

Let's talk about...

# Your Housing Application

Your housing application will be assessed according to your housing need



## About your housing application

Chester & District Housing Trust and Chester City Council have reviewed the way in which the Trust prioritises applicants on the housing waiting list and selects people for nominations to Housing Association vacancies in the District. We have made changes to the allocations policy so that it is

- Easier for applicants to understand
- Fairer to all groups in our community
- Providing more honest, realistic information about the chances of being re-housed and options available
- Providing as much choice as possible

We are also in working partnership with Arena Homes and all their properties in Chester are

advertised through Chester HomeChoice

## How the system works

Your housing application will be assessed according to your housing need. Housing need is calculated through a banding system which takes into account your marital and/or family status and your current housing situation and/or social circumstances. You will be placed in the relevant band dependant on:

- Current living conditions
- Social circumstances
- Other reasons

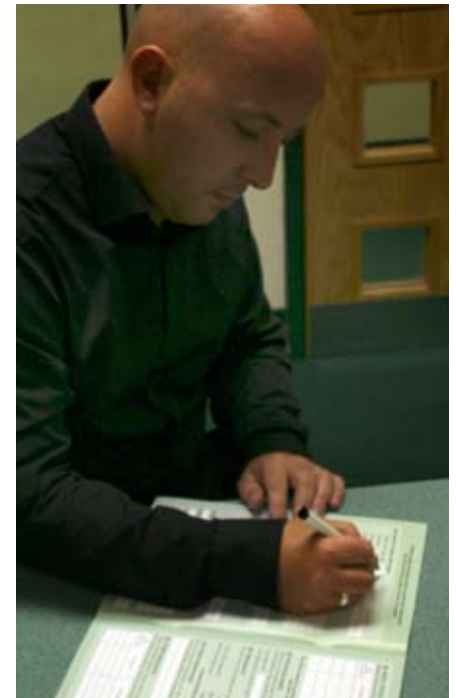
There are five bands, Band A being for the highest priority groups down to Band E for those with the lowest priority. You can find details on how bandings are calculated in the Joint Allocations Policy of Chester City Council, Chester & District Housing Trust and Arena Homes which is available in any of

our Trust offices or on our website. Alternatively, you can contact the Trust's Property Options team who will be happy to give you a detailed explanation.

## What standards of service can I expect?

- We will ensure your housing application form is processed within 10 working days of receipt of a fully completed application. We will then advise you in writing of the outcome
- We will ensure your application for medical priority is assessed within 5 working days and if an award is given you will be advised in writing
- We will make all offers of accommodation by phone wherever possible and confirm the offer in writing within 1 working day
- When you have been provisionally offered a property we will ensure that

- you have 3 working days to decide if you wish to accept
- We will ensure that all our empty properties will be left safe and secure
- We will ensure that all our empty properties are brought up to our published Empty Property Standard
- We will offer an accompanied viewing to you once the property is ready to let, in order to view the property prior to your tenancy starting



- We will keep you informed on a weekly basis, when you have provisionally accepted an offer, on the progress of your property and the repair improvements it is undergoing
- We will arrange within 1 working day of acceptance of offer an appointment to sign your tenancy agreement, once the property is ready to let
- We will provide a welcome pack detailing all the services you will receive from the Housing Trust as well as advice and assistance in the completion of Housing Benefit where applicable to your needs
- We will issue a comprehensive tenants handbook to all our new tenants in a plain English format, or any other language or format of your choice

## Can I apply for a property?

There are some restrictions to who can apply for a property:

- If you are 16 or over you can apply to be placed on the Housing Register, however, if you are 16 or 17 you will need a suitable guarantor
- You will not qualify if you are subject to certain immigration controls
- We will investigate to make sure that people who have caused or are likely to cause anti social behaviour are suitable to be tenants
- If you owe a housing related debt you may be excluded or placed in a non-priority band

## What do I need to do?

Application forms are available on request from all our offices and are now available online. Applications are assessed by us and

priority will be awarded based on the information you provide. (You must provide additional information in support of your application if requested.) We will write to you at your address with the assessment, within 10 days, subject to all information being provided. Please ensure you advise us of any changes to your circumstances to ensure your application remains up-to-date. If you are unhappy with the decision about your application, you have 21 days to appeal. Your appeal will be considered and full details of the appeal process are available on request.

## Chester HomeChoice

Chester HomeChoice is the new way properties are allocated on behalf of Chester & District Housing Trust and Chester City Council. You will be able to express an interest in properties which

are available and match your household needs.

Properties are advertised weekly:

- In all our Trust offices
  - On our websites at [www.chesterhomechoice.co.uk](http://www.chesterhomechoice.co.uk) or [www.cdht.org](http://www.cdht.org)
- The Chester Standard and the Wednesday Chester Evening Leader
- Local libraries and other voluntary groups

Please remember that you must express an interest to us if you see a suitable property and you must have your application reference and the main applicant's date of birth available. You cannot be considered for a property if you are not registered with us.



## What type of accommodation will I be considered for?

Your situation	Type of accommodation
<b>Single person under 60</b>	Bedsit or one-bedroom general needs flat
<b>Couple</b>	One-bedroom general needs flat
<b>Couples who need separate rooms for medical reasons</b>	Two-bedroom general needs flat
<b>Two person household – not a couple</b>	Two-bedroom general needs flat
<b>Household with one child or expectant family</b>	Two-bedroom general needs flat or two-bedroom house
<b>Household with two children under 10</b>	Two-bedroom or three-bedroom house
<b>Household with two children over 10</b>	Three-bedroom house
<b>Household with three children under 10</b>	Three-bedroom house
<b>Household with three children over 10</b>	Three-bedroom or four-bedroom house
<b>Larger family units</b>	Four-bedroom house

Your situation	Type of accommodation
<b>Single person over 60</b>	Designated bedsit or one-bedroom flat or bungalow or two-bedroom designated flat or bungalow (where there are no one-bedroom flats or bungalows in the area)
<b>Couple where one or both is over 60</b>	One-bedroom designated flat or bungalow or two-bedroom designated flat or bungalow
<b>Household with specific requirements on the grounds of physical disability</b>	Bungalow, ground floor flat or already adapted property.



## How to express an interest in available homes

You can look for a home:-

- On our websites [www.chesterhomechoice.co.uk](http://www.chesterhomechoice.co.uk) or [www.cdht.org](http://www.cdht.org)
- In our windows at our offices, see back of this leaflet
- In the Chester Standard Newspaper and the Chester Evening Leader

When you have found a property you are interested in you will need:-

- Your application **reference number**, this will have been provided to you in writing after your application was processed.
- Your date of birth, this should be the main applicant's date of birth.
- The property reference number, this number is

located underneath each of the properties advertised.

You can then express your interest on our websites, by telephone on **Freephone 0808 1007701** or by calling into one of our offices.

The properties advertised all have a criteria and applicants who fulfill that criteria can bid for as many properties as they like. There is a banding for all applicants in order for properties to be allocated on a priority basis:

- **Band A - Applicants in urgent housing need**
- **Band B - Applicants in high housing need**
- **Band C - Applicants in medium housing need**
- **Band D - Applicants in low housing need**
- **Band E - Applicants in non priority need**

Support and guidance is available to vulnerable applicants and support agencies who require assistance in the bidding process for properties on behalf of applicants.

If you want to know more, please contact us.



Chester HomeChoice Property Breakdown 1st April 2007/ 31st March 2008 - To help you read this table please see the notes after the table pages

	No. of Bedsits	Lets	No. of 1 bed Bungalows	Lets	No. of 1 bed Flats	Lets	No. of 1 bed Houses	Lets	No. of 2 bed Bungalows	Lets	No. of 2 bed Flats	Lets	No. of 2 bed Houses	Lets	No. of 2 bed Maisonettes	Lets	No. of 3 bed Bungalows	Lets	No. of 3 bed Flats	Lets	No. of 3 bed Houses	Lets	No. of 3 bed Maisonettes	Lets	No. of 4 bed Houses	Lets	No. of 4 bed Maisonettes	Lets
ASHTON									12	1											6							
BACKFORD																					9							
BARROW													1								3	1						
BARTON																					2							
BEESTON									2												5				1			
BLACON	8	4	80	5	343	40			37	2	481	54	431	16			1				732	32	8		35			
BOUGHTON	43	4	3	1	60	2	1		3		31	1	15		2				1		6		2					
BRUERA																					1							
CAPENHURST																					1							
CITY	1				97	13	5	1	8		17	2	54	4	4						25				2			
CHRISTLETON			12	2	8	3					2										23							
CHURTON									3																			
CLOTTON																					2							
CLUTTON																					1				1			
CODDINGTON																					1							
DODLESTON									8												10							
DUDDON																					1				1			
DUNHAM HILL																					15							
EDGE																					3				2			
ELTON																					6							
FARNDON					12				17	1			8								26				9			
GATESHEATH																					3							
GREAT BARROW			2	1	4								2								7	1						
GREAT BOUGHTON	17	4	12	1	8	1			12				8						1		38	2						
GULDEN SUTTON			4	1																	9				3			
HANDBRIDGE			8						14	3	2		36	1							75	1	1		2			
HAPSFORD																					3							
HARGRAVE																					2							
HOOLE	21		12	1	30	2			12	2	77	4	23	3					1		150	5			6			
HORTON GREEN																					1							
HUNTINGTON													1								14							
HUXLEY																					1				1			

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<b>KELSALL</b>					17	1					5										8				1			
<b>LACHE</b>			20	4	156	18			7		89	8	175	9							345	19	1		17		3	
<b>LARKTON</b>																					1							
<b>LEA BY BACKFORD</b>																					2							
<b>LITTLE STANNEY</b>																					2							
<b>LITTLETON</b>																					6				1			
<b>LOWER KINNERTON</b>																					1							
<b>MALPAS</b>					46	10			25				8								40	1			4			
<b>MICKLE TRAFFORD</b>									10												11							
<b>MOLLINGTON</b>																					2							
<b>NEWTON</b>			28	2	33	1					217	19	28		17						44		13	2	2			
<b>NEWTOWN</b>	2		8	1	151	12					236	14	32	1	7						2		60	3	1			
<b>NOMANSHEATH</b>																					7				1			
<b>OSCROFT</b>																					1							
<b>PLAS NEWTON</b>			22	2	54	8			13		106	9	7								31	2			1	1		
<b>PULFORD</b>			6	1																	5							
<b>SALTNEY</b>					12	3																						
<b>SAUGHALL</b>	22	7	20	4	9				11		17	5	4								55	2			3			
<b>SHOCKLACH</b>																					1							
<b>STOAK</b>			3	1	4	1															13	3						
<b>TARVIN</b>									16	3			12	1							22				2	1		
<b>TATTENHALL</b>			4		30	5			27	2	16	1									32				2			
<b>THORNTON LE MOORS</b>																					8	1						
<b>TILSTON</b>									8	1											10				4			
<b>TIVERTON</b>																					2				1			
<b>UPTON</b>	19		15	2	9	1			2	1	41	6	5						4		106	3			12			
<b>VICARS CROSS</b>			15		4				21				3								18							
<b>WAVERTON</b>					8	1			6				4	1							6							
<b>WIMBOLDS TRAFFORD</b>													2	1														
<b>WOODBANK</b>																					1							

## The List of properties

## Notes

The preceding table shows how many properties we have in each area and how many lets we have had between April 2007 and March 2008 (the last financial year).

It should be noted that the number of properties shown in each area is a combination of general needs and sheltered property.

Looking at the number of properties in each area and comparing that to the number of lets in each area should give you an indication of how long you might wait for a property.

If you want to know more,  
please contact us:

**Online:** 

Web: [www.cdht.org](http://www.cdht.org) or  
[www.chesterhomechoice.co.uk](http://www.chesterhomechoice.co.uk)  
Email: [info@cdht.org](mailto:info@cdht.org)

**By phone:** 

Freephone: 0808 100 7701  
Monday to Thursday  
8.00am - 6.00pm

Friday 8.00am - 5.00pm

Fax: 01244 305690  
Minicom: 01244 305500  
Text: 07800 000 177



**By visiting us at:**

**Registered Office**

Centurion House  
77 Northgate Street  
Chester, CH1 2HQ

Monday to Friday  
9.00am - 4.45pm

**Neighbourhood Office,  
Lache**

89a Cliveden Road  
Lache, CH4 8DT

Mon, Tues, Thurs & Fri  
9.00am - 12.00pm

**Neighbourhood Office,  
Blacon**

17-18 The Parade,  
Blacon, CH1 5HW

Monday to Friday  
1.30pm - 4.30pm

## Resident Involvement

We know it makes sense to involve our residents to help improve housing services. Here at the Trust we take every opportunity to give residents **a say!** Interested?

Find out how your views can make a change to the way we do things by contacting the Resident Involvement Team on Freephone 0808 100 7701.

**Also Available in:**

الترجمة متاحة    可获得翻译版本。    dysponujemy tłumaczeniem dokumentu    備有譯本

অনুবাদ পাওয়া যাবে    अनुवाद उपलब्ध है    ترجمہ مہیا کیا جا سکتا ہے    Cyfieithiad ar gael