

Your Questions Answered

Q. How do I apply?

A. Forms are available from the Association's offices. You can write, e-mail, telephone or call in for a form. It is important that you complete all parts of the form and provide as much information as possible.

Q. Who do I send the form to?

A. You should return the form to the address shown on the back.

Q. When will I know that I've been accepted onto the waiting list?

A. All applications received will be allocated points subject to 'needs' those who have no points will be rejected. All accepted applications will be provisionally pointed, date stamped, categorised and the applicants informed.

Q. I have medical problems, will these be taken into account?

A. Points will be awarded based on completion of the medical self-assessment form. Further medical evidence may also be required

Q. How are tenants selected?

A. When a property becomes available for letting, a shortlist will be drawn up of the applicants with the highest points needing that type of property and requesting that area.

Q. Can I seek transfer from one landlord to the other?

A. Yes, providing you meet the necessary criteria

Q. If I transfer to another landlord, will my tenancy be affected?

A. Yes, you will be treated as a new applicant and will automatically become an **ASSURED TENANT**.

Q. Will I have the Right to Buy?

A. Under present legislation only if you are a **SECURE TENANT**.

Q. There's an empty property and I'd like to be considered for it - what should I do?

A. There is no need to contact the Association. Applicants near the top of the list are automatically considered for any suitable empty properties in the areas of their choice, as explained above.

Q. What if I refuse an offer?

A. You will not be penalised unless you refuse a property without good reason. If you do refuse a property your position on the waiting list may change and you may not be offered the next property. No further offers will be made for twelve months if you refuse a property without good reason.

Q. What if my circumstances change after I have applied?

A. You should notify the Association immediately of any change. Your position on the waiting list might be affected by this change.

Q. Does the Association have an Equal Opportunities policy?

A. **YES**.

Q. What can I do if I am dissatisfied with my points level?

A. Talk to your Estate Management Officer first. If still dissatisfied, you can appeal to the Association; full details from reception.

Where We Operate

Villages Housing have over 2800 properties in management for rent in the following areas:
Knowsley
Stockbridge Village, Huyton, Halewood, Prescot
Oldham
Fitton Hill

To qualify, you must have:

- Been living in your present accommodation for at least one year
- Have a clear rent account
- Have maintained your property to the satisfaction of your Housing Officer - you may be required to carry out some repairs/re-decoration before being included on the list.

To receive priority you must also have reasons for rehousing on one of the following grounds:

- Your medical condition is affected by your present accommodation.
- You are underoccupying the property, for example, you have at least one bedroom not in use.
- You are overcrowded and you require a property with more bedrooms.
- You need to move for employment or other reasons.
- Children living in flat-type accommodation above ground floor.

Please Note

The Estate Management Officer can consider applications for transfer outside these criteria in special circumstances.

To make sure your application is processed, you will need to provide the following information when returning the application form:

- *Proof of residence for all people resident at the address you apply from.
- *Proof of date of birth for yourself, and any family to be housed with you.
- *Proof of pregnancy if applicable.
- *Proof of Earnings/benefit entitlements
- *For m/storey applicants please provide 2 character references (not family members)

All proofs must be ORIGINAL documents, which will be copied and returned.

The Points System

Villages Housing use a points system based on housing need to help us allocate housing.

We award points according to the details given in your application form and on the medical questionnaire.

Applicants will be visited before being offered a tenancy and the level of points awarded will be checked at that time.

Points will be awarded if one or more of the following apply:

Harassment (can range between)	10
Income**	5-70
Age: over 55**	10+
over 65**	5-20
Family Support**	5
Overcrowding	20-60
Shared Facilities	5
Families in Multi-Storey accommodation	15+
Families with children living apart	5
Discretionary	5
Time in Need	10
Underoccupation (transfer only)	5
Medical (subject to separate form)	30
Employment	20
Family Connections	10
Family Breakdown	5-10
Children in upper flats (not multi's per-floor)	10

Dependent upon circumstances and only awarded by Housing Manager or Director

**VCHA only

Who we are

Villages Housing Comprises:

The Villages Housing Association Limited (VHA) a Registered Social Landlord (Reg No L3417), including the Fitton Hill Estate Management Committee (FHEMC) and Villages Community Housing Association Limited (VCHA) a Registered Social Landlord (Reg No LH4231) and a Registered Exempt Charity under the Charitable 1965 Act.

Directors

Chief Executive:

Mr.V.A.Jackson

Director of Housing:

Mr.K.Gratton

Finance Director:

Mr.S. Botcherby

Development Director:

Mr.T.Dooley

Initiatives Director:

Ms.S.Bevan

Corporate Services Director:

Mr.K.Mason

Fitton Hill Area Director:

Ms.B.McConnell

16 The Croft
Stockbridge Village
Knowsley

H O U S I N G
2 Fircroft Road
Fitton Hill
Oldham

Tel: (0151) 480 1313
Tel: (0151) 480 5189

Tel: (0161) 633 4060
Tel: (0161) 628 5920

E-mail: info@villages.org.uk

Applying for Accomodation

Villages
HOUSING
More than just a Landlord



 business for neighbourhoods