

How we let our Homes

A Guide to the Cardiff Housing Allocation Scheme 2016



Taff Housing Association
Cymdeithas Tai Taf



Please note: this leaflet summarises the main points of the Cardiff Housing Allocation Scheme.

*Please refer to the full Scheme at
www.cardiffhousing.co.uk/CHAS
for more detail, or call us on 029 2053 7111 to ask for
a paper copy.*

***Mae'r ddogfen hon hefyd ar gael yn Gymraeg
This document is also available in Welsh***

1. What is the Housing Allocation Scheme?	The Cardiff Housing Allocation Scheme is the set of rules and guidelines that help us decide who can join the Housing Waiting List, the order of the Waiting List, and who should be offered a home. The City of Cardiff Council along with Cadwyn, Cardiff Community, Hafod, Linc Cymru, Newydd, Taff, United Welsh and Wales & West Housing Associations all use the same Waiting List and Allocation Scheme to let their properties in the city. The Scheme ensures that we help people with the greatest housing need first, that applicants have a choice about where they want to live, and that they are offered properties that suit their needs. This leaflet gives information about our Scheme and answers the questions we are often asked. A full copy of the Scheme is available online at www.cardiffhousing.co.uk/CHAS or by telephoning 029 2053 7111.
2. Can anyone apply to join the Housing Waiting List?	Anyone aged 16 or over can ask to join the Housing Waiting List, but we may not let some people onto the List - for example because of their previous antisocial behaviour, immigration status or some criminal convictions. Please note, if you are homeless, sleeping rough, relying on friends for a bed for the night or likely to become homeless in the near future you should contact a Housing Advisor as soon as possible by 'phoning or visiting : The Housing Options Centre Hansen Street (off Dumballs Road) Cardiff CF10 5DW Tel : 029 2057 0750
3. How can I apply for housing?	For advice about your housing options you can: • call in at one of the Council Hubs or Housing Association offices • telephone 029 2053 7111 or • use the online option to tell us that you are interested in joining the Waiting List at www.cardiffhousing.co.uk/apply - we will call you to talk about your options. We will ask you about where you live now, who else lives with you, and whether you have any particular housing needs. We will give you an application form to fill in, and make an appointment for you to come back and see an advisor. Please tell us if you need help with the form, or if you need it in a different language or format. You should bring the completed application form, and any other information that we have asked for, to the appointment - otherwise we can't go ahead with your application. We may make further checks, for instance to get a reference from your previous landlord, or to find out more about how any medical conditions affect you. When we have all the information we need about your application we will decide whether you can join the Waiting List, and write to you to let you know the decision.

4. How does the Waiting List work?	We want to make sure that we give homes to people who have a 'housing need', and that people who live in Cardiff are helped first. Housing need includes things like : – being homeless – having a medical condition that is made worse by your current housing – being overcrowded where you live now – under-occupying a Council or Housing Association property which is no longer affordable because of the new Housing Benefit rules (known as the 'bedroom tax') – needing to move because of hardship caused by your current accommodation – living in unsatisfactory housing – for instance with no heating or hot water To help us make sure that we help these people first we have split the Waiting List into Bands. If you are accepted onto the Waiting List we will look at your housing needs, and whether you have a 'local connection' to Cardiff, to decide which Band you will join. To have a 'local connection' you generally must have lived in Cardiff for at least 2 years when you apply. Bands A & B are for people who have a housing need and a 'local connection' to Cardiff. Where that need is urgent (for instance where an applicant has a life threatening medical condition which is made worse by where they live now) they join Band A; where the need is less urgent (for instance where they are overcrowded where they live now) they join Band B. Bands C & D are for people who have a housing need, but who <u>do not</u> have a 'local connection' to Cardiff. Those with an urgent need join Band C; if the need is less urgent they join Band D. Band E is for people who have a 'local connection' to Cardiff but have <u>no</u> housing need. Band F is for people who <u>do not</u> have a 'local connection' to Cardiff and have <u>no</u> housing need. Waiting time is used to decide your position in the Band. For instance if you have an urgent housing need and 'local connection' to Cardiff you will be in Band A. When you join the Waiting List you will be at the bottom of Band A. The person at the top of Band A is the person with an urgent housing need, who has a 'local connection' to Cardiff and who has been waiting the longest. Please note that we make sure that we offer a share of our properties to Council and Housing Association tenants who need to downsize, and to people who are homeless (and who we have a duty to assist under the law). We also need to rehouse some exceptional cases. These are applicants who have an <u>immediate</u> housing need and don't happen very often. They are authorised by a Senior Officer in the Council or Housing Association.
5. How will I know if I am on the Waiting List?	Once we have decided you can join the Waiting List we will write to let you know. We will tell you which Band you are in.
6. What sort of property will I be offered?	To decide what size of property you need we allow one bedroom for each of the following : • Every adult couple • Any other adult (aged 16 or over). • Any 2 children of the same sex aged under 16 • Any 2 children aged under 10 • Any other child

	The type of property you will be offered depends on your family make-up. The Council and Housing Associations use slightly different guidelines, but in general : • Houses with 2 bedrooms or more are offered to households including a child or children before households without children • Most flats and maisonettes above the first floor are not offered to families with children under the age of 8 • Bungalows, and some flats, are only offered to older people or to people who are disabled. • Bedsits are offered to single adults aged under 35 before other applicants
7. What if I need an adapted home?	If we agree that you need an adapted property (based on the information on your application) we add your name to a separate waiting list – the Accessible Homes Waiting List. This helps us to make sure that you are offered a home that suits your needs and that we make the best use of properties that are already adapted or can be adapted.
8. How many areas can I choose and where will I be rehoused the quickest?	You can choose as many areas of the city as you want but you should bear in mind that we have very few properties in some areas, and they may not become available very often. Depending on your circumstances, you may be required to include 2 areas where social housing is more readily available in your choices – this will help to ensure that you have the best chance of being rehoused. We will tell you if this is the case. If we accept your housing application the Housing Advisor will be able to tell you how many properties of the size you need are in each area, how many were let in the past year and how many other applicants are waiting for them. You can also do this yourself by using the Waiting Time Calculator on www.cardiffhousing.co.uk
9. How will I know when a property becomes available for me?	You can choose how you want us to tell you that a property is available. We can e-mail, 'phone or text you – but we will always send you a letter to confirm any offer. It is important that we have up to date telephone numbers for you, so if you change your number please let us know.
10. How many offers can I have?	If you are on the Homeless List; have been assessed by the Council as having an immediate need to move; or are 'left in occupation' of a Council or Housing Association property you will be made one reasonable offer of accommodation. If you refuse this offer your application will be withdrawn from the Waiting List, so we recommend that you get advice before making a decision. If the Council has a duty to assist you under homelessness law, refusal of a reasonable offer will also mean that the Council's homelessness duty to you will end. If you have been given temporary accommodation by the Council you will be asked to leave. Other applicants can receive 2 reasonable offers of accommodation. If you refuse the first offer we will ask for more details about your housing needs and update your application with the information you give us. We will offer you housing advice if we feel that we can't meet your housing needs. If you refuse a second offer your application will be withdrawn from the Waiting List, and you can't re-apply for 12 months.

11. What if I am not happy with a decision made about my application?	If you are unhappy with any decision about your housing application you can ask for a review. Telephone 029 2053 7111 and ask for a Review Form. A senior officer who was not involved in the original decision will carry out the review and you will be advised in writing of the outcome.
12. What else can I do about finding myself a home?	You may want to think about other housing options, such as renting from a private landlord, or buying your own home under an assisted home ownership scheme. www.cardiffhousing.co.uk has useful information about different housing options and can help you decide what might be best for you. It gives information about renting privately other things you may need to think about such as different tenancy types, waiting times and affordability.

Useful Contacts

Council contact points :	
Cardiff Council Housing Enquiries	029 2053 7111 E mail : housingenquiries@cardiff.gov.uk
Central Library Hub	Cardiff Central Library, The Hayes, Cardiff CF10 1FL
The Hub at Butetown	Plas Iona, Butetown Cardiff CF10 5HW
The Hub at Llanrumney	Countisbury Avenue, Llanrumney Cardiff CF3 5NQ
The Hub at St Mellons	30 Crickhowell Road, St. Mellons Cardiff CF3 0EF
Ely & Caerau Community Hub	Cowbridge Road West, Ely Cardiff CF5 5BQ
Rumney Partnership Hub	Llanstephan Rd, Rumney, Cardiff CF3 3JA
Grangetown Hub	Havelock Place, Grangetown, Cardiff CF11 6PA
The Powerhouse	Roundwood, Llanedeyrn Cardiff CF23 9PN
If you are homeless (or are likely to become homeless soon)	
The Housing Options Centre, Hansen Street (off Dumballs Road), Cardiff CF10 5DW	029 2057 0750
Housing Associations in Cardiff	
Cadwyn Housing Association	197 Newport Road, Cardiff CF24 1AJ 029 2049 8898
Cardiff Community Housing Association	Callaghan House, 50 Meteor Street, Adamsdown, Cardiff, CF24 0HE 029 2046 8490
Hafod Housing Association	76 Heol Maes Eirwg, St Mellons Cardiff CF3 0JZ 029 2067 5800
Linc Cymru Housing Association	387 Newport Road, Cardiff CF24 1GG 0800 072 0966 Freephone from landline & mobile
Newydd Housing Association	Ty Cadarn, 5 Village Way, Tongwynlais CF15 7NE 0303 040 1998
Taff Housing Association	307-315 Cowbridge Road East, Canton Cardiff CF5 1JD 029 2025 9100 0800 121 6064 Freephone from landline
United Welsh Housing Association	Y Lanfa, St Clair Court, West Bute Street, Cardiff, CF10 5FT 029 2085 8100 0800 294 0195 Freephone from landline
Wales & West Housing Association	3 Alexandra Gate, Ffordd Pengam Tremorfa, Cardiff CF24 2UD 029 2041 5300 0800 052 2526 Freephone from landline