

# Applying for housing with us

frequently asked questions



## How can I apply for housing?

You can apply to us for housing by going to our website:- Looking for a Home - and completing our online application form. If you need help to do this contact our office. Our staff can assist you in various ways including carrying out a telephone application with you, using a digital platform (eg WhatsApp) or completing the form with you at our office.

If you are a current Thenue Housing tenant, there are certain criteria which apply before you would be considered for a transfer. More information on this can be found in our leaflet which you can download from our website.

## How is my application assessed?

We ask questions on our Application Form which allows us to carry out an assessment of your circumstances. This assessment looks at things like the number of bedrooms you have, whether you have any medical conditions relating to your current housing or whether you are under any threat of being made homeless.

Based on the information you have provided, your application will be placed in one of our Priority Groups – Urgent; Homeless; High; Medium or Standard and we will e-mail you to confirm all your details.

## Is there a restriction on the type of property or the area I can choose?

You will be entitled to a specific number of bedrooms based on the size and ages of the people who will be moving with you. You can choose as many property types and as many areas as you wish although some property types, eg retirement or wheelchair users properties are designated for people with a particular need.

## How long does it take to assess my application?

We aim to complete our assessment and write to you within 15 days of receiving your completed application.

## I have a medical condition. How is this assessed?

In the Application Form we ask you to complete a Medical Self Assessment if your condition is affected by your current housing. When we assess this, we look at the information you have provided us with and how a move would help the medical condition. If we are unsure about any of the information, we do ask that you consent to us seeking further information from a specialist dealing with you or from an independent doctor.

If you would like more information on how we assess medical conditions, you can download, from our website, our leaflet "Allocation of Housing - Medical Priority Explained".

## How long will it be before I get an offer?

Due to being unable to forecast when properties will become available, we are unable to state how long you will wait before we are able to consider you for rehousing. What we can do is provide

you with information about where you are placed within your Priority Group for a particular size of property and a particular area.

## What if I move or my circumstances change?

If you move home, you have to submit a new Application Form and we will cancel your previous application with us. We will then assess your circumstances based on your new address.

If other circumstances change, you should contact us to advise us what the change is. We will then review your application and confirm how this change affects your application.

## Where can I get more information?

You can contact the Housing Support Team, or if you are a current Thenue tenant, your Area Services Officer at our office

## If you are a Thenue Housing Tenant - we have a self service

**APP for your phone or tablet and a Web Portal** on our website which means you can access many of our services from the comfort of your home or whilst you are out and about. Via our App or Web Portal, you can:

- report a repair
- check your rent balance
- report a neighbour or estate complaint
- change your contact details.

Its's available from Google Play Store or Apple App Store or you can scan the QR code below. If you need help to download it, contact staff at our office.



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