

General information

We have produced these notes to help you fill in the combined housing register application form.

Before you fill in this application form, please read all of the following guidance notes. You should keep these notes to hand while you fill in the application form in case you need to refer to them.

Before you return the filled-in application form to us, please make sure you have answered all the questions. Please read the declaration at the end of the form carefully and make sure you sign it.

If any of the questions do not apply to you, you must clearly write 'does not apply' on the form. If you do not answer all the questions we will return it to you. This will delay your application.

Do not send any original documents (such as a passport, birth certificate or medical information). Please only send us copies.

Please fill in an income assessment form (you will find this in the application pack) and return it to us with your application form. With this form you will need to provide copies of your and your partner's wage slips for the last three months and proof of all the benefits you receive.

If, at any point, you need to speak to us, please call us on 01293 438608.

You can also contact us by e-mail. Our e-mail address is property.store@crawley.gov.uk.

We can provide this document in other formats if you ask. Please contact us if you would like a translation of this document in one of the languages below or a copy in large print, on a computer disk, or if you would like a copy in Braille or on audio tape.

Please contact the Housing Needs and Property Store Team at Crawley Borough Council on 01293 438608 or e-mail property.store@crawley.gov.uk

हाऊजिंग نیड्स आन्ड प्रपर्टी स्टोर (Housing Needs and Property Store)
आवासीय समाधान निचे अग्रसर हंगरा

अनुबोध करा हले एई दलिल अन्याया फर्मातेतु पांगरा याय। यदि आपनि अनुवाद किंवा बड हंगरे कपि पेतते चान किंवा कम्प्युटर डिस्क पेतते चान, अथवा ब्रेल वा अडिओ टेपे कपि पेतते चान आमादेर योगायोग करन।

01293 438608 नम्बरे क्रले बरो काउन्सिल (Crawley Borough Council)-एर
निड्स आन्ड प्रपर्टी स्टोर टिम (Housing Needs and Property Store Team) -
एर सके योगायोग करन वा property.store@crawley.gov.uk -ए ईमेल करन।

Housing Needs and Property Store (Necessidades de Alojamento
e Loja Habitação
Seguir em Frente com Soluções de Habitação

Este documento está disponível em outros formatos, a pedido.
Agradecemos que nos contactasse se desejar uma tradução ou
cópias numa impressão maior, ou em disquete, ou se desejar,
cópias em braille ou em cassette.

Queira contactar a Equipa de Housing Needs and Property Store
na Junta de Freguesia de Crawley pelo nº 01293 438608 ou email
property.store@crawley.gov.uk

आवासन वडरीयातो अने मिलकत स्टोर
आवासनना ठेकेली साथे आगल वर्धे छे

आ दस्तावेज विनंती कर्तुंशी जीए झर्मटोमां उपलब्ध छे. तो तमने भाषांतर प्रैठअे के मोठी
प्रिन्टमां नकलो अथवा डिस्क पर, अथवा तमने नकलो प्रैठल के ऑडियो टेप पर
प्रैठत होय तो आमासे संपर्क करवा विनंती

डोवली बरो काउन्सिल स्थित आवासन वडरीयातो अने मिलकत स्टोर टुकडीना
01293 438608 पर अथवा ई-मेल property.store@crawley.gov.uk पर
संपर्क करवा विनंती.

(Housing Needs and Property Store) बाउसिंग निड्स आन्ड प्रपर्टी स्टोर
रिआशी मसाल के हल के लीए बूहेते दम

ये दस्तावेज दिगर् शकल में भी दखोस्त करके हावल किया जासकता है- अग्रेप अस का त्रजेम या बूरे
चेहाये में अस की नकलें, या कम्प्युटर डिस्क पर हावल करना चाहें, या अग्रेप अस की नकल ब्रिल या ऑडियो टेप पर
चाहें तो हम से हावले करीय-

बरा कर्म बाउसिंग निड्स आन्ड प्रपर्टी स्टोर टिम से काले बरो काउन्सिल (Crawley Borough Council) में
01293 438608 पर हावले करीय या property.store@crawley.gov.uk पर ई-मेल करीय-

Section one - Your details

Question 1 You will need to provide a passport-size photograph of you and one for your partner (if you are applying with someone else). **We cannot accept any application without a photograph attached to this section.**

Question 2 Please fill in all sections making sure you write your full name and date of birth. If you do not have a fixed address, you can still send us your application as long as you give us an address where we can contact you.

You can find your National Insurance number on your payslip, National Insurance registration card, and letters from social security offices (benefit offices) or HM Revenue and customs.

Please tell us if you or your partner or someone else in your household are currently our tenant.

You will need to provide a copy of a birth certificate or copy of a passport as proof of identity for all the people you include on your application form. We will not process any application form without this even if you have provided a photograph of yourself or your partner.

If you tell us that either you or the person you are applying with are separated or divorced you will need to provide documents with your form to confirm this. We will only accept a copy of a decree absolute or nisi to confirm that you are separated or divorced or a signed statement from you confirming you are separated and the name of the person you are separated from.

If necessary, you should provide copies of court papers relating to arrangements such as overnight arrangements for any dependent children.

Question 3 Our policies make sure that we treat everybody equally no matter what their race, colour, ethnic or national background, disability or sexuality. To make sure we meet our policies please answer this question. If you want to give us more information or be more specific about your race, background and so on, you can do this in the space provided in question 30.

However, if you do not want to answer this question, you do not have to.

Question 4 Please tell us if your first language is English. If your first language is not English then please indicate to us what it is. We ask this question in case we need to use an interpreter to make contact with you or translate specific documents into different languages.

Section two - Your health

Questions 5 Please tell us if you or anyone in your household has a medical condition affected by your current housing situation. We may need to take this into account when we assess your application.

If you answer yes to this question, you will need to fill in the self assessment medical questionnaire we have provided with your application pack. If this is missing from your application pack, you can fill in this questionnaire on our website (www.crawley.gov.uk/propertystore).

Question 6 We work with other agencies to make sure that if you or a member of your household has a special housing need, we can meet this need when we provide your accommodation.

Please tell us if you or anyone in your household need to live in accommodation with tenancy related support. You can find out more about tenancy related support by contacting us.

If you answer yes to this question, you will need to fill in the application for housing support form we have provided with your application pack. If this is missing from your application pack, you can download this form from our website (www.crawley.gov.uk/propertystore) or call 01293 438608 and we will arrange to send you a form.

In some cases, particularly where you may need support to maintain your tenancy, we may offer you accommodation through a supported-housing provider.

When you fill in this form, you should make sure you are clear about how your housing situation is affecting your current medical circumstances. If there is more than one person on your application with a medical problem, each person will need to fill in their own self assessment medical questionnaire. Please ask us for more forms if this is the case.

Question 7 Please tell us if you need a property which has been specially adapted to meet your medical needs. If you tick yes to this question you must tell us what sort of adaptations you will need. If the adaptations you need are not listed, please tell us about them in the space provided.

If you have any supporting evidence from your GP, social worker or occupational therapist confirming why you need a specially adapted property, please send us a copy of this with your application.

If you or a member of your household are registered disabled we may ask you to provide proof of this.

You are responsible for getting any supporting medical information we ask for. We will not pay the cost for having a professional write a medical report on your behalf.

Section three - Your current circumstances

Question 8 Please tell us if you or anyone in your household is expecting a baby. If you answer yes to this question please tell us the date the baby is due and provide a copy of the documents you have from your GP, midwife or hospital to confirm this date.

Question 9 Please tell us how many bedrooms there are in the property you currently live in. Please also tell us who lives in the property and whether or not they are to be included on your application to be rehoused. You should include your details first (as shown in the table) and tell us which room you currently sleep in.

You will need to tell us which bedroom everyone in your household sleeps in, whether it is a single or double room (see below), their details and their relationship to you (for example, if they are your partner or child).

We class a single bedroom as being less than 90 square feet. We class any room above this measurement as a double bedroom.

Question 10 Please answer this question and tell us if your current home does not have a kitchen or bathroom for only you and your household to use. If you answer no to this question, please tell us why there are no facilities for only you and your household to use and who you currently share facilities with.

Question 11 Please tell us if your current home is in major disrepair or structurally unstable. A property that is in disrepair is usually a home where the landlord or owner has not maintained the condition of the property and as a result you are not able to use your home to live in.

If you have answered yes to this question you will need to provide proof of this. This can be a structural report from a surveyor or a report from the environment and health section from the local authority where you live.

Question 12 Please tell us if you currently have no fixed address. This means that if you are homeless or stay at various properties. We call this 'sofa surfing'.

If you have answered yes to this question, you will need to provide a signed declaration or letter to us listing the different addresses you stay at and who owns those properties (the landlord).

You may want to get more advice on your options for housing from our housing options team. You can contact the team Monday to Friday from 10am to 12pm on 01293 438931 or 01293 438779.

Questions 13 Please tell us how much your current rent or mortgage is each week. This is the amount that you pay to your landlord, bank or building society. Please also tell us your and your partner's incomes is each week. The figure you give us should be the amount you receive after tax and National Insurance are taken off.

If you are only receiving benefits you should tell us how much your benefits are each week. You must also tell us how much Housing Benefit you receive towards your rent each week. If you do not receive Housing Benefit you should write 'does not apply' in the space provided.

Question 14 Please tell us if you are experiencing or suffering from violence or harassment at your present address. You should only answer yes to this question if this is ongoing and it is relevant to where you currently live. If you have moved away from the place where this has happened in the past, then you are not currently experiencing or escaping violence or harassment.

If you have answered yes to this question, you will need to provide a copy of your crime reference numbers and reports from the local police station or a statement from your housing manager confirming your current situation with the violence or harassment you are experiencing.

Question 15 Please tell us the date you moved into your present address. Please tell us the name and address of your current landlord. If you are renting a property through a letting agent or private landlord you must provide a copy of your tenancy agreement. If you are currently a council or housing association tenant you **do not** need to provide a copy of your tenancy agreement.

Section four - Your general details

Question 16 Please tell us if you have come to live in the United Kingdom from abroad in the last two years. If you have answered yes to this question, please tell us the date you first arrived and from which country. If you have arrived from another country, this will usually be stamped in your passport by the Home Office Immigration Department. You will need to provide proof of your immigration status and the immigration status of other people in your household by providing a copy of the documents from the Home Office or your passport.

If you are a British citizen and have lived abroad for a period before returning to the United Kingdom you may not be eligible for offers of accommodation from us.

You will need to provide birth certificates or passports for everyone included in your application who needs rehousing.

Question 17 Please tell us where you have lived in the past five years. You will need to include every property you have lived at and tell us who the landlord was and their address and the reason you left. Your reason for leaving could be that your circumstances changed, you have had to move because of your job, you were asked to leave, or you were served with a notice to quit (you were forced to leave).

You will also need to provide the same information for your partner if you are applying with someone else.

Question 18 Please tell us if you or your partner has ever been served with a possession order to force you to leave your current home or any previous home you have lived at.

This will apply to you or your partner if you have been served with a notice from a landlord to leave your rented home or from a bank or building society to leave the home your mortgage applies to.

Question 19 Please tell us if you or your partner has ever been evicted from any home by the courts or a landlord.

Question 20 If you have answered yes to question 18 or question 19, please answer question 20 giving the address from which you were asked to leave and the reason why you were asked to leave. For example, this could have been for not paying your rent or your mortgage.

Question 21 Please tell us about the accommodation you have listed in question 20. You will need to tell us if you still owe any rent or mortgage payments.

If you have answered yes to this question, please tell us the amount you still owe your landlord or mortgage company.

Question 22 Please tell us if you or your partner were previously a tenant of council or a housing association in the last five years.

Question 23 If you have answered yes to question 22, please give the addresses you were a council or housing association tenant at in the space provided.

Question 24 Please tell us if you or your partner has owned or part owned a property in the last five years either in the United Kingdom or abroad. If you owned a property in the past but have since sold it or passed it on to a friend or relative, please tell us this.

If you have answered yes to question 24 you will need to provide a copy of the official documents which prove that you no longer own the property. You should also tell us the address of the property and the name of the person you sold or transferred the property to.

We will only accept a copy of a completion statement from a solicitor as proof that you sold the property. Where you have transferred a property to someone else we will only accept a deed of transfer which a solicitor has legally approved. **You must provide this information.**

Question 25 If you have answered yes to question 24, please tell us if you received any money from the sale, or repossession or transfer. You must tell us how much you received in the space provided.

Question 26 Please tell us if you have any relationship to us (Crawley Borough Council) or any of our current or former employees or current or former councillors. If you tick any of the boxes in this question, you will need to tell us the name of the related person **and their relationship to you.**

Section five - Employment details

Question 27 Please tell us about your and your partner's employment.

If you and your partner are currently not working, please answer no to this question and move on to question 30.

If you or your partner are currently in work, whether full or part-time please tell us your job titles and your current income.

Question 28 Please tell us if your or your partner's job is based in Crawley.

Question 29 We have produced a strategy for key workers to deal with the need for accommodation for people working in the main employment sectors in Crawley. Although currently there is not a separate register for key workers, there may be times when the Government has awarded grants specifically to provide key workers with accommodation. It is important for us to find out if anyone on our combined housing register is a key worker as we can only offer accommodation paid for by certain government grants to key workers.

Please tell us the type of work you currently do by ticking the job categories in this question. If your job does not fit into any of the categories listed, please do not answer this question.

Section six - Other information

Question 30 If you have any other information you would like to add to your application please use the space provided to tell us more. You should use this opportunity to tell us any extra information about your current circumstances that you have not covered in the previous questions.

You can also use the space provided to answer questions on the form where you did not have enough space for your full answer.

Question 31 So we can process your application we may need to ask other people or organisations to confirm that the information you have given on your application form is correct.

We need your permission to do this so that we can make enquiries and share the information you have given in connection with your application form with other people or organisations.

You and your partner, (if this applies) will need to fill in and sign the declaration in question 31 and make sure you cross out the parts do not apply to you.

If you do not give us your permission we may not be able to consider you or your partner for rehousing.

Question 32 Your declaration

Please read the declaration in full and make sure you and your partner (if this applies) sign the forms.

Final check

Have you answered all of the questions? Please make sure you have provided all the proof that we have asked you for if it is relevant to you or your partner.

Other information that may be useful to you.

Who can apply to join the combined housing register?

You can apply to join the combined register if you are 16 or over. You may not be able to join the combined register if you:

- are under immigration control with the Home Office;
- have a record of missing your rent or mortgage payments; or
- have a serious record of antisocial behaviour.

If you do not qualify to join the combined housing register we will tell you why in writing.

How do you assess my application?

Our property store team assess your application in three stages.

Stage 1 – whether you are eligible to join the combined register

We will assess whether you are eligible to join our combined register based on conditions explained earlier in this leaflet.

Stage 2 – income assessment

This will show what type of tenancy you are eligible for either shared ownership with a specialist accommodation provider or with us (Crawley Borough Council), a housing association or another social landlord. The assessment will also show whether you can afford to buy your own home.

Confidentiality We will only use the information you give us about your income and savings to assess whether or not you are eligible for rented housing or shared ownership. We will keep this information confidential.

Stage 3 – housing band

If you are accepted onto the register, we will put you on the combined register from the date we receive your form and all the documents we need. We will assess it in line with our 'banding' scheme, which measures your housing need against a range of priorities. 'Housing need' means that your present home is not suitable for some reason. In some cases, a member of our property store team may visit you at home to confirm your housing need.

We will put you on the register in priority order depending on the date of your application and what banding we have given your application. If you are successful, we will send you a letter confirming that we have accepted you onto the combined register, which banding we have placed you in and the date of your application. The letter will also give you information on how we offer properties and the bidding system.

You must tell us immediately if you change your address or your circumstances.

What is an income assessment?

An income assessment looks at your financial circumstances so that we can assess whether you could:

- take part in the shared-ownership scheme;
- qualify for rented accommodation with us or another social-housing landlord, such as a housing association; or
- afford to buy your own home.

The assessment takes account of your income and savings. This covers you, your husband, wife or partner.

What is the shared-ownership scheme?

The shared-ownership scheme involves you buying part of your home and renting the rest from another housing provider that specialises in shared ownership. If you are eligible for shared-ownership, we will send you more details of the scheme.

Taking you off the register

We will normally take you off the register in the following circumstances.

- You have asked us to cancel your application.
- You have accepted the tenancy of a property we or another social-housing landlord have provided.
- You have accepted an offer under the shared-ownership scheme.
- You now own your own home.
- You buy a council property under the Right to Buy scheme.
- You do not renew your application when we review the register (normally every year).
- You no longer qualify to be on the register based on the conditions explained earlier in this leaflet.
- You have successfully moved under the mutual-exchange scheme.

Reviewing the combined housing register

After you have been on the combined register for a year, we will write to you to see if you want to stay on the register for housing for another 12 months. If we do not receive a response from you, we will cancel your application. We will of course tell you that we have done this.

By law, we will give you 21 days to respond to our plans to take you off the register or not accept you onto the combined register. In these circumstances, you have the right to have your case reviewed by a senior officer. If you are successful we will send you a letter confirming that you have been accepted onto the combined housing register, the 'banding' we have placed you in and the date of your application. This may show you your options for housing. If you are not successful, we will send you a letter confirming the reasons why.

