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**Accessible Housing -**

**Where to start**

   

**Advice for households that need a new home due to the current home not meeting their medical needs**

**The customer should apply for social housing through Tameside Council (TMBC) Housing Register online at:**

[**www.helpwithhousing.co.uk**](http://www.helpwithhousing.co.uk)

**\* Customer should also apply to registered providers directly and explore private rent options.**

**If the customer is not eligible or doesn’t qualify
(according to TMBC Allocations Policy)**

**If the customer is eligible and qualifies (according to TMBC Allocations Policy)**

**Customer needs to look into private rent, apply for Tameside Housing Advice (THA) Bond, and consider other rehousing options.**

**A banding and bedroom size will be awarded and confirmed in writing, and customer will be placed on waiting list.**

**IMPORTANT**

**IF THERE IS A HOMELESS ISSUE THE CUSTOMER MUST CONTACT TAMESIDE HOUSING ADVICE ON 0161 331 2700 AS SOON AS THIS IS KNOWN FOR ADVICE AND ASSISTANCE.**

**If a suitable property becomes available from a registered provider the customer’s application is sent to this provider.**

**If suitable:**

**Nomination offer made.**

**Offer refused**

* **If assessed as a reasonable refusal: Placed back on waiting list.**
* **If assessed as an unreasonable refusal: Placed in lower band on the waiting list and a new banding letter is sent.**

**Offer accepted**

**Tenancy signed and commences.**

**Applying to Tameside Housing Register**

You can apply for social housing via the TMBC housing register using the website: [www.helpwithhousing.co.uk](http://www.helpwithhousing.co.uk)

You will need your national insurance number to start this application. If you have any problems ask for help from your support worker or call Tameside Housing Advice on (0161) 331 2700.

**Eligibility and Qualification:**

You will be asked for your local connection to Tameside. There are certain circumstances where this is not a requirement. These can be found in the TMBC Allocations Policy. The link to the policy is available at: [www.helpwithhousing.co.uk](http://www.helpwithhousing.co.uk)

There are certain previous/current circumstances and behaviours that may disqualify you from joining the waiting list. These can also be found in the TMBC Allocations Policy.

**Bedroom allocation:**

Here is the bedroom criteria that is applied:

|  |  |
| --- | --- |
| **Size of Household** | **No. of bedrooms** |
| Single person aged 18+ | Bedsit/1 bedroom |
| Couple without children | 1 bedroom |
| A couple expecting a child or with one child living with them | 2 bedrooms |
| Two adults who do not live as couple | 2 bedrooms |
| Single person or couple with two children  | 2 bedrooms |
| Single person or couple with two children of the opposite sex, at least one of whom is over the age of 10 | 3 bedrooms |
| Single person or couple with a child and one dependent relative | 3 bedrooms |
| Single person or couple with three children  | 3 bedrooms |
| Single person or couple with more than three children | 3 bedrooms or more depending upon the age of the children |
| Single person or couple with three children and one dependent relative | 3 bedrooms or more depending upon the age of the children |

**Banding:**

Details of how banding is awarded can be found in the TMBC Allocation Policy at [www.helpwithhousing.co.uk](http://www.helpwithhousing.co.uk)

**A suitable offer:**

A suitable offer for the purpose of this scheme is a property that is:

* Fit and available to live in
* Suitable in relation to its affordability
* Meets any specific needs of the household in relation to medical needs or disability
* Of adequate size without causing statutory overcrowding
* Not located in an area that has been previously excluded on safety or welfare grounds

**Frequently asked questions about Tameside Housing Register**

**“Can I have an extra bedroom?”**

We will allocate bedrooms according to the Allocations Policy on a needs basis only. If an extra bedroom is required due to a medical condition then this must be evidenced by a professional involved in your care. You would also have to prove that you can afford this by way of an affordability test. We will not allocate an extra bedroom unless it is needed.

**“What if I disagree with a decision made regarding my application?”**

You can appeal any decision made by the TMBC Housing Register regarding your application in writing. It should be sent to Tameside Housing Advice, 119 – 125 Old Street, Ashton-under-Lyne, Lancashire OL6 7RL.

**“What if I do not like the property offered or the area?”**

If you refuse an offer because you don’t like the property or don’t like the area you may be re-banded to a lower band. However, if you feel the property is not suitable for your needs we will need supporting evidence that is verified in order to reconsider your banding.

**“Do I need a deposit/rent in advance?”**

No. If you are allocated for social housing via the Housing Register you should still be able to move in to the property without a deposit. There is an agreement in place between the housing associations and TMBC which states that no money up front should be requested in order to sign a tenancy if it is via the Housing Register. Please contact the Housing Register Officer at Tameside Housing Advice if you are asked to pay a deposit/rent in advance.

**“How long will I be on the waiting list before I get a property?”**

Unfortunately it is not possible for us to predict how long anyone will be on the waiting list before a suitable property becomes available. The properties are given to us by housing associations when a tenant gives them notice that they are leaving. We do not get all of the properties that become empty with the housing associations, so you should also apply directly with them. A list of housing associations can be found on Tameside Council’s website at [www.tameside.gov.uk](http://www.tameside.gov.uk)

**“Will I need medical evidence of my disability?”**

We will need a support document from your Occupational Therapist or Housing Support Worker. Any evidence of how your disability affects your mobility would also help to support your application.

**“Can I complete an application for a family member or friend if they are unable to?”**

You can help another person complete the application, but they must understand the consent to share information and declaration regarding false information and disclosure.

**“What if I have a suitable property for my disability but need to move for another reason?”**

You should still apply. If you feel your need to move is urgent, you should also contact Tameside Housing Advice for more advice and assistance.

**“How are properties allocated?”**

Properties are allocated on a needs basis, suitability and date order.

**“What should I do if I no longer need rehousing via the Housing Register?”**

Please let us know as soon as possible if you no longer require rehousing so that we can update your application and we no longer shortlist you for rehousing. This saves valuable time and resources for us, our customers and partners. Call us on 0161 331 2700.

**Other Housing Options**

**Enhanced Housing Options (EHO) tool**

This can be found online at [www.helpwithhousing.co.uk](http://www.helpwithhousing.co.uk)

You can use this to find out what help is available and what options you may have. It is useful if you have completed this before contacting Tameside Housing Advice. If it is an emergency homeless situation then you MUST contact us immediately for advice or visit the office.

**Supported Housing**

If you feel you have support needs and may need a stay in supported accommodation in order to be able to gain skills and access housing, you need to visit Tameside Housing Advice for a referral. You will be interviewed and assessed for your housing needs and whether supported accommodation would be a suitable option.

**Sheltered Housing**

Tameside Housing Register does not have access to sheltered/independent living accommodation. If you are over 55/60 years of age and require sheltered/independent living accommodation you should contact local housing associations directly for an application to join their waiting list. A list of local housing associations can be found on Tameside Council’s website at [www.tameside.gov.uk](http://www.tameside.gov.uk)

**Private rented property**

You can access private rented accommodation by visiting estate agents, using homes for rent websites, and contacting Tameside Housing Advice.

There may be funds available for some of the initial costs of private renting. Tameside Housing Advice does not give cash for funding private rent accommodation, although we may be able to assist with a bond to secure a tenancy. You must apply for this before any tenancy is signed for as they are not issued on existing tenancies.

**Tameside Housing Advice opening times and contact:**

**Tameside Housing Advice - Triage/Drop in:**

* Tuesdays, Thursdays, Fridays 10am – 1pm
* Doors open Monday – Friday; 10am – 3pm.

**Address:**

* 119 – 125 Old Street, Ashton-under-Lyne, Lancashire OL6 7RL

**Telephone enquiries:**

* Call us on (0161) 331 2700

**Emergency Out of Hours service:**

* Telephone (0161) 331 2888

**If a tenant wishes to remain in their own home and adaptations are required**

**If the adaptations are declined – the tenant may remain at the property but this may not be suitable for their needs or they may request a transfer to a more suitable property.**

**If agreed, the tenant will await funding for the adaptations from TMBC and works will be undertaken.**

**The request is returned to TMBC and either agreed or declined**

**In some cases a home visit may be required and there may be a conversation with the tenant to see if they are willing to move to more suitable accommodation.**

**An assessment will be done to see if the property is suitable for adaptations and if the household is living in the most suitable accommodation for their needs.**

**A request will be sent from TMBC to the landlord to agree ‘in principle’ if the adaptations can be done at the property.**

**The customer should contact TMBC to have the property assessed for their needs by an Occupational Therapist. Tel:( 0161) 342 2400**

**Frequently asked questions about landlords**

**“How long could a transfer to another property take?”**

A transfer would depend on the type of property you need, the area you need to live in and the properties that are available.

**“Could my transfer application with a landlord be refused?”**

Yes, in some circumstances this can happen, for example if there are any tenancy breaches such as rent arrears. Each application would be looked at on a case by case basis.

**“Could my application for an adaptation be refused for the property?”**

Yes, in some circumstances an adaptation would be refused. For example, if the property was too large or unsuitable for your household. Each application would be looked at on a case by case basis.

**“I have moved in the last 12 months, can I apply to be rehoused?”**

Some landlords may refuse to accept a transfer application until you have held the tenancy for at least 12 months, however this is looked at on a case by case basis taking into consideration any special circumstances.

**Any concerns at your current tenancy will need to be discussed with your landlord prior to any transfer or adaptation.**

**Tameside TMBC Occupational Therapy and Manual Handling Service**

**If a household is experiencing difficulty in their home due to a disability:**

**A new referral should be made by contacting TMBC for an assessment, either by self-referral on (0161) 342 2400, or via a Housing Support Officer or other professional.**

**Have adaptations to existing property been considered?**

**If NO**

**Assigned to Core Occupational Therapist awaiting assessment.**

**If YES but not feasible:**

**Assigned to Housing Occupational Therapist.**

**Home visit and Housing Report completed.**

**Is adaptation in present property feasible?**

**If NO:**

**Assigned worker to complete housing report.**

**Report attached with application made to Tameside Housing Register.**

**If YES:**

**Recommendation to apply for Disabled Facilities Grant (DFG)**

**TMBC Occupational Therapy and Manual Handling Service:**

**Frequently asked questions regarding adaptations**

 **“Do I need an OT assessment and how do I request one?”**

To ask for a referral please call (0161) 342 2400.

**“What if I don’t have access to a computer?”**

Contact the Housing Support team on (0161) 342 2334. They may be able to support you with the application process.

**“How will I know where on the list I am?”**

You will receive a letter to say you are accepted on the scheme and tell you what band you are in. Properties are matched on suitability of needs and date order.

**“Do I need to sign any disclaimers if anything happens to me and my partner does not require a fully adapted property?”**

This would be discussed by the housing association provider when you sign up for the tenancy.

**“I know of an empty adapted property, can request my name to be put forward?”**

Speak to the housing association to let them know about the empty property. We will then match someone up from the Accessible Housing List based on their suitability. Unfortunately it is not as simple as putting your name forward.