



WILLIAMSBURGH
HOUSING ASSOCIATION

Dear Applicant,

Please read this document prior to completing our Housing Application form. With your form, you must include all supporting evidence to allow us to award you with the correct level of priority. Please note, if you are applying due to mobility reasons there is no need at this stage, for your GP to provide us with any information unless you require an additional bedroom to receive care or to accommodate medical equipment.

Should you receive a formal offer of housing, you will be required to begin making payments to your rent account when you attend our office to sign for your tenancy and collect your keys.

If you are entitled to Housing Benefit or Universal Credit (including housing element), you will be required to commence payments of £10 per week, which will be refunded to you if your benefit (as above) is paid from date of entry. If you have no benefit entitlement, your first month's rent will be required in advance.

If you require any assistance with completing this application form please contact a member of our customer services team on 0141 887 8613. Please also refer to the enclosed Summary Allocations Policy and Question and Answers leaflets.

Yours sincerely

WILLIAMSBURGH HOUSING ASSOCIATION LIMITED

Lorna Duffy
Housing Assistant

Applying for housing – what happens next?



Q. How long will I have to wait before I receive an offer?

A. Unfortunately this is hard to predict as our queue positions can change daily. They are based on current circumstances and how often suitable properties of the type, size and area required become available. If you are a current tenant of our Association we will discuss any outstanding balance on your rent account and also inspect the condition of décor of your home before any offer is made.

Q. When should I contact you?

A. You can contact our Customer Services Team at any time to request a prospects interview. It is best, however, to do this after your application has been processed and you have received your award letter. This will provide you with details of the Group and priority that you have been given. It will also tell you if you are required to submit any further evidence. You will then be contacted as soon as you are approaching the top of the queue.

Q. Why do I have to submit evidence?

A. This allows us to verify the circumstances that you have told us about in your application and give you a priority. If you do not provide it, we cannot complete processing your application and your application may be provided.

Q. What should I do if I have a change in my circumstances?

A. You should contact the Customer Services Team immediately to advise them of any changes. You may be required to complete a new housing application form or submit further evidence. These will then be assessed and a new award letter issued.

Q. If I no longer wish to be considered for re-housing with the Association or if I get a house from another landlord what should I do?

A. You should notify the Customer Services Team. This will allow the Association to cancel your application and will avoid any further correspondence being sent to you regarding your application.

Setting up a home

Being offered a tenancy and setting up a home is a big responsibility. Listed below are some very important things that you need to be aware of.

New tenancy rent

When you are offered a tenancy from the Association, your first month's rent will be required in advance. Should your household be entitled to Housing Benefit or Universal Credit (including housing element), however, you will be required to begin making rent payments of £10 per week. This money will be refunded to you if your Housing Benefit (or Universal Credit) is paid from your date of entry.

Moving in to your home

When you move in, it's your responsibility to decorate and furnish your property. All of our properties are unfurnished with no white goods, such as washing machines or cookers and there are also no floor or window coverings provided as standard. It's a good idea to think about how you would obtain these items should you be offered a tenancy.

Within Renfrewshire there are places that provide a range of second-hand furniture, white goods, and other household items at affordable prices.

Supporting you in your home

When you accept the tenancy offered, you will be asked to attend our office to complete the Tenancy Agreement and additional paperwork. When you do, you will be met by a member of our Tenancy Team. Their role is to support you in your home and can be provided by them or an agency that they refer you to. This support can include:

- living in a tenement – respecting neighbours
- advice about pets
- support networks
- energy advice to tackle fuel bills and fuel debt
- information and access to financial services
- advice and advocacy on all aspects of welfare rights
- support with budgeting and financial literacy
- access to recycled furniture and household goods
- access to debt advice and advocacy

Summary Allocations Policy

Renfrewshire Common Housing Allocation Policy has been developed by Renfrewshire Council and four local housing associations: Bridgewater, Linstone, Paisley and Williamsburgh. The policy was introduced in October 2019.

The policy has been developed with a clear focus on meeting housing needs and introduces a common approach to how we allocate homes that are available to let. Applicants still need to register with each partner organisation separately and we will continue to operate and manage our own housing list.

Our housing list is divided into five allocation groupings as shown in the table below:

Allocation Group	Level of Priority			
<u>GP1 Statutory Homeless</u>	Statutory homeless			
<u>GP2 Mobility Group</u> General and transfer applicants	A	B	C	D
<u>GP3 General Applicants Group</u> Not landlord's own tenants	A	B	C	D
<u>GP4 Transfer Applicants Group</u> With housing needs	A	B	C	-
<u>GP5 Transfer Applicants Group</u> No housing need	Based on date of application			

A is a critical need, B is an urgent need, C moderate need and D is no assessed need. If you have more than one housing need you will have a plus (+) priority.

The policy will prioritise circumstances such as:

- ◇ Domestic abuse
- ◇ Property below the tolerable standard
- ◇ Leaving an institution
- ◇ Harassment
- ◇ Insecure Tenure
- ◇ Overcrowding
- ◇ Under occupying
- ◇ Relationship breakdown
- ◇ Support needs required to live in the community
- ◇ Health and Social Care need
- ◇ Taking up or staying in employment
- ◇ Receiving or providing support

Transfer Applicants Groups

Under the new policy, applicants who are current tenants of the landlord they are applying to, will be placed in either the Transfer Applicants Group (with housing need); or if assessed as having no housing needs, placed in the Transfer Applicants Group (no housing need). Transfer applicants who require an adapted or accessible property will be placed in the Mobility Group. Applicants in this group will be queued for our amenity or wheelchair adapted properties only.

Assessing what size of home you need

We will work out the number of bedrooms that you require based on who will be living with you. Although we want to give you as much choice as possible, we need to balance this with making best use of properties that become available. Below is an example of the size of property we will queue your family for:

Household size	Eligible house size
Single person	1 apartment or 1 bedroom
Couple	1 bedroom
Couple or single parent with 1 child	2 bedrooms
Couple or single parent with 2 children	2 or 3 bedrooms*
Couple or single parent with 3 children	3 bedrooms*
Couple or single parent with 4 children	3 or 4 bedrooms*
Couple or single parent with 5 or 6 children	4 or 5 bedrooms*

* depending on the age and sex of the children

- Where couple is stated, it refers to different and same sex partners.
- Required accommodation size will change when the elder of same sex children sharing a bedroom reaches their 16th birthday and when the elder of different sex children sharing a bedroom reaches their 10th birthday.
- At 16 years of age any child remaining in the family home will be considered for a single bedroom.
- Other adult family members, e.g. grandparent will be considered for a single bedroom.
- Where applicants or other members of the household are pregnant, we will include their unborn child/children when calculating the eligible house size (from 3 months before the due date).

I am overcrowded, how will you assess my application?

We will continue to assess your housing need and size requirements in the same way. This means that you will receive a 'C' priority if you have one bedroom fewer than you need, a 'B' if you have two bedrooms fewer than you need and an 'A' if you have three or more bedrooms fewer than you need.

I have more bedrooms than I need, will you consider this to be a housing need?

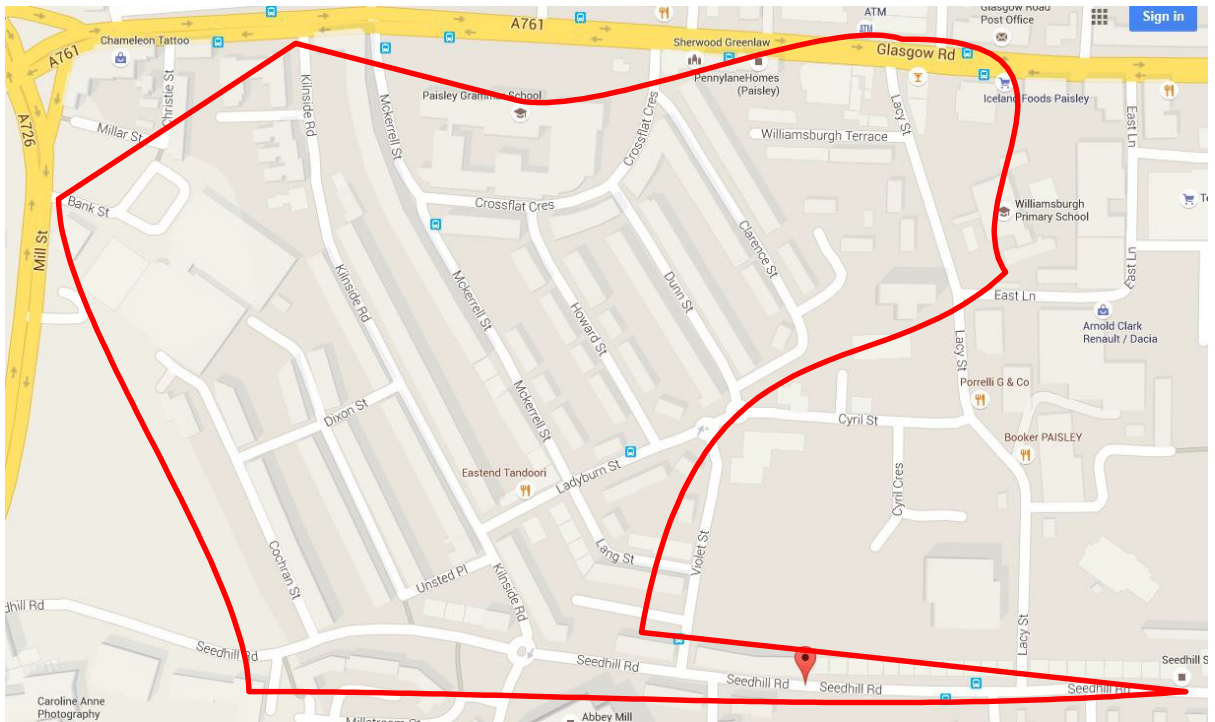
Our new policy will give priority to all social rented tenants (Council and housing association tenants) who under-occupy their homes. We will award a 'C' priority for those who have one bedroom more than they need and a 'B' for applicants with two or more bedrooms more required. These priorities will only be applied where applicants are looking to move to a smaller property.

Maps of our where we have houses by area

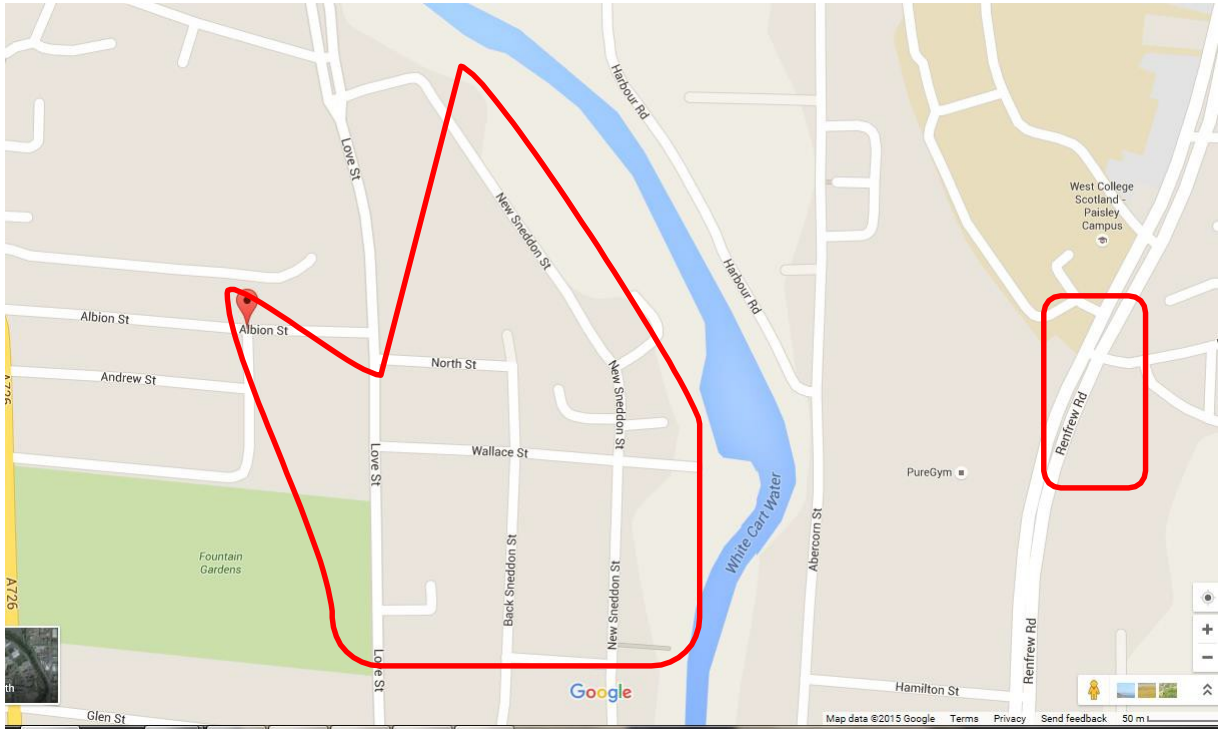
Blackhall



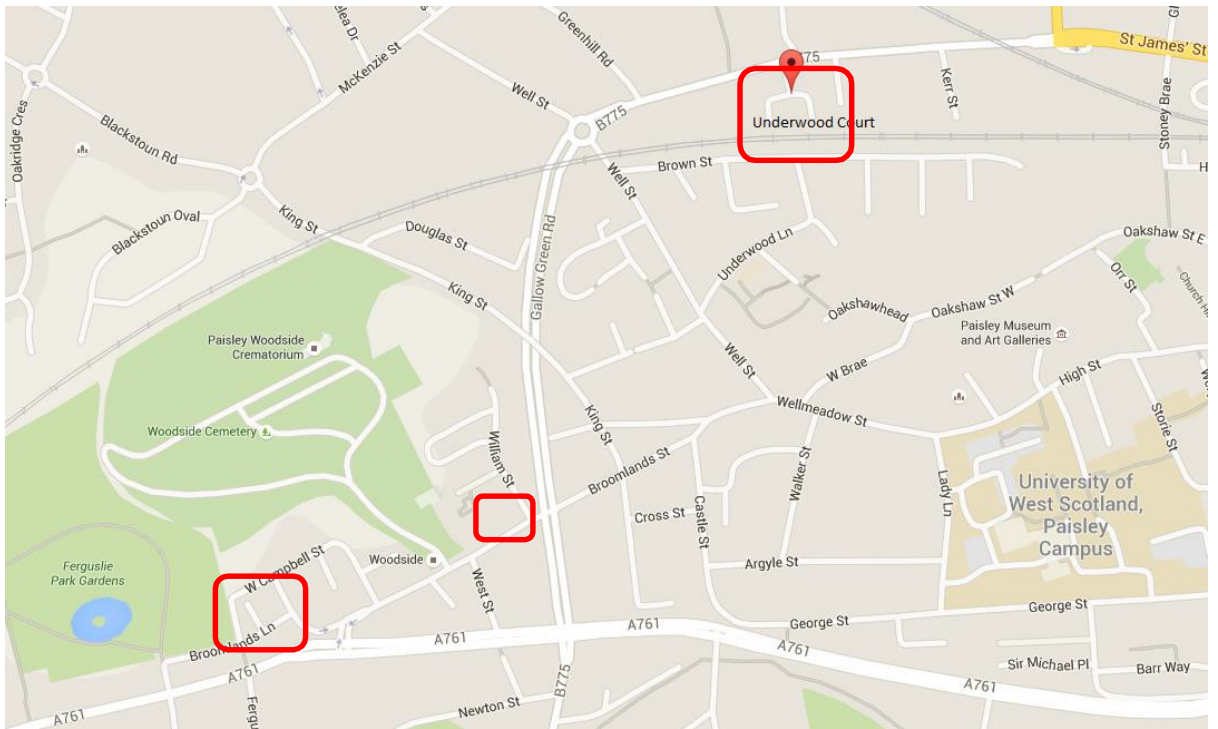
Paisley East



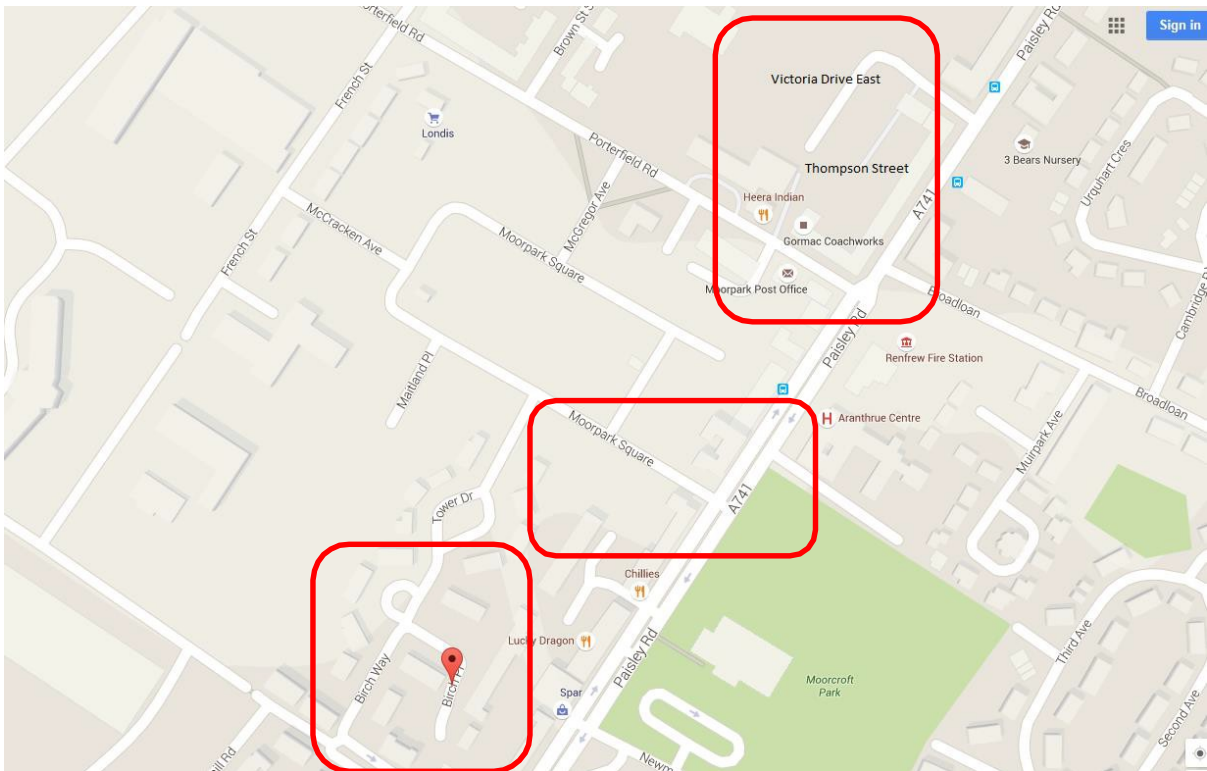
Paisley North



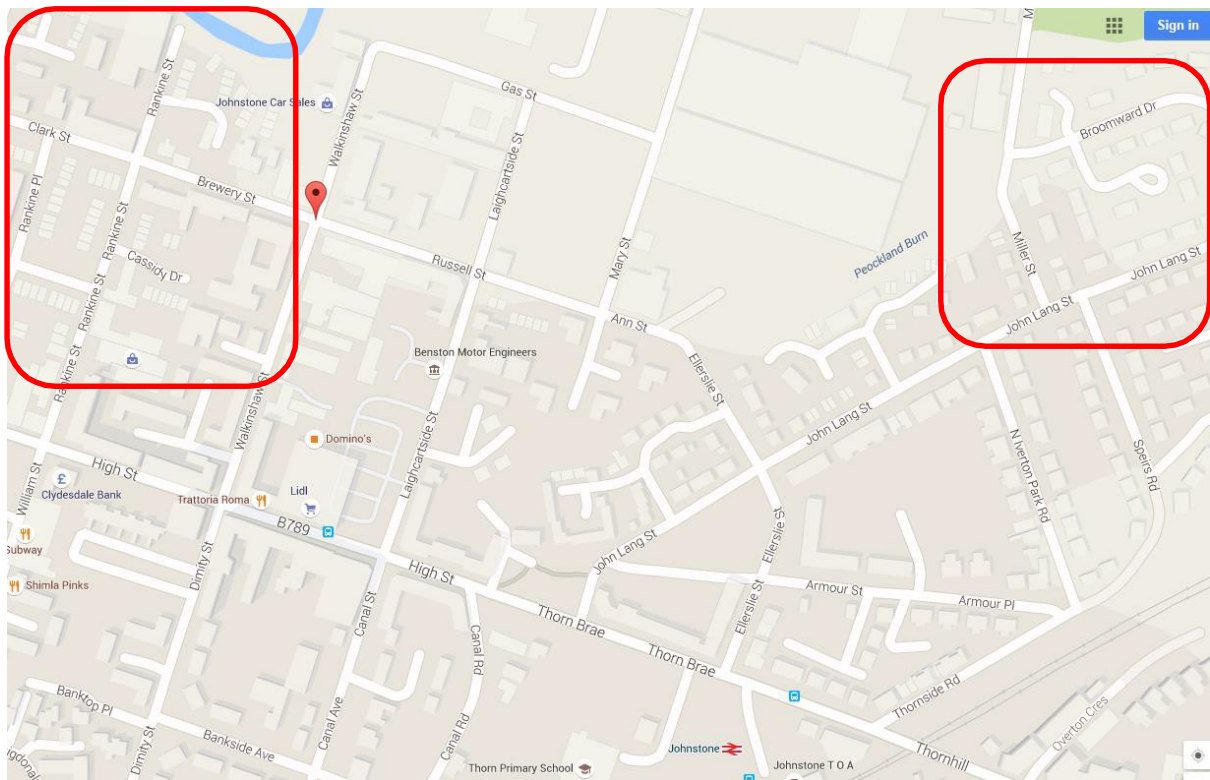
Paisley West



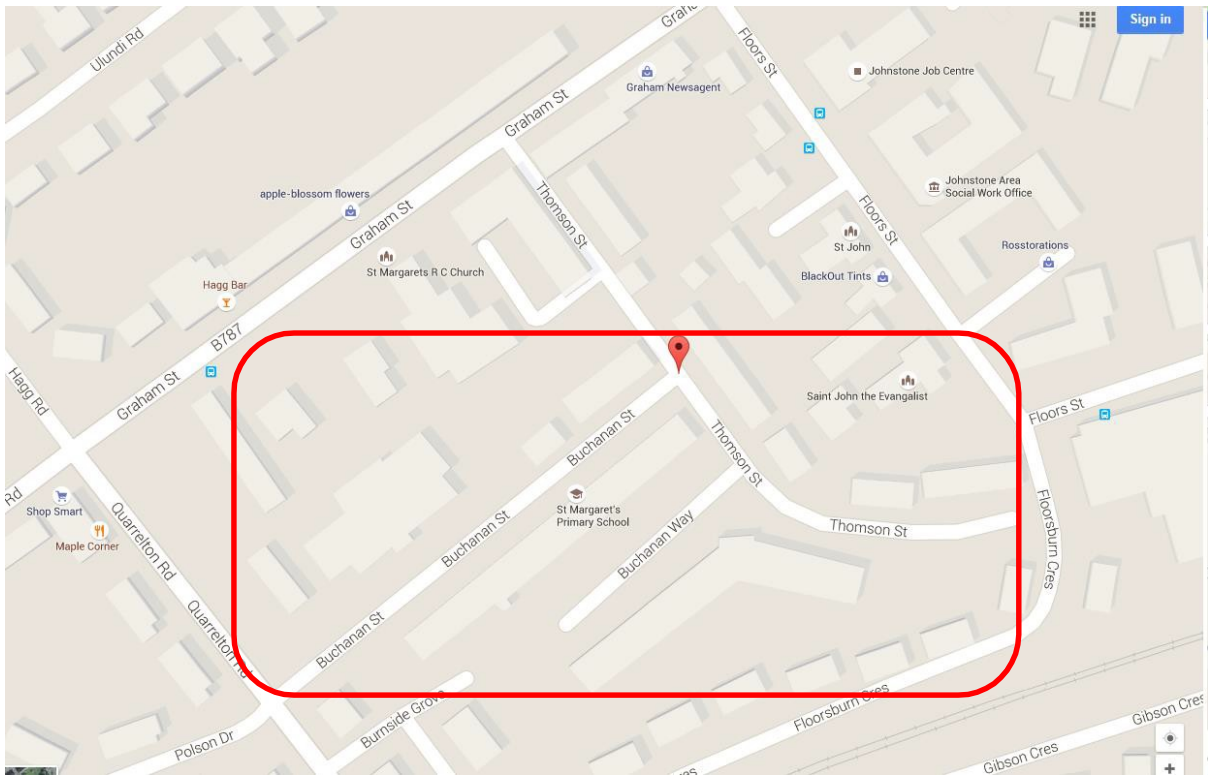
Renfrew



Johnstone North



Johnstone South



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