



## **HOW TO APPLY FOR HOUSING**

### **Who is eligible to apply for housing?**

Anyone who is aged 16 years and over.

### **How do I apply for housing?**

Tenants First Housing Co-operative operates a Choice Based Letting scheme called Homehunt® NES (North East Scotland) in partnership with Castlehill Housing Association.

To apply you will be required to complete a registration form and return it to the office. We will aim to process all fully completed registrations forms within 1 working day of receipt. You will be issued with a registration card that shows your name and your registration number. A registration pack with forms for priority passes will also be provided at this time.

### **Why should I apply for a priority pass?**

We allocate our houses to the person with the highest housing need when considering best use of the property. A priority pass is awarded if you have housing need. You need to apply for a priority pass. We will aim to assess and input all fully completed priority passes within 5 working days of receipt. If you are awarded a priority pass you are more likely to be considered for one of our properties. Properties will be allocated to those with the highest housing need and by those who meet the 'best use' criteria before those without passes are considered.

### **What gives me priority to be considered for housing?**

We consider housing need of an applicant by determining their housing circumstances and then we may award a priority pass. Depending on your housing need, Priority Passes (Gold, Silver & Bronze) are awarded for the following five categories:

- Housing Circumstances *e.g. homelessness;*
- Medical *e.g. requires sheltered housing;*
- Overcrowding/Under-Occupation;
- Lacking Facilities *e.g. no W.C. exclusive to the household;*
- Personal Circumstances *e.g. suffering harassment.*

### **What happens if I do not get awarded a priority pass and people with higher passes than me keep getting offered properties and I don't?**

Occasionally, people without priority passes may be offered a property if demand for the property is low. Usually you are unlikely to be successful if you have a low housing need but you can still apply. You should also consider another option of a Mutual Exchange.

### **How do I know if Tenants First Housing Co-operative has any empty properties?**

You can visit our website at [www.homehunt.info](http://www.homehunt.info). Also, all vacant properties are advertised fortnightly on a Tuesday in the Press & Journal – you will find the advert within the “Properties to Let” section in the “Your Home” supplement.

Other ways to find out more include contacting Homehunt® NES on 01224 628101 or visiting the offices of Tenants First Housing Co-operative (Aberdeen or Peterhead), The Homechoice Option Shop in Aberdeen will also provide basic housing information for Tenants First Housing Co-operative but more specific information for other social landlords in the Aberdeen and North East area.

### **Can I apply for a property that would give me a spare bedroom?**

The aim of our Allocation Policy is to make “best use” of the properties – which means priority would be given to an applicant with a need for that size property. Unfortunately, this means that it is unlikely that you will be allocated a property which is bigger than your needs unless demand for the property is low

### **Can I apply for a smaller property if my own property is now too big?**

Yes. You can also contact us to make your property available for a mutual exchange with someone who also has a social housing landlord. We will take general details and advertise them on the mutual exchange website at [www.tenantsfirst.com](http://www.tenantsfirst.com) and/or display them on the notice board within our office. People can then browse the website/visit the office and consider other properties for a mutual exchange.

### **How do Tenants First Housing Co-operative know if I am interested in one of their properties?**

You have to note your interest (or bid) for a property by:

- Visiting the Homehunt website: [www.homehunt.info](http://www.homehunt.info)
- Calling Homehunt: Tel: 01224 628101
- Calling Tenants First (Peterhead Office): Tel: 01779 474282
- Calling Tenants First (Aberdeen Office): Tel: 01224 628400

### **What happens if my bid is successful?**

If your bid is successful, you will be contacted, by telephone, by a member of staff from Tenants First Housing Co-operative to be considered for the property. Prior to an offer, we have to carry out a home visit to confirm that your circumstances justify the pass that has been awarded. We also request references. ONLY if these are successful, we can then request approval for Co-operative membership before a formal offer can be made. You then have an opportunity to view the property and decide whether you wish to accept the offer.

### **What happens if I refuse the offer?**

You should only be bidding for a property you are really interested in. However, if you refuse and have a good reason, for example a medical condition, then you are free to bid for another property. If you refuse with no valid reason, for example ‘you don’t like the area then we note the reason for refusal. If however, you refuse twice with no valid reason then your application is put on hold for 6 months.

**What happens if my bid is unsuccessful?**

You will not be contacted. You can apply for another property when properties are next advertised. It is also advisable to register with other landlords with the hope to increase any chances of being re-housed.

**What types of housing does Tenants First Housing Co-operative have?**

We provide rented flats and houses under the following schemes:

- General & Special Needs
- Sheltered Accommodation (applicants must be aged 60 or over)
- Market Rents
- Mutual Exchange

**Where do Tenants First Housing Co-operative have housing?**

We have 1, 2, 3 & 4 bedroom properties in the following areas:

- Fraserburgh (General needs/sheltered)
- Boddam (General needs)
- Arbroath (Market rents)
- Inverurie (General needs)
- Banchory (General needs)
- Peterhead (General needs/sheltered)
- Aberdeen (General needs/sheltered)
- Scotstown (Market rent)
- Mintlaw (Sheltered)
- Kemnay (General needs)

**What will Tenants First Monitor in relation to Allocations?**

We will:

- Review our Allocations Policy every year to make sure it is meeting housing need within the terms of the Housing (Scotland) Act 2001
- We will monitor the type of housing need demonstrated by applicants
- We will monitor applicants housed by age, gender and ethnicity
- We will survey all members housed for their views on the allocations process.

**If you would like more information and advice or would like to comment on your views of our service please contact us:**

<p><b><u>Tenants First Housing Co-operative</u></b>            23 Albert Street,            Aberdeen            AB25 1XX            Telephone 01224 628400,            Fax 01224 628428            e-mail <a href="mailto:enq@tenantsfirst.com">enq@tenantsfirst.com</a></p> <p><b>Office Opening Hours:</b>            Monday to Thursday - 8.30 am to 5.30pm            Friday - 8.30am to 4.30pm.</p>	<p><b><u>Tenants First Housing Co-operative</u></b>            27 Slains Court,            Peterhead            AB42 2YF            Telephone 01799 474282,            Fax 01779 871969            e-mail <a href="mailto:enq@tenantsfirst.com">enq@tenantsfirst.com</a></p> <p><b>Office Opening Hours:</b>            Monday to Thursday - 9am to 5pm            Friday - 9am to 4.30pm.            (between 12.30 and 1.30pm every day the office closes)</p>
--	--

Please note that both offices close on Wednesday morning for training

**Our web site address is [www.tenantsfirst.com](http://www.tenantsfirst.com)**

The addresses and telephone numbers listed below are for your information:

<b>Councils</b>		
Aberdeenshire Council Baltic House 51 Broad Street Peterhead, AB42 1JL Tel: 01779 477363	Aberdeenshire Council 55 Mid Street Fraserburgh AB43 9EP Tel: 01346 514866	
<b>Housing Associations</b>		
Grampian Housing Association Huntly House 74 Huntly Street Aberdeen AB10 1TD Tel: 01224 202900	Hanover (Scotland) Housing Association 12 Institution Road Elgin IV30 1QX Tel: 01343 548585	Langstane Housing Association 680 King Street Aberdeen AB24 1SL Tel: 01224 423000
Aberdeen Housing Partnership Unit 8 Netherton Business Centre Kemnay, by Inverurie Aberdeenshire AB51 5LX Tel: 01467 641200		
<b>Other Agencies</b>		
Disabled Persons Housing Service Aberdeenshire Ltd 1 Carter Close Peterhead Aberdeenshire AB42 1UU Tel: 01779 490908	Womens Aid (Grampian) 6 Crown Terrace Aberdeen AB11 6HE Tel: 01224 593381	Womens Aid (Aberdeen) 66 The Green Aberdeen AB11 6PE Tel: 01224 591577