

# Shared Housing Application Form Guidance



## **About this guide**

### **This guide tells you:**

- **What you need to do to register and maintain your application for housing within the West Dunbartonshire area,**
- **What the Shared Housing Application Form is,**
- **What proof you may need to give us in order that we can process your application,**
- **What to do if you do not agree with our assessment of your application for housing,**
- **The types of housing that may become available to let.**

## **How to apply for housing**

Anyone 16 or over can apply for housing. You can apply on your own or apply with someone else and have a joint application.

## **What do I need to do to get onto the West Dunbartonshire Housing Register?**

Applications for housing in West Dunbartonshire can be completed online. We can help you complete the application form if you have difficulty in doing so and have no one else to help you. We can also provide support services if you ask us, such as language interpreters or a signer if you require one.

## **Shared Housing Application Form**

The Council and several of the community-based housing associations operating within the West Dunbartonshire area have worked together to set up an improved, simplified way to apply for housing. This shared application should make it much easier for you as you only have to complete one on-line application form for social housing in West Dunbartonshire rather than a form with each landlord - provided the landlords you wish to apply to are participating partners. To be considered for social housing with any other landlord in West Dunbartonshire you will need to apply to them directly.

You can apply for housing in West Dunbartonshire by filling in this shared online application which includes housing provided by the following landlords:

- West Dunbartonshire Council,
- Caledonia Housing Association,
- Cordale Housing Association,
- Clydebank Housing Association,
- Dalmuir Park Housing Association,
- Knowes Housing Association

You will **not** need to fill in separate forms for each of the landlords listed above. Your details will be shared with only the landlords that you request rehousing with and will not be shared with those that you do not ask to be considered for.

## **What proof do I need to send with my application form?**

There may be certain instances where we may require proof so that your application can be assessed and awarded the right priority or decide the size and type of home we can consider you for.

You can upload the various documents you are using as proof when you are completing your online application. If you cannot provide the proof required straight away, you can still complete the online form but your application will not be able to receive any offers of housing until the required proof has been received and verified.

**You should check if any of the following circumstances apply to you.**

### **Address**

We may need proof of address from applicants, except those who are existing tenants of West Dunbartonshire Council (we can check these addresses from our own records). You need to send us one of the following items, which should be an original document, and not a photocopy:

- **council tax statement**
- **bank statement (please make sure to blank out account information)**
- **driving license**

- **utility bill** (for example, mobile phone bill, gas, electricity or water)
- **letter or paperwork from officially recognised document**

### **Non - UK Citizen**

If you are a Non-UK citizen, we need to see your passport to check your entitlement to council housing.

### **Separation**

If you have separated from your husband, wife or partner but are still living together, we may request proof that you are separated so we can award points for sharing accommodation or sharing facilities. This proof could be a letter from a solicitor or from your partner confirming you have separated.

### **Shared access arrangements**

We need proof of shared access arrangements. This can either be a letter from a solicitor or the other parent confirming the arrangement.

### **You need to leave your current accommodation**

If you have a date to leave your current accommodation, we will require proof to be able to assess your application with the correct number of points.

### **Loss of Tied Accommodation**

If you are being asked to leave accommodation that has been provided as part of your job and it is ending, you will be required to provide proof of this.

### **Leaving HM Armed Forces**

If you are leaving the armed forces, your cessation certificate, or the date when you are leaving, is required. If we are unable to provide alternative accommodation within 2 months of your leaving date, you will be entitled to priority need status under the homelessness legislation.

### **Housing References**

If you are currently staying or have previously stayed in social housing, we will ask your landlord(s) for a reference for the previous 3 years which will help us identify issues relating to your tenancy. We will ask for information relating to the rent account, conditions of the tenancy, and antisocial behaviour.

### **Homeless or threatened with homelessness**

If you are homeless or threatened with homelessness you should contact your local Homeless and Homeless Prevention Services as soon as possible to arrange an appointment you can telephone 01389 776 400 or email [HousingOptionsHomelessness@west-dunbarton.gov.uk](mailto:HousingOptionsHomelessness@west-dunbarton.gov.uk)

If you become homeless when our Council offices are closed, you can telephone the out of hours number: **0800 197 1004**

### **What can I expect after I have sent my application form to one of the participating RSL's?**

Once you have completed the shared application form; it will be sent to whatever landlords you have selected to be housed with. From this stage on each application will be dealt with individually by each participating landlord as per their own allocations policy. You will be pointed accordingly and placed upon their registers for housing. For pointing and priority information again you would need to contact whatever landlords you have applied to directly for this.

Please note that you may have different points levels awarded or different priority on each Landlords register due to each having individual Allocations Policies and Pointing systems.

### **Is there anything else I need to do once my application is on the housing register?**

Once you are on the housing register with whatever landlords you have selected to be housed with, they will contact you around the anniversary of your application, to check whether you are still looking for housing and to find out if your circumstances have changed. You need to complete and return the review form to remain on each housing register. It is very important that you contact whatever landlords you have applied to informing them if your circumstances change at any time throughout the year and not to wait until you receive your review letter and form.

A change in circumstance could be if:

- **you move to another address**
- **you have a baby**
- **you get married, or start living with a partner**
- **a grown-up son or daughter leaves or returns to your household**
- **you have a new medical condition your current home is not suitable for**

All these circumstances can affect:

- **your eligibility for a particular house size and type**
- **the points you are awarded**

If you do not inform the landlords of these changes, you could miss out on an offer of housing.

If you have a medical need or require a social and care assessment you would need to complete a separate form with each landlord you have applied to for this.

**You should also contact the landlords you have applied to if you wish to have your application for housing removed from their lists and your data deleted.**

## **What can I expect after I have applied for housing with West Dunbartonshire Council?**

When we receive an application from you for housing with us, we will contact you to let you know we have received it. Our target for assessing completed application forms and adding them to the housing register is 14 days after receipt. Once your application has been assessed, we can tell you:

- **which allocation group you have been placed in**
- **the size and type of house you qualify for**
- **the areas that you want to be considered for**
- **how many points you have been awarded**

We may contact you if we require more information or proof to verify your circumstances. While we are doing this, your application for housing will be active on the housing register. However, you will not be able to accept an offer of housing until we receive the proof requested.

## **Medical Priority Assessments**

Medical priority assessments are carried out by dedicated Occupational Therapists. We aim to assess most applications within 4 weeks.

It may take longer where additional information is required. We will contact you to tell you which medical award you have qualified for and if these points are for particular property types.

## **Will I be offered the house I want?**

Although anyone can join our housing register, this does not necessarily mean that the Council will make an offer of housing. The demand for council housing in West Dunbartonshire outstrips the supply of available properties.

Whether or not you receive an offer of housing will depend on these main factors:

- **your level of housing need as set out by the number of points you have**
- **the number of houses available for let**
- **the areas/types you apply for**

We will make offers of housing to applicants, as shown on their housing application form. It is important that you clearly state your choices for areas, types of housing and floor levels. We will not offer housing that you state you will not consider. You should widen your choices for housing as much as possible to increase your chances of getting an offer of housing.

## **Are there any reasons which will result in a delay in an offer of housing?**

We may need to suspend your application for housing for the following reasons:

- **you have outstanding housing related debt of over a month's rent and have not kept to an arrangement to pay this for 13 weeks**
- **you have not kept to your conditions of the tenancy**
- **you are housed under a Short Scottish Secure tenancy (SSST)**
- **you provide false information in your housing application**

## **Is there any reason why you would remove my application?**

We will remove your application from the housing register if you:

- **ask us to remove your application**
- **don't respond to the annual review; or**
- **when an applicant passes away.**

Before we cancel your application, we will make two attempts to contact you in writing. If you contact us within 12 months of us cancelling your application, we will reinstate it. However, if you have moved house, we will need you to complete another application, in order that we can assess your circumstances again.

## **What other help can I get from you?**

You can contact us at any time to discuss your housing application or other housing options that may be available to you depending on your individual circumstances. This is called a housing advice interview and can include:

- **An explanation of how we work out your points,**
- **The number of points you were given in the areas you have chosen,**
- **Advice and assistance in widening your areas of choice, if we think that this will give you a better chance of receiving an offer of housing.**

If you think we have pointed your application incorrectly you can submit an appeal in writing by sending an email to [Allocations@west-dunbarton.gov.uk](mailto:Allocations@west-dunbarton.gov.uk).

## **What if I want to make a suggestion, complaint or compliment?**

We aim to get things right first time, however, despite our best intentions and efforts, problems may arise from time to time. We want to know when this happens in order for us to put it right and help to ensure it does not happen again. If you are dissatisfied with our services, you may want to make a complaint.

In the first instance, you can raise a complaint with any member of staff, who will try and resolve your complaint straight away. If for some reason you are not happy with the outcome, please ask and we will advise you how to complain to senior manager.



If you do not wish to complain to the Service Area, you may feel more comfortable calling the Citizens Relations Team on 01389 738 273 or fill in an online complaint form, which you can find on West Dunbartonshire website. [Complaints Procedure | West Dunbartonshire Council \(west-dunbarton.gov.uk\)](https://www.west-dunbarton.gov.uk/complaints-procedure)

If you wish to submit a compliment or citizen feedback to a staff member or service area who has assisted you please, complete the citizen feedback form below.

[Citizen feedback | West Dunbartonshire Council \(west-dunbarton.gov.uk\)](https://www.west-dunbarton.gov.uk/citizen-feedback)

## **What types of property can I apply for?**

### **End terrace house**

A two storey house with stairs and its own front door.

It is at the end of a row of other houses. Access around to the back of the house may be required by neighbours to remove rubbish and provide access to shared areas.

### **Mid terrace house**

A two storey house has its own front door. It is between two other houses in a row.

### **Semi detached house**

A two storey house with stairs and its own front door and is joined to another house.

### **Bungalow**

A house which has no stairs and its own front door.

### **Flat**

A flat generally has a shared entrance with a common close. They are also known as tenements. Flats can be on the ground, first, second, or third floor, and can have four, six, eight or nine flats in a block.

### **Multi storey flat**

A flat in a block with up to (15) floors, with a lift.

### **Four in a block flat**

A building with four flats, two on the ground floor and two on the upper floor.

Each flat has its own front door and no shared entrance or close.

All the rooms are on the same level. The garden may include shared access for tenants.

## **Maisonette**

This is two storey property with stairs which is in a block. It has a shared entrance and a common shared close. The maisonette entrance can be on the ground floor or on the second floor. The ground floor property can sometimes have its own separate entrance.

**Ground floor accommodation will normally be given to people who have a need for that type of property.**

## **General needs housing**

Most of our properties are general needs housing. These houses have not been set aside for particular groups of people who require support, nor do they have special design features.

## **Sheltered housing**

Sheltered housing is specially designed accommodation which meets the needs of older people. In Sheltered housing, you live in your own home, but support is available 24 hours a day. This allows you to live independently in your own home and gives you peace of mind knowing that trained help is available in an emergency. You can apply for sheltered housing with us, Cordale Housing Association and Dalmuir Park Association, these areas will come up as options when you select that you wish to be housed in Sheltered accommodation.