

# Guidance Notes

## Register of Housing Need



### What is Coastline Housing's Housing Register?

Coastline Housing own approximately 3,500 homes within the Kerrier area. We have our own housing register, which is available for most people aged 18 and over to join.

Coastline Housing works closely with Kerrier District Council who has a percentage of nomination rights over our properties. This assists Kerrier District Council in meeting their duty to homeless people, which is a requirement of the Housing Act 1996 Part 6 (as amended by the Homelessness Act 2002).

### Applicants who may not be considered for re-housing

- If you hold or have held a tenancy with another Registered Social Landlord/ Local Authority and are subject to a valid Notice of Seeking Possession or court order and have broken conditions of tenancy within the last two years.
- If the tenant has been found guilty of causing or likely to cause a nuisance or annoyance to a person residing, visiting or otherwise engaged in lawful activity in the locality.

You are not normally able to join the register if:

- you are subject to immigration control within the meaning of the Immigration and Asylum Act 1996, or
- you are not habitually resident in the United Kingdom, the Channel Islands, the Isle of Man or the Republic of Ireland
- you are a citizen of the European Economic Area and have been asked to leave this country by the British Government.

### How do I apply to join the Register?

You must complete an application form which is available from our office in Camborne or by contacting 08452 700720 or e mailing [customerservices@coastlinehousing.co.uk](mailto:customerservices@coastlinehousing.co.uk). It is important to complete all sections of the form. If the form is not fully completed, we will need to return it to you and it will take longer for your application to be dealt with. If you own property, please enclose a professional valuation of the property, for example from an estate agent.

### How are applications prioritised?

We use a points scheme to reflect housing need. Points are awarded for circumstances such as overcrowding, lack of facilities, poor condition or property etc.

We have a high number of people applying to join the register and we have to make sure we give priority to those in highest need of social housing. As a result, we will not normally give any points if your financial circumstances mean you could afford accommodation in the private sector. For people needing warden controlled accommodation, no points are usually awarded if total assets, including any property owned, are above £100,000. The limit is £25,000 for other applicants.

## Are points awarded on health grounds?

Points may be awarded if your current home is unsuitable because of a health problem or a disability suffered by you or some who lives with you. A separate Panel called the Suitability of Accommodation Panel meets every six weeks or so to consider applications. You will need to complete an additional form which will be sent to you by one of our customer services team once we have received a completed form. Please do not send Doctors letters unless we request information from you.

## Can I choose where to be rehoused?

You can specify as many or as few areas within the district as you like, however, your chances of being re-housed are greater if you are able to give us a wide range of areas. We have included a map of the Kerrier District with these guidance notes for reference.

## What size property will I be considered for?

The size of property you need depends upon the size and makeup of your household. Some details are given below: Please note that we may not be able to take into account a child which lives with you on a part-time basis only. We can normally only include children who have their main residence with you.

Size of Household	Size of Accommodation				
	Bedsit	1 Bedroom	2 Bedroom	3 Bedroom	4 Bedroom
Single Person	✓	✓			
Couple		✓			
Couple or lone parent with one child			✓		
Couple or lone parent with two children of the same sex			✓		
Couple or lone parent with two children of different sex				✓	
Couple or lone parent with three or more children				✓	✓

## When will I receive an offer of accommodation?

The demand for housing is far greater than the supply of vacant properties in the area. This means we are only able to re-house a relatively small number of people who apply to join the register. We must give priority to applicants in the highest need, which includes:

- people whose homes are in a very poor condition
- people whose homes are badly overcrowded
- people who need to move for medical or welfare reasons.

If you have received a Notice to Quit, a Notice of Seeking Possession or Court Order to leave your property or a Closing Order or Demolition Order, we would advise you to seek advice from Kerrier District Council's Housing Advice Section—tel (01209) 614240 or (01209) 614180 or (01209) 614000.

## What if my circumstances change?

You must inform Coastline Housing if there is any change in your circumstances that may affect your application. For example, we need to know if:

- you change address
- a person leaves or joins your household
- you or a person who lives with you has a baby
- your financial circumstances change

Failure to report a relevant change of circumstances may affect your chances of re-housing.

## How long is my application valid for?

We ask you to complete a new application form each year to confirm that you still want your name to remain on the register. A form is issued about 12 months after your initial application, and each year after that. The form should be completed and returned within 28 days or we will assume that you no longer wish to be considered for re-housing and your name will be removed from the register.

## What if I disagree with Coastline Housing's decision?

You can ask us to review a decision we have made about

- your ability to join the register
- the number of points you have been awarded
- removing your name from the register

If you think the decision is wrong you must write to the Head of Housing Services within 21 days of receiving the decision letter. An answer will be provided within 10 working days. Should applicants remain unhappy following an appeal, it will be necessary to follow Coastline Housing's formal complaints procedure.

## Do you, or someone you know, need information in a different format?

Large  
Print

abc

In  
Braille



On  
Tape



Face to  
Face



**Cantonese**

本文件可以應要求，製作成中文(繁體字)版本。

**Thai**

เอกสารนี้มีให้เป็นภาษาไทยตามความต้องการ

**Filipino**

Ang dokumentong ito ay may interpretasyon sa wikang Tagalong kung kailangan ninyo.

**French**

Ce document est disponible en français sur simple demande.

**Lithuanian**

Pagal pageidavimą šį dokumentą galite gauti lietuvių kalba.

**Polish**

Dokument ten jest na życzenie udostępniany w języku polskim.

**Portuguese**

Este documento encontra-se disponível em Português, a pedido.

**Russian**

По отдельному запросу настоящий документ предоставляется также на русском языке.

**Spanish**

Este documento puede solicitarse en español.

**Turkish**

Isterseniz bu belgenin Türkçe'sini size gonderebiliriz.

**Vietnamese**

Tài liệu này có sẵn bằng tiếng Việt khi được yêu cầu.

**Other**

If someone you know needs information in another language, please state which language they require here: \_\_\_\_\_

Name \_\_\_\_\_

Address \_\_\_\_\_