact us by phone on **020 8770 4442** or by e-mail to **housingcentre@sutton.gov.uk**

If you will have difficulty in bidding for properties you can elect to use the automatic bidding facility. Where this has been requested, a bid will be automatically made for properties of the right size, type and location.

### What can I do if I do not agree with the assessment of my application?

If you think that the assessment is wrong, you should contact the Housing Information & Assessment Team and ask for the information to be reconsidered.

If you are still dissatisfied with the decision, you may have the right to a review of the decision, please ask for more information about this. If you do not have the right to a review, you may still be able to make a complaint through the Council's complaints procedure. However, you cannot use this procedure to complain about the policy itself.

# Quick Reference Guide

**1**

Get on the Council's housing register

**2**

Receive a Registration letter from us

**3**

Check which band you are in and what your priority date is

**4**

Look on the website to see the properties that are available

**5**

Choose the properties that you are interested in and the ones that are available to people in your band

**6**

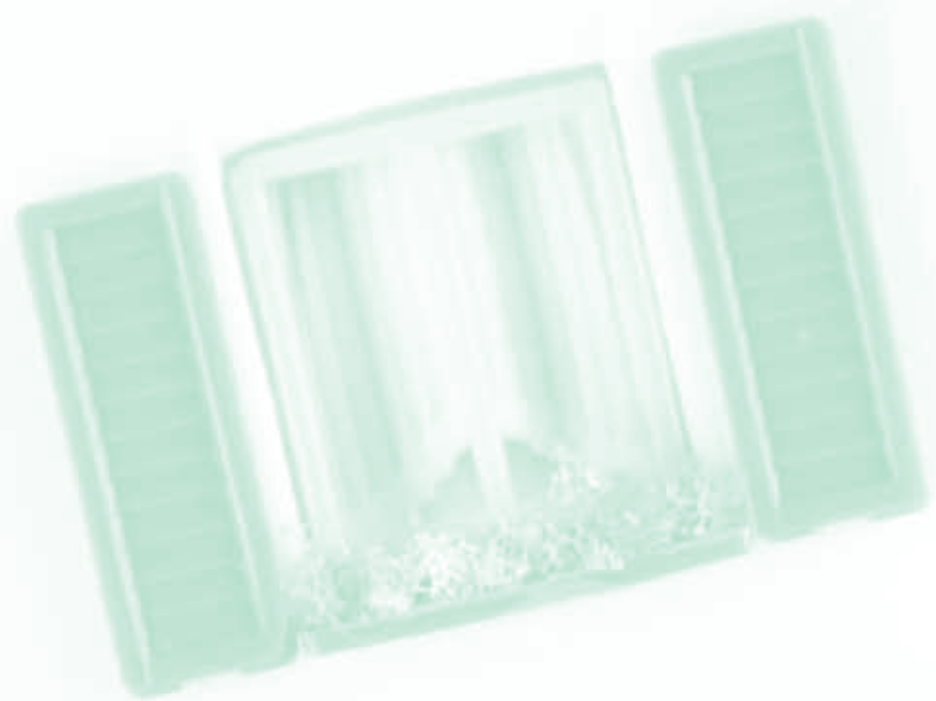
'Bid' for the property

**7a**

If successful, view the property. If accepting the property, move in

**7b**

If unsuccessful, return to point 4 above and continue to bid



**If you would like this document in another language or format please tick the box and fill in your name and address below.**

إذا كنت تريد الحصول على نسخة من هذه الوثيقة بلغة أخرى أو بشكل آخر، فيرجى وضع إشارة في الخانة وتقديم اسمك وعنوانك أدناه.

Arabic

আপনি যদি এই নথিটিকে অন্য ভাষা বা ফরম্যাটে পেতে চান, বক্সে টিক দিন এবং नीচে আপনার নাম ও ঠিকানা পূরণ করুন।

Bengali

倘若你需要本檔以另一種語言或格式提供，請在所需要的語言或格式上打✓ 並在下面填寫你的姓名和住址

Cantonese

اگر این سند را به زبان دیگر یا شکل و فارمت دیگر می خواهید، شکل کنار را نشانی نموده نام و آدرس خویش را در زیر بیان دارید.

Dari

Si vous voulez ce document dans une autre langue ou un autre format, veuillez cocher la case et indiquer vos nom et adresse ci-dessous

French

이 문서를 다른 언어나 양식으로 원하실 경우, 네모 칸에 “✓” 표시를 하고 아래에 이름과 주소를 적어 주십시오.

Korean

Heke vê mijarê bi zimanekî din yan şiklekî din dixwazin, li baska rûbirû da nîşan bikin û nav û nîşana xwe li jêr da binvîsin.

Kurdish Kurmanji

ئەگەر ئەم بابەتەتان بە زمان یان فۆرماتیکی تر دەوێت، لەو باکسەى رووبەر وودا نیشانەى تەک لێدەن و ناو و ناو نیشانتان لەو بەشەى خوارەوە دا بنووسن.

Kurdish Sorani

如果你需要本文件以另一种语言或格式提供，请在所需要的语言或格式上打✓ 并在下面填写你的姓名和住址

Mandarin

که دا سند په کوم بله ژبه او فارمت غواړئ، شکل ته نشاني واچوئ او خپل نوم او پته په لاندي ډول وليکئ.

Pashto

Jeżeli chciałbyś otrzymać ten dokument w innym języku lub formacie zaznacz kwadrat i wpisz swoje nazwisko oraz adres poniżej

Polish

நீங்கள் இந்த ஆவணத்தை வேறொரு மொழியில் அல்லது வடிவில் விரும்பினால் தயவு செய்து பெட்டியில் டிக் செய்து உங்கள் பெயர் மற்றும் முகவரியை கீழே நிரப்பவும்.

Tamil

اگر آپ کو یہ دستاویز کسی دوسری زبان یا شکل میں درکار ہو تو اس باکس پر نشان لگائیں اور ذیل میں اپنا نام اور پتہ درج کریں۔

Urdu

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