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A Summary of

The Council's Housing Allocation Policy



WHERE ARE THE HOUSING ASSOCIATION HOMES IN SOUTH LAKELAND?

This list is accurate October 2007

	2 Bedroom Bungalows	1 Bedroom Flats	2 Bedroom Flats	2 Bedroom Houses	3 Bedroom Houses	Other
Ambleside		10	33	18	17	18
Arnside		12	2	4	2	33
Backbarrow	2		4			
Bowness		4	3	3		24
Broughton				3	7	
Cartmel	1	4	2	4	6	2
Chapel Stile			6	2	5	
Coniston	1		1		2	
Crosthwaite			6			
Dent			4	4	3	
Flookburgh	4				3	
Grange-over-Sands				3	9	
Grasmere			4		1	
Greenodd				2	6	
Haverthwaite			6			
Hawkshead			2	2	4	
Kendal	23	99	74	40	91	15
Kirkby Lonsdale		2	2	2	6	
Sedbergh				2	4	
Staveley	1					2
Troutbeck Bridge				5		
Ulverston		18	16	5	27	1
Windermere	2	25	10	17	25	9
Witherslack					4	

WHAT SORT OF PROPERTY WILL I BE OFFERED?

It is our aim to make the best use of the Council housing stock available. For this reason, you will normally be offered accommodation that is of a size that you immediately need. You would only normally be given larger accommodation if there are no other suitable applicants. The following list is a guide to the minimum and maximum size property you might be offered.

Household	Minimum Offer	Maximum Offer
Single person (not elderly)	Bedsit	2 bedroom flat/maisonette
Couple (not elderly)	1 bedroom flat	2 bedroom flat/maisonette
Single person (elderly)	Bedsit	2 bedroom bungalow
Couple (elderly)	1 bedroom flat	2 bedroom bungalow
Family with one child	2 bedroom flat	2 bedroom house
Family with 2 children	2 bedroom house	3 bedroom house
Family with 3 or more children	3 bedroom house	4 bedroom house

If you have special reasons for needing larger accommodation the Council will do its best to provide this, but cannot guarantee to do so. This might apply, for example, if you have children who visit regularly, but do not live with you permanently, or if you need assistance from a carer.

On the application form you are asked where you will consider rehousing. You will only normally be offered accommodation in the areas you have specified. If you have said you are interested in any suitable Housing Association properties you will be considered for any such vacancies which arise.

- households at risk through inability to cope in present housing

This list is not comprehensive, and other relevant factors will be taken into account.

All of the above are intended to reflect the “Housing Needs” of the applicant. If you have points for any of these reasons, you may then get points for waiting time and local connection. These are awarded as follows:

Waiting Time

For each whole year you have been registered on the waiting list, on the anniversary of your date of application you will be given **5**

Local Connection

For each year of residence any household member has had in South Lakeland (member with longest residence only) (to a maximum of 5) **1**

The award of points for waiting time will mean that lower priority cases will eventually be rehoused, but that more urgent cases will be offered accommodation more quickly.

Special Medical or Welfare Need

There is a special procedure for receiving applications from people with special medical or welfare needs (the Special Needs Referral System). For example young people leaving local authority care, people with a mental health or learning disability, or people being discharged from hospital or residential care. Applications approved through this procedure are given special priority. For further details, please ask at your local housing office.

HOW LONG WILL I HAVE TO WAIT?

Unfortunately, this is the most difficult question to answer. It depends on a number of things that are difficult to predict or control:

- the area(s) in which you wish to be rehoused
- the type of property you need
- the rate of vacancies in suitable properties
- the number of people needing similar properties
- the circumstances of these other people

However, you will be given an estimate of the possible waiting time for your preferred areas of choice when you register.

Some Council property is not in high demand and you would not have to wait long to be offered this type of accommodation. This particularly applies to some sheltered housing for the elderly. Other accommodation is very popular and applicants have to wait for a long period before being offered this. If you would like more detailed advice on which areas or types of accommodation are more popular, please ask at your local housing office.

WHAT HAPPENS IF I REFUSE AN OFFER OF ACCOMMODATION?

If you refuse one offer of accommodation there is no penalty, and you will be made another offer as soon as your priority allows. If you refuse a second offer, however, your application will be deferred for 12 months. You will not be taken off the waiting list, but you will not be made any further offers of accommodation during this period unless there are no other applicants. This applies to offers of Housing Association tenancies through Council nominations in the same way as it does to offers of Council tenancies.

WHAT HAPPENS IF I AM HOMELESS?

If you are homeless or about to be made homeless, then we will assess your application under the terms of part VII of the Housing Act (1996) and Homelessness Act (2002). The Council may have an obligation to provide you with advice and assistance or temporary accommodation. A more detailed leaflet is available on request.

WHAT IF I NEED SPECIAL ACCOMMODATION?

The Council and local Housing Associations have a number of types of accommodation to cater for special needs. These include:

- Sheltered accommodation with a scheme manager
- Flats and bungalows with 'Careline'
- Other accommodation especially suitable for older people
- Adapted and 'Mobility' flats and bungalows
- Supported Housing with support staff

If you need special accommodation, your application will be assessed in the same way as everybody else's. However, when there is a vacancy in accommodation of this type, we will only allocate it to somebody who needs it. If an applicant has a higher points total, but does not need the special facilities, they will not be considered for the tenancy ahead of someone who needs the accommodation. Only applicants appropriate for the particular type of accommodation will be considered.

We decide who is eligible for special accommodation as follows:

Sheltered Housing

This consists of groups of flats or bungalows with a Scheme Manager whose office is based on site. There are communal facilities, and an emergency call system is provided so that assistance can be summoned if necessary. The Scheme Manager is there to keep an eye on

Temporary or Insecure Housing

If you have a licence or shorthold tenancy of less than two years **5**

If your housing is tied to your job and you wish or need to move **5**

If you must leave within two months **10**

If you are unintentionally homeless and in priority need (as defined by homeless legislation)

- with children living with you **30**

- without children **25**

If you are homeless and have lived in temporary accommodation arranged by the Council for six months. **10**

If you are living in 'short-term' supported housing **10**

Medical Need

If you have a medical problem which is made worse by your existing housing and would be improved by moving you may apply for medical points. To do this you must fill in a special form. You do not need to supply a doctor's letter. This will be assessed by the Council's medical adviser who will award the appropriate points. **0-15**

Special Circumstances

These points are awarded at the discretion of the Housing Officer to reflect housing needs not dealt with by other parts of the points system. This may be for reasons such as: **0-15**

- young children living in upstairs flats
- financial hardship due to excessively high rents
- elderly households living in areas with poor access to amenities (shops, doctors etc)
- elderly households living in large, difficult to manage properties

Points are given for the following reasons:-

Sharing Accommodation: Points

If you are sharing kitchen facilities with another household to whom you are not related **5**

If you are sharing bathroom facilities with another household to whom you are not related **5**

If you are sharing kitchen and/or bathroom facilities with another household to whom you are related **5**

If you are not sharing kitchen or bathroom facilities, but need to enter a shared part of the building to get from part of your accommodation to another **5**

Overcrowding

For each bedroom you need but do not have **5**

A separate bedroom is required for each of the following: an adult over 18; a couple; two children under 18 of same sex (unless the age difference is more than ten years); two children under 10 of either sex or three children all under 7. A bedsitting room is considered adequate for a single adult living alone but a couple require a separate living room and bedroom. If a child's parents are separated and he or she spends time with both parents, points for overcrowding can only be given for the child's main place of residence.

Unfit Housing/Disrepair

If you feel that your accommodation is in a poor state of repair this will be assessed by an Environmental Health Officer **0-15**

the welfare of the tenants and to respond to any emergencies. Schemes are covered by Mobile Scheme Managers when the full-time Scheme Manager is off duty.

We normally restrict Sheltered Accommodation to people over 60 years of age, although people over 55 who have medical grounds can be considered in exceptional cases.

For more details you can get a leaflet 'Sheltered Housing in South Lakeland' from any Housing Office.

'Careline Accommodation'

'Careline' is an emergency call system to a Control Centre, who can summon assistance in the case of an emergency. This is provided in a number of flats and bungalows throughout the District, for elderly and disabled people.

Other Accommodation for Older People

There are a number of locations across South Lakeland which although not sheltered or Careline have normally been allocated to older people. If it is possible, we will continue to let properties like this to older people. We would, however, let such properties to younger people if there are no suitable older applicants.

Adapted and 'Mobility' flats and bungalows

Some properties have had adaptations for disabled people, or have been purpose built with disabled people in mind. These can vary from being suitable for people with restricted mobility to being suitable for a permanent wheelchair user. These properties are allocated to applicants who need the particular facilities present in any given vacancy.



Supported Housing

There are some Housing Association properties in Kendal and Ulverston where support staff are on site for a set number of hours each week. These are provided for people who have difficulty living independently, for example if they have mental health problems. Again, these are only allocated to people who have support needs.

HOW WILL MY APPLICATION BE DEALT WITH?

To apply to be registered on the Council's waiting list you must fill in an application form. From the information you have given us, we will decide whether or not you qualify to be put on the list.

We will then inform you in writing whether or not your application has been registered. If we amend your application in any way, or if we take your name off the list for any reason we will also write to you.

If you feel there are exceptional circumstances in your case please write and tell us.

We will tell you how many points you when you have been registered and when we amend your application due to a change in your circumstances. We can also give you an estimate of how long you may have to wait to be rehoused in your preferred areas of choice.

When we are in a position to offer you a tenancy we will write to you, giving details of the accommodation type, size and rent.

If you are not happy with the way your application has been handled, please contact the Area Housing Manager in the first instance. If you are still not satisfied, the Council operates a formal complaints procedure. A separate leaflet is available which explains this.

CAN I MAKE A JOINT APPLICATION WITH SOMEONE ELSE?

You can apply for housing jointly with another person. This might be your husband or wife, partner, other relative or even a friend. When we offer you a tenancy this will be a joint tenancy if you are married. With any other sort of relationship we would also offer a joint tenancy unless you have children. If you have children, we will offer you a tenancy in the name of the person who has parental responsibility for the children. This is usually the mother. The father does not automatically have parental responsibility unless the mother and father are married. The main aim that the Council has when offering accommodation to families with children is to protect the rights of the children to a home.

HOW ARE HOMES ALLOCATED?

The Council allocates tenancies according to a 'points' system. Applicants are awarded points depending on their current housing situation. These points are designed to reflect the person's housing need. When a flat or house becomes available, the application with the highest points total for that type of property will be offered the tenancy. If two applications share the same points total, the one with the earliest date of application takes priority. There are two exceptions to this, however. The first is when the vacancy is in some form of special accommodation. Priority will then be given to people who need this special accommodation. More details of this are given on page 16.

The second exception applies to certain properties built with local occupancy as a condition of planning consent. These must be allocated to a person with a specified local connection, the nature of which varies from place to place.

There are other groups of applicants who will only be offered a tenancy if there are no other suitable applicants. These groups are:

- Applicants whose current accommodation is adequate for their needs
- Applicants who can afford to buy a suitable property. This category would not include people who need specialist housing (for example sheltered accommodation) and there is nothing suitable for sale in the area of their choice
- Applicants who live outside South Lakeland unless:
 - they previously lived in South Lakeland and are currently living in armed forces accommodation, prison, hospital, rehabilitation centre or similar
 - they need to live in South Lakeland to give or receive support to or from a close relative and a minimum of ten medical points have been awarded
 - they are working in or have a confirmed offer of a full or part time (minimum 20 hours per week) permanent job in South Lakeland
 - they have previously lived in South Lakeland for most of their lives and left the district less than five years ago

YOUR QUESTIONS

Q. Can I apply to Housing Associations directly?

A. Yes, you can approach Housing Associations yourself. Although most Housing Association tenancies are allocated to people nominated by the Council, they do have their own waiting lists as well. If you apply to a Housing Association, this will not affect your application to the Council in any way.

Q. What do I do if my circumstances change?

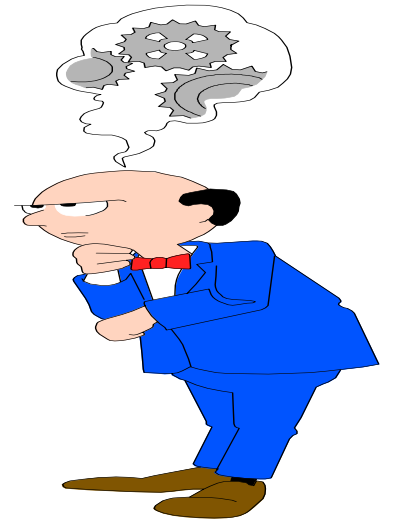
A. If your circumstances change, for example if you move, or if your family details alter, please tell us as soon as you can. You may be asked to fill in a new application form. Your application will be reassessed to take into account your new situation.

Q. Will my application stay on the waiting list until I am rehoused?

A. No. You will need to renew your application every 12 months. We will write to you to ask whether or not you still wish to be rehoused. If you do not reply, we will take your name off the register.

Q. Why do you ask about my ethnic origin etc?

A. The information you give us in this section helps us to meet our policy of delivering an equality service to all. You are not obliged to provide us with this information but if you do, it will enable us to deliver services tailored to meet your needs. This information will be kept confidential.



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Q. Can I ask for details about my application and my position on the waiting list?

A. Yes. If you ask us to, we will tell you how many points you have, and how these points are made up. We can also try to give you a rough idea of the number of points you need to be rehoused in the areas you have chosen, and on the level of demand from other people. This will obviously change from time to time. However, we do ask you not to make repeated and frequent calls to the office if your circumstances have not changed, as this will not affect your priority and prevents staff from dealing with more urgent work.

Q. What happens if I deliberately make my circumstances worse?

A. If we believe that you have manipulated your situation to take advantage of the points system, we will not give you the additional points that you would otherwise have gained.

Q. Can I take my pets with me when I move?

A. There are certain types of property, for example flats with communal staircases, where pets are not allowed. If you want further advice on this, it is best to ask before you choose which areas you wish to move to, so that you can make sure you are not asking for areas where you cannot take your pets.



Q. What can I do if I am not happy about the way in which my application has been handled?

A. If you are not happy with the way your application has been dealt with, please tell us as soon as possible. You can do this by writing to the Area Housing Manager.

ABOUT THIS BOOKLET

A large number of people apply to the Council for housing. For most types of accommodation, more people apply than there are properties available. The Council's aim is to provide housing for those in greatest need. The housing allocation policy helps us to decide whose needs should be met first. This policy applies both to the allocation of Council tenancies, and when the Council makes nominations to Housing Association tenancies.

This booklet describes how the policy works, and how we decide who to rehouse. It is a summary of the full document which is available on request. If you do not understand anything in this booklet, please feel free to contact your nearest housing office. The addresses are at the back of this booklet. The staff there will be pleased to explain anything you are not sure about.

WHO CAN GO ON THE LIST?

Anyone over the age of 16 can join the Housing Register (waiting list), except certain people coming into this country from abroad. By law, we are not allowed to register such people on the waiting list. If you need further details on this subject, please contact your nearest housing office. However, although anyone may apply for housing, some groups of people will not normally be offered a tenancy. They are:

- Applicants who have shown unacceptable behaviour serious enough to make them unsuitable to be a tenant of the Council
- Applicants who owe a Council or registered social landlord (housing association) a debt from a former tenancy
- Applicants under 18 years old, unless the tenancy can be guaranteed and the applicant agrees to floating support being provided

HOUSING OFFICES

South Lakes Housing
Little Aynam House
Little Aynam
Kendal
Cumbria LA9 7AH
Tel: 0845 057 0080

Office Hours: Mon - Fri, 8.00 am - 6.00 pm

South Lakes Housing
Town Hall
Queen Street
Ulverston
Cumbria LA12 7AR
Tel: (01229) 584424

Office Hours: Mon - Fri, 8.00 am - 6.00 pm

WHERE DOES SOUTH LAKELAND DISTRICT COUNCIL HAVE HOUSES?

This list gives details of the properties that South Lakeland District Council owns in the towns and villages in its area. It is accurate at October 2007

	1 Bedroom Bungalows	2 Bedroom Bungalows	1 Bedroom Flats	2 Bedroom Flats	2 Bedroom Houses	3 Bedroom Houses	4 Bedroom Houses	Bedsits	Other
Allithwaite						6			
Ambleside		24	21	14	18	56	1		2
Arnside		4			4	13			
Backbarrow		5			2	1			
Barbon						1			
Beetham						9			
Bouth		1							
Bowness			2	28				9	8
Broughton Beck						4			
Broughton-in-Furness		6				4			
Burneside				32	1	30	1	24	
Burton						11	4		
Cark-in-Cartmel					1				
Cartmel	4	11				6			
Casterton						5			
Chapel Stile		4				2			
Coniston	4	21				13			
Crook						2			
Crooklands						1			
Crosscrake						5			
Crosthwaite						3			
Dent						1			
Elterwater					5	3			1
Endmoor		1				13			1
Farleton						1			
Finsthwaite		4							
Flookburgh		3				8			
Gleaston						1			
Grange-over-Sands	10	3	54	29	4	17			8
Grasmere		7	6	3	1	5			
Grayrigg						3			
Great Urswick	8	8			15	4			
Haverthwaite		4			1	8	1		
Hawkshead		14				5			
Hincaster						1			
Holme					3	14	1		
Ings						1			
Kendal	7	32	264	75	217	388	21	33	57
Kirkby-in-Furness	2	17			2	3			
Kirkby Lonsdale		15	29	17	3	10			
Leece						1			
Levens				8		7	2		
Lindale		2			1	4			
Little Urswick						2			
Lupton						5			
Mealbank						1			
Meathop						3			
Milnthorpe		1		71	10	73	2		2
Natland						2			
New Hutton						1			
Newbiggin						2			
Old Hutton						3			
Oxenholme						2			
Penny Bridge						2			
Satterthwaite		3							
Sedbergh	18	2	4	66	7	30			1
Sedgwick						2			
Spark Bridge					4	3			
Stainton					1				
Staveley			7	9	2	27			
Storth						5			
Swarthmoor	9	13			23	7			
Ulverston	81	21	81	42	127	182	11	3	13
Windermere	33	28	53	67	11	106	8	15	
Witherslack						3			