



# Information on how we allocate our homes



INVESTOR IN PEOPLE

# Welcome to Axiom Housing Association

We understand that searching for a home can take time and be worrying. That's why we have written this booklet to explain how we offer our homes.

Our policy for offering tenancies is based on need for housing. We will make sure we can explain how we have reached our decision.

## How we decide who to offer properties to

As there is a shortage of affordable housing in most areas, we want to make sure that we offer empty properties to people who need them most.

We use a points system to decide which people on the housing list need a new home first.

## Points

We do not actually have enough empty properties to offer a home to everyone who applies to us. You will have to gain enough points to reach the set minimum for a particular area or type of property.

We will not register your application if you do not have enough points. However, you can apply again if your circumstances change.

## Who can apply for housing?

- | Anyone over 18 can apply to go on our housing list. In certain circumstances we accept people from the age of 16 if they are not part of another household.
- | You can apply on your own, or with a relative or partner. You do not have to be married to apply for a home with another person.
- | To apply to have your name included on the housing list, you need to fill in the application form enclosed with this leaflet and send it to us at the address shown.
- | We will assess your application when we receive it.
- | If we accept your application we will include your name on the list we look at when we want to find a new tenant for an empty home.
- | We aim to provide affordable rented homes for people who cannot get a home in the private sector. But even if you have enough points to allow you to be included on the housing list, we may not offer you a home if you could get a mortgage and buy a property.

Because the number of empty properties and the number of people waiting for a particular type of property is always changing, the minimum level of points may also change. For example, we may build enough one-bedroomed flats in a certain area to be able to offer a home to everyone who was waiting for a property with one bedroom, so the minimum level of points for a one-bedroomed flat will be lowered. Please see below for details of the points system.

### **The points scheme**

Once you are on the housing list we will give you points depending on your housing need. You must tell us if your circumstances change, so that we can change your points.

When a property becomes available, we will offer it to the person with the most points for that type of property (for example, flat, house and so on)) in that area.

We will only offer the property to someone else first in very unusual circumstances.

We understand that there will occasionally be exceptional circumstances where you will urgently need a new home, but your needs are not covered by the points system. In these rare cases, we may decide to give you more points so you can meet the minimum level of points for a certain type of property. The Housing Manager must recommend that we give these extra points and the Housing Director or the Chief Executive must approve them.

### **Size of properties**

We will offer you the correct size property for your household as shown in the box on page 3. An adult is defined as being 18 or older. One adult or a couple with two children of the same sex will be considered for both two- and three-bedroomed properties when at least one of the children reaches the age of 10.

We may offer you a larger property in the following circumstances, but the Housing Manager must agree to this.

- Your family has special needs for medical reasons.
- There is nobody on the housing list who needs this size of property.
- Your transfer would make larger accommodation available for someone who needs it.
- There are other special reasons.

# Size of properties

Type of property	Type of household
Bedsit	Single people
1-bedroomed property	Single people Couples
2-bedroomed property	One adult with one child Couple with one child One adult with two children of the same sex, both under 10 Couple with two children of the same sex, both under 10 Two adults who are not living as a couple
3-bedroomed property	One adult with two children Couple with two children One adult with three children Couple with three children One adult with four children
4-bedroomed property	Larger families than those listed above

**If there are any special reasons why you think you should be considered for a larger property, you should say so on your application form.**

## Type of property and area

The type of property that is empty (for example, flat, house, sheltered housing, ground-floor flat and so on) may affect our decision about who to offer it to. For example, we will only offer sheltered housing to people who are over 60, and a ground-floor flat to someone who finds it difficult to climb stairs.

You can choose where you would like to live by naming:

- an estate or development; or
- a town or village

Think carefully before you tell us you will only live in certain places. You may have to wait a long time for a property to become available in that area. If you want to move quickly, your best chance is to give alternatives.

**We will only offer sheltered housing to people who are 60 or over.**

## Transferring tenants

- The housing list will include our tenants who want to transfer to a different property. We will assess their need for housing using the same points system. So tenants who are overcrowded or have special needs have a greater chance of being transferred than those who just want to move to a different part of the district.
- To register for a transfer, you must not be behind with your rent, and if you have made any alterations to your home without permission, you must put your home back to its original condition. **We will not make an offer if you are behind with your rent or owe us for chargeable repairs.**

Our policy for offering tenancies must meet the ongoing needs of our tenants as well as the wider housing need of other people in the area. We particularly aim to help you in the following circumstances:

- Your home is overcrowded.
- You have other special needs.
- You are being harassed in your home.
- Your home is bigger than you need.

To register for a transfer you should fill in the application form and send it to us.

## Exchanging tenancies

We have a mutual exchange system where you can exchange tenancies with another housing association or council tenant. However, **you will need our written permission first.** If you want to register for the mutual exchange system, please ask us for a form. Once you have filled in the form you should return it to the Housing Officer. If you want more information please ask us.

### Appeals procedure

1. You have the right to appeal against any offer of accommodation we make.
2. If you think the property we offer you does not meet your needs, and we are not keeping to our promise to offer you the right kind of property, you can appeal. Please ask us if you want an appeal form.
3. If you want to appeal, you must do so within 48 hours of turning down the property we offer you.
4. If your appeal is successful, we will offer you another suitable property. You may have to wait for another property to become available.
5. We aim to give you the result of your appeal within five working days.

### Our promise

**If we offer you a home, you need to act quickly. We will usually only offer you one home. We promise the following.**

- **The property will be a suitable size for your needs (see page 3).**
- **The property will be in the area you have chosen.**
- **The property will be in a satisfactory state of repair. We will tell you about any minor repairs we will be carrying out after you move in.**
- **You will have the chance to visit the property.**

## Moving in

Once you accept our offer of a new home, we will sit down with you and explain all the conditions of being an Axiom tenant. We answer any questions you have and help you sort out what you need to do when you move into your new home.

### The points system

We will give points in the following circumstances.

#### 1. Your home is overcrowded or you have to share facilities

For each extra bedroom you need, we will give you 30 points.  
If you have to share a living room, we will give you 5 points.  
If you have to share a kitchen, we will give you 5 points.  
If you have to share a bathroom, we will give you 5 points.

#### 2. You do not have a permanent home

We will give you 70 points.

#### 3. You cannot live with the rest of your household

If your household (including children) cannot live together because there is not enough space in your home, or because of another valid reason, we will give you 40 points.

#### 4. You need to move because your home is in poor condition

If you do not have a hot water supply, we will give you 20 points.  
If you do not have a toilet inside your home, we will give you 30 points.  
If your home needs major repairs, we will give you 30 points.  
We may give you an extra 10 to 40 points if we think it is necessary after we have visited your home.

#### 5. You need to move for medical reasons

If you cannot manage in your own home because of a medical condition, we will give you 50 points.

If you cannot manage in your home because of a medical condition, and the condition is getting worse, we will give you 100 points.

6. Your home is too big or too small for your household

If you rent your home from us and it is too big for your household's needs, we will give you 150 points.

If your home is too big for your household's needs and you do not rent from us, we will give you 50 points.

If you rent your home from us and it is too small for your household's needs, we will give you 50 points.

If your home is too small for your household's needs and you do not rent it from us, we will give you 10 points.

7. You have to move for social reasons

If we need you to move out of your home, we will give you 200 points.

If you have to move because you have been a victim of harassment or domestic violence, we will give you 100 points.

If you have to move because of a dispute with your neighbours and there is a serious threat of violence, we will give you 100 points.

If you have to move to this area because you need support, we will give you 50 points.

If you have to move to this area because of your job, we will give you 40 points.

If you have separated from your partner but you are still living in the same home, we will give you 50 points.

If you need to live independently we will give you 50 points.

If you have separated from your partner but have access to your children, and they cannot stay in your present accommodation, we will give you 30 points.

8. You have to move for other reasons

If you cannot afford to stay in your home, we will give you 50 points.

If you will be losing the home that came with your job, we will give you 50 points.

If you have to leave your home under a possession order or because your landlord has given you notice to leave, we will give you 70 points.

If you have temporary accommodation or have been asked to leave, we will give you 60 points.

9. If you are already our tenant and need a transfer to more suitable accommodation we will give you 30 points.

If you need any more information, or help in filling in the application forms, please contact us.



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