

CROWN HOUSING ASSOCIATION LIMITED

INFORMATION LEAFLET

LETTINGS

If you wish to apply for housing with Crown Housing Association, please ensure in the first instance that you are eligible: namely, that you either work in or are retired from the public sector, e.g. civil service, NHS, fire/ambulance/police services, etc. However, this criteria will be waived if you are nominated by a local authority or the waiting list is exceptionally low.

Step 1

Complete the application form fully giving as much information as possible. You will be advised within 14 days whether the application meets our requirements for processing or if the Association is unable to help you. This might be because you are not eligible, already have suitable accommodation or can afford to pay a market rent.

Step 2

If your application is accepted, you will normally be asked to arrange an interview with the Housing Officer or Housing Manager. You will be asked to provide copies of essential documents to verify your identity (including family members), proof of income/expenditure and any debts, and tenancy agreements. We may ask you to sign disclosure to check your employment, accommodation and residency status and we will ask you to sign a credit reference disclosure. You will then be notified within 15 working days, subject to any further necessary checks, whether your application has been accepted for the waiting list. Your application will be graded for priority.

Step 3

When a suitable vacancy occurs, and your grading gives you priority for selection by the Lettings Panel, you will be invited to view the property. We aim to relet a property within 2 weeks of it becoming vacant. If you decide not to accept the offer, you will remain on the waiting list for a second and final offer.

Appeals

If you feel that your application has not been processed fairly, you may submit an appeal in writing to the Housing Officer/Manager who will respond within 14 working days of receipt of the letter. If you are still not satisfied, then the second stage is to write to the Chief Executive who will respond in 14 working days. If you are still unhappy with the decision, the third stage is to appeal in writing to the Complaints Panel who will make sure that policies and procedures have been followed correctly and fairly. A decision will be given within 14 working days.