

This is normally due to the size, locality and suitability of the properties we have there. Information on our schemes will include details of where there is an age restriction.

Other housing options

We are committed to helping our existing residents find the home most suited to their needs and this can be done in one of the following ways:

a) Mutual Exchanges

Mutual Exchanges are a way for you to swap your home and tenancy conditions with another Housing Association or Council tenant. Exchanges can be a quicker way for you to move than a transfer.

If you wish to have your name registered for a Mutual Exchange and advertise your property, then please contact a Customer Service Advisor.

b) Housing Employment and Mobility Service

This is a national scheme, which can help you to move to different parts of the country by putting you in touch with other Housing Associations or Councils outside your area, who may be willing to help.

There are qualifying criteria for you to be able to register onto this scheme, for example you may need to move because of your job or to be closer to your family for support.

Please contact a Customer Service Advisor for further information.

Considering the needs of the community

In some areas we will use a Local Lettings policy, outside our normal points allocation system, in order to assist in achieving balanced and sustainable communities.

We will advise you if such a policy is in place on a particular scheme.

What can you do if you are not happy with a decision made about your application to us?

If you are not happy with any decisions that are made about your application, then please contact a Customer Service Advisor who will explain how your form has been assessed.

Should you wish to complain further then please contact a Customer Service Advisor and ask for a copy of our Complaints Policy. This will explain what additional action you can take in order for us to resolve the complaint you have.

Equality and diversity

We are committed to promoting Equal Opportunities in the provision of housing services and in the employment of staff and contractors, regardless of race, colour, nationality, ethnic and national origin, religious belief, age, gender, marital status or sexual orientation.



A guide to our allocation policy

You can contact us by phone, in person at one of our offices, through our website, by fax, email or by writing to us.

If you are deaf or hard of hearing and wish to contact us via Type Talk, please dial 18001 followed by 01332 346477

Our central office is based in Derby

Derwent Living
No. 1 Centro Place, Pride Park, Derby DE24 8RF.

Tel No. 01332 346477
Fax No. 01332 295025

info@derwentliving.com
www.derwentliving.com

Copies of this leaflet are available in large print and can also be made available in the form of audio tapes. Please contact a Customer Service Advisor or visit our website.

If English is not your first language and you find it easier to communicate in your own, just let us know.



Our office hours are: Monday to Thursday 9am - 5pm and Friday 9am - 4.30pm



A guide to our allocation policy





Introduction

This leaflet provides you with an introduction on how we allocate accommodation to both new and existing residents.

Derwent Living aims to provide good quality homes to rent for those in the greatest need of housing and to promote sustainable communities.

We operate a points based Allocation Policy for all applicants who apply directly to us for housing and for existing Derwent tenants who wish to transfer to one of our other properties. This means that priority is given to applicants who are in the greatest need of housing.

How we allocate points

When we allocate points we take into account the following factors:

- ▶ Your present housing circumstances.
- ▶ The condition of the property you are living in, access to household amenities and if these are shared.
- ▶ Whether you are overcrowded or if the property is too big for your needs.
- ▶ Whether the property you are living in affects your health either physically or mentally.
- ▶ Whether your current home is unsuitable due to a medical condition you may have.

Full details of the points system are provided in our Allocation Policy. Please contact a Customer Service Advisor if you require a copy of this.

Who can apply for housing?

To apply for housing you should be at least 18 years of age.

In some circumstances we will house 16 and 17 year olds, please contact a Customer Service Advisor for more information.

- ▶ Supported Housing

To be eligible for supported housing, this is where homes benefit from the help of a Resident Manager and/or emergency call system; the main applicant must be at least 60 years of age or over 40 with a disability.

How can I apply for housing?

You can get an application pack from us by either calling into our offices or by requesting a form over the telephone, in writing, by fax, email or a form can be downloaded from our website.

When you receive an application form there will be an accompanying guide to explain how to complete this, along with information on where our properties are and an indication of the demand for these.

How we allocate our empty properties

When allocating properties we will consider applications from:

- ▶ Direct (Waiting List) applicants.
- ▶ Council Nominations.
- ▶ Housing and Employment Mobility applicants.
- ▶ Referrals from other agencies.
- ▶ Transfers within our existing housing.

a) Working with Councils

We work in partnership with Councils where we have properties to help them meet the housing need in their area. This is done through a "Nomination Agreement" which means that a number of our vacant properties are offered directly to people on the Councils waiting list.

We would advise you to make an application to your local Council for

accommodation at the same time you apply to us.

We will tell you when we have a nomination agreement in place with a Council and provide their contact details.

Nominated applicants are always assessed according to the same criteria as those applicants who apply directly to us for housing.

b) Common Housing Register

In some areas we operate a Common Housing Register with the local Council. This is where Housing Associations agree to allocate properties through one central Housing Register, which is normally managed by the Council.

If you are applying for accommodation in an area where there is a Common Housing Register you will only need to complete one application form.

We will tell you when there is a Common Housing Register in place and who to contact to apply for housing.

c) Transfers

If you are a Derwent resident and have been living in your current home for six months or longer, you may be eligible for a transfer to another property within our stock. If you are accepted you will be awarded points according to the details specified within our Transfer Policy.

Please contact your Housing Officer on our main office number for further information.

Who will we not accept applications from?

We will not accept you onto our waiting list if:

- ▶ You owe money to your present or previous landlord. (We will only consider an application where the debt has been cleared or there is evidence of a repayment schedule with the landlord).
- ▶ You have been involved in anti-social behaviour or have had legal action taken against you because of this.
- ▶ You have caused serious damage to a previous property.
- ▶ You have given false information on your application or withheld relevant information.
- ▶ You are subject to Immigration Control within the meaning of the Immigration Act 1999.
- ▶ You are excluded from entitlement to Housing Benefit as detailed in Section 115 of the Immigration and Asylum Act 1999.

Information to support your application

When you complete your application form, we may need some supporting documents from you, depending on the information you have put in your form.

For example, when you have applied for housing due to your present medical circumstances you may have to submit a supporting letter from your Doctor.

Please read the information guide that accompanies the application form to see whether you need to send in additional documents.

Delays in sending documents to us can mean that we are not able to make offers of accommodation to you.

Do you have any pets?

Please note that we have a strict policy of not allowing tenants to keep cats or dogs in flats, with the exception of registered guide dogs and hearing dogs for the deaf. We will allow tenants in houses to keep either one cat or dog after obtaining written consent.

The type and size of property offered

In order to make the best use of our housing we will normally only offer you a property, which is the right size for your needs and the number of people who will be living with you.

If you have children under ten years of age and want to be considered for a flat we will normally only offer you a ground or first floor flat.

On certain schemes, we have an age restriction on who can apply.