



# Cardiff Housing Application Guidance Notes

This form is available on request in a different format. Please contact Housing Enquiries on 029 2053 7111 if you require the form in a different format.

You might have noticed that the application for housing form has changed. This is because Cardiff County Council and its partner Registered Social Landlords (RSLs) are now working together to provide housing in Cardiff. Instead of completing several forms for each RSL and one for the Council, you now complete just one form and you will be considered for housing by the Council and all its partners, identified by their logos on these forms.

If you need help filling in the form, please contact the Housing Enquiries on **029 2053 7111** or contact your local Housing Office.

*If you only want Council housing or only wish to be considered for one or two of the partner RSL's, please let us know on page 14 of the form.*

**These guidance notes should be read in conjunction with the Cardiff Housing Application Form.**

Please answer all questions in full and where required tick relevant boxes. If this form is not fully completed, we may have to send it back to you and your application for housing will be delayed.

All the information you provide on the form is treated in confidence, however where necessary, information may be passed to one or all of the partner housing associations in order to assist your application.

## **Changes in circumstances**

Don't forget to tell us of any change in your circumstances affecting your housing application, such as having a baby or people moving out of your home. If you change address **you must complete a new application form**. If you don't tell us of important changes, your application will not be kept up to date and you may miss out.

## **Housing options available to you**

If you do not wish to be considered for housing association properties, please clearly state this on the application form, otherwise your application will be registered with all the organisations involved and considered for available properties with them all.

## **Accessible Housing**

If you have mobility problems and require more appropriate accommodation, such as a wheelchair suitable adapted property, you may be eligible to register on the **Cardiff Accessible Homes** (CAH) list. Please complete the form in full and tick the relevant box on page one and we will send you further information regarding the Accessible Homes Project. For queries regarding this list, please contact the CAH office on **029 2046 8408**.

## **Designated Accommodation**

Some accommodation is generally only available to persons over 50 years, such as retirement flats both low level and high rise, and retirement maisonettes. Some sheltered housing units are also available to persons over 50, 55 or 60 years, depending on the scheme. If you would be interested in being considered for either retirement or sheltered accommodation, please tick the relevant box on page one of the application form.

## **Affordable Housing For Sale**

Some of the partner housing associations offer affordable **low cost home ownership**, if you are interested in purchasing your own home, please remember to tick the box on page one of the application form.

## **Mutual Exchanges**

If you are a tenant with either the Council or one of the partner housing associations and interested in applying for a mutual exchange with another housing association or Council tenant, please contact the Housing Options Centre at Hansen Street, Cardiff or your local housing office who can send you an application form. Remember you must ask your landlord's permission before you exchange.

## **Transfers**

If you are an existing tenant with either the Council or one of the partner housing associations, you must still complete this form; just remember to write your landlord's details in the space provided on the bottom of page one.

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## **EQUALITY MONITORING FORM**

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Cardiff is a multi-cultural and diverse city. The Cardiff Housing Partners celebrate and recognise cultural diversity in the way we deliver our services, respecting individuals and ensuring equality of access and opportunity to all. We recognise the need to ensure that housing is provided on an equal basis to all regardless of race, religion, gender, sexual orientation, age or disability.

It is particularly important to ensure that all members of society can access information easily and that we are able to monitor the take up of social housing. We would therefore ask you and your joint applicant or partner to complete the monitoring form on page 2 to assist with our research.

## Disability

If you consider yourself disabled, please give details in the box provided.

## Language Skills

Please let us know which language you speak at home. Also tell us if you can speak, read or write any other languages. We use this information to help us plan our services and contact you in the right language and format.

## **IMPORTANT NOTICE**

When completing this application form for accommodation it is important that the questions numbered below are answered.

**Failure to do so will result in the form being returned to you, as your application, cannot be assessed.**

While the questions below **must** be answered it is in your interest to complete all other relevant questions so all your circumstances can be taken into consideration.

Page number	Question Nos.	Question
1	N/A	Name & Address
1	N/A	Name of landlord
6	1	National Insurance Number
7	4	Person 1 & 2
7	4	Person 3 & 4
8	5	People moving in with you
8	7	Medical circumstances
9	N/A	If you answered Yes to Question 7 please complete Section 4 Medical Details & Authorisation by providing your GP's details any medication information and your signature.
10	10	If applicable Access to children
12	14	Own pets
12	15	Property information
13	16	Who owns property
13	17	Who is your landlord
13	18	When did you move in
13	19	Are you threatened with homelessness
13	22	How many bedrooms
13	22a	How many bedrooms for your sole use
15	27	Previously applied for housing
15	28	Tenant last 5 years
15	29	Lived past 5 years
16	30	Employed by Council of HA
16	30	Related to an Officer of the Council or Elected Councillor
16	30	Related to board member for HA
16	31	Come to live in UK
16	32	Application for Asylum made
16	34	Criminal offence
16	35	Own property
17	N/A	Preferred area of choice
20	N/A	Applicant /s signed & dated

## Section 1: Your Details

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### Question 1

Please enter your details fully and clearly. Please also provide details for your partner or joint applicant (if you have one).

If you do not have an e-mail address, you can leave this box blank but it is important to provide a contact telephone number so that we can get hold of you (a mobile number will be fine).

### Question 2

If your partner / joint applicant is to be a joint tenant, please state this on the form.

### Question 3

Please tell us if you or anyone included in your application is expecting a baby. We will write to you at a later date for confirmation of the pregnancy.

Once the baby is born, please complete a change of circumstances form and send a copy of the child's birth certificate as this may affect the size of property you will be eligible for.

## Section 2: People Moving With You

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### Question 4

Please give details of all persons included in your application who require re-housing with you. You may attach additional paper if you need further space for family details.

### Question 5

If the persons moving with you do not currently live with you, please let us know where they live and why they do not live with you. This may have a bearing on your application.

### Question 6

Please tell us if there are others who live at the same property as you but are not going to move with you. You may be awarded overcrowding points.

## Section 3: Medical Circumstances

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### Question 7

If you believe your accommodation is making your medical condition worse, or if you have difficulties in your home as a result of your medical condition, please complete this section as you may be entitled to medical points.

If your medical condition is not being affected by your housing, or will not be improved by a move, you will not receive any medical award.

Please tell us who on your application has a medical condition(s) and brief details of the conditions.

If you have answered yes to this question, please complete the authorisation form on page 9. This will allow us or a third party medical advisor to contact your GP if necessary.

### **Question 8 and Question 9**

In some cases, where medical circumstances are severe, additional points or priority can be awarded to applicants or tenants requiring an urgent move to alleviate or assist with medical conditions.

This is why we ask you to tell us how your current accommodation is affecting your health and how re-housing might help improve your medical condition.

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## **Section 4: Medical Authorisation Form**

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In order to decide if you are eligible for medical points or a priority, we may need to refer your application to a specialist medical advisor, which is why we ask you to complete this form. By signing this form you give the Council permission to contact your doctor or consultant about your medical condition.

You will be notified in writing if additional points or a medical priority is awarded. Please don't go to any expense to provide additional information from your doctor.

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## **Section 5: Current Circumstances**

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### **Question 10**

If you have regular access to a child or children not included in your application, please give their details in this question. This may affect the size of property you are eligible for.

Please note that we will require details of access arrangements, for example a copy of an access order from the courts or a letter from your ex-partner. We will write to you to request this information if it is not provided with the application form.

### **Question 11**

Please use the space to give us any further information you think is relevant to your housing application and to tell us why you want to be housed.

### **Question 12**

Please tell us if you have ever lived or stayed in a care/foster home, residential home, homeless hostel, prison, refuge, slept rough, armed forces, bail hostel or other supported accommodation.

### **Question 13**

Please tell us here if you receive or require support. This may be from social services, a charity or a health authority.

If you currently receive support, please tell us what agency is providing the support and the details of your support/ social/ resettlement/ care worker or other person you see regularly.

Please tell us what kind of support you currently receive or would like to receive.

The Council and the Housing Associations run tenant support schemes and it may be possible to arrange help or support to maintain your tenancy.

### **Question 14**

We need to know if you have any pets because there are restrictions on the number and type of pets you are permitted to keep in some properties, such as flats.

## Section 6: Property Information

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### Question 15

Please tell us what type of property you live in now.

### Question 16

Please tell us who owns the property you live in now. If it is a private individual, please tell us your relationship to them.

### Question 17

If you rent your property, please tell us who your landlord is and their address.

### Question 18

Please tell us when you moved to your current address.

### Question 19

If you are homeless, or living in insecure accommodation, such as a hostel, women's aid, night shelter, sleeping rough, temporary accommodation etc please let us know. Please also tell us if you are service personnel given a discharge date, in tied accommodation with notice of termination or you are subject to a possession order or a homeowner in financial difficulty. If you are homeless because of any other reason, please tell us in the box provided.

You can obtain advice and information regarding homelessness options from the Housing Options Centre, Hansen Street, Cardiff or over the telephone on 029 2057 0750 during office hours or over the telephone on 029 2087 3141 outside office hours. Alternatively you can send an e-mail to [HAU@cardiff.gov.uk](mailto:HAU@cardiff.gov.uk).

### Question 20

If you live in a flat or a maisonette, please tell us what floor level it is on. You may be eligible for points if you have young children in accommodation above or below ground floor level. This may also be taken into consideration if you have a medical condition affected by stairs.

### Question 21

If you live in a flat or a maisonette, please tell us if the block you live in has a lift.

### Question 22 & Question 22a

Please tell us how many bedrooms are in the property you live in now and how many are available for the **sole** use of you and those moving with you. This will determine if you are eligible for overcrowding points.

## Section 7: Tenancy Choice

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### Question 23

You will be considered for housing by the Council and all its partner housing associations when you fill in this form. If you wish to be housed only in a housing association or a Council property, you can select the appropriate box here. If you select only Council or only housing association, you may limit your chances of being housed.

## Section 8: Employment Details

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### Question 24

In some areas of the city, one bedroom apartments are available to those people who work in Cardiff or make a contribution to the city by working for voluntary agencies within the community. If you answer yes to this question, we will contact you for further information.

### Question 25 and Question 26

If you ticked the box in question 24, please give your employment details in question 25 and details of any voluntary work you do in question 26.

## Section 9: General Information

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This part of the form is very important. If you don't complete it, we will have to return the form to you, which will delay your application. **Please remember, any information you provide will be treated as confidential.**

### Question 27

Please provide details of any previous application for housing made by you or your partner. Include any application made to one of the partner housing associations and Cardiff County Council.

### Question 28

Please tell us if you or a joint applicant are or have been a tenant or a joint tenant of a Council or a Housing Association property in the last five years.

### Question 29

We need to know about your tenancy history for the past 5 years. Please give details of any previous tenancies within the last five years, for you and your partner. Where appropriate, we will take references. If you are currently a member of the armed forces but lived in Cardiff prior to joining, please provide your previous address as you may be eligible for additional points.

### Question 30

Please tell us if you or anyone on your form is related to an elected Councillor or Housing Association board member. Please also tell us if you are employed by the Council or one of the partner housing associations or if you are related to an officer of the Council or an employee of a partner housing association. Remember your councillor or board member cannot influence the allocation of housing.

### Question 31

Please tell us if you have come to the UK to live in the last five years. We may need to ask you some more questions if you answer yes to this question.

### Question 32

Please tell us if you have made an application for asylum. We may need to ask you some more questions if you answer yes to this question.

### Question 33

Please tell us your nationality.

### Question 34

Cardiff Council operates a multi-agency exclusion policy along with the partner housing associations. This information is required to enable us to accurately assess your housing needs and our ability to provide you with suitable accommodation. Failure to disclose such information may result in your application for housing being withdrawn or in some circumstances excluded from the waiting list.

If you answer yes to this question, you will be sent an additional form to complete. **The information you provide will be treated as confidential.**

### Question 35

Some of the partners allow owner occupiers to register for certain types of properties. We will ask for further information regarding your current financial status if you own or part-own a property, including the one you live in now. If you answer yes to this question, we will write to you for further information.

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## Section 10: Where You Want to Live

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Please tell us the area where you most want to live in the box on **Page 17**. You will be given an **extra 100** points for this area to improve your chances of being housed there. **Then choose the column of the table on page 18** that suits your household size. Use the guidance notes on **page 17** to help you decide.

If you have children moving with you please note :

- Girls and boys **under** 9 years old could be expected to share, but if one child is **over** 9 and sharing with a child of the opposite sex then additional points would be awarded for a bedroom of their own.
- If you are pregnant you should include that child in your household when deciding which column to use.

**Tick all the areas** in the column where you would accept an offer of housing. Remember **the more areas you choose, the more likely you are to be housed**. If you **don't choose any 'shortest wait' areas** (shown in light grey) we are unlikely to be able to house you.

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## Applicant's Declaration

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Please sign the declaration on page 19 of the form, otherwise your application cannot be processed and will be returned to you. This will mean that your application will be delayed. If you and your partner want to be joint applicants, you must **both** sign the form in the boxes provided.

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## Where to send the form

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If you are a tenant of the Council or one of the partner housing associations, please return the form to your local housing office. All other applications can be sent to:

Cardiff Council  
Social Lettings Unit  
PO Box 364  
Cardiff  
CF11 1BW

## PROPERTY MATCHING DOCUMENT

In order to give you some idea of the size and type of property you could be offered, this page shows the general matching criteria that the Council uses to allocate properties. Housing Associations have their own Allocation Policies and may not offer in line with the guidelines below.

Please remember that this table should be used for guidance only. You will be considered for properties that suit your needs according to the size of your household. It is therefore important to let us know immediately of any change in circumstances, such as a new baby, or a child leaving home.

<b>Matching Guidelines</b>	
<ul style="list-style-type: none"> <li>• Houses will only be offered to households including a child or children under 18 years old</li> <li>• Highrise properties will not generally be offered to households including a child or children under 18 years old</li> <li>• Flats and Maisonettes above the first floor will not be offered to households including a child or children under the age of 11.</li> <li>• Sheltered accommodation will only be offered to applicants aged 60 or over.</li> <li>• Where an applicant or their partner is expecting a child, that child will be included as part of their household when deciding the type of property to be offered</li> </ul>	
<b>Household</b>	<b>Property types</b>
<b>Single person</b>	<ul style="list-style-type: none"> <li>• Bedsit</li> <li>• 1 bedroom flat</li> <li>• 2 bed highrise flat (if not needed for a larger household)</li> </ul>
<b>Couple</b>	<ul style="list-style-type: none"> <li>• 1 bedroom flat</li> <li>• 2 bedroom highrise flat or 2 bedroom flat / maisonette above 1st floor (if not needed for a larger household)</li> </ul>
<b>Single parent or couple with 1 child (or expecting a child)</b>	<ul style="list-style-type: none"> <li>• 2 bedroom house, flat or maisonette (ground or 1st floor)</li> </ul>
<b>Single parent or couple with 2 children</b>	<ul style="list-style-type: none"> <li>• 2 bedroom house or maisonette</li> <li>• 3 bedroom house or maisonette (if not needed for a larger household)</li> </ul>
<b>Single parent or couple with 3 children</b>	<ul style="list-style-type: none"> <li>• 3 bedroom house or maisonette</li> </ul>
<b>Single parent or couple with 4 children or more</b>	<ul style="list-style-type: none"> <li>• 3 bed house or larger (depending on the number, ages and gender of the children)</li> </ul>
<b>Adult only household</b>	<ul style="list-style-type: none"> <li>• Flat or maisonette above 1st floor</li> </ul>
<b>Single person or couple with regular child access</b>	<ul style="list-style-type: none"> <li>• Flat or maisonette above 1st floor</li> </ul>

# What to do if your housing Circumstances change

You must tell the Council's Rehousing Section about any changes in your circumstances. The changes you should tell us about include:

- If you change address, you will have to complete a new Rehousing application form.
- If you and your partner separate, you will need to complete a new Rehousing application form.
- If you are expecting a child, you will need to provide evidence such as the maternity certificate MatB1.
- If you have a change to your medical circumstance, you will need to provide medical details including medication information, and GP details.
- If you have a new partner you will need to complete a new Rehousing application form.
- You will need to advise us of any people moving out or joining your household.
- If you are convicted of an offence, you will need to advise us in writing, or by phoning Housing Benefits and Enquiries on 029 2053 7111.
- If you have regular access to your child or children, but they do not presently live with you, you will need to provide the child's or children's birth certificate, and details from the child's or children's full-time guardian.
- **If anyone in your house has a change of circumstance you should contact us by telephoning Housing Benefits and Enquiries on 029 2053 7111, or alternatively visit [www.cardiffhousing.co.uk](http://www.cardiffhousing.co.uk) for further details.**

**Please note these are just examples and you should tell us about any change that might affect your Rehousing application straightaway. If you are not sure, please contact us.**

If you are at risk of homelessness or suffering domestic violence, please contact the Housing Options Centre on 029 2057 0750.

If suffering from anti-social behaviour, please contact the Anti-Social Behaviour Unit on 029 2053 7199.

If you are a Cardiff Council tenant and have any tenancy issues please contact the Tenancy Team on 029 2053 7501.

If you are a Housing Association tenant and have tenancy issues, you should contact your landlord.



**Our Mission is to provide inclusive and sustainable housing and community services that promote diversity and support the social, economic and environmental well-being of Cardiff citizens.**



**I am a Council tenant and want to move to another part of the city – what should I do?**

If you want to move from your present home, but want to stay in Cardiff, please contact the Housing Benefits and Enquiries team on 029 2053 7111, or contact your local Housing office for a Rehousing application form. If we accept your application we will add your name to the Rehousing waiting list, but as there are lengthy waiting lists, you may have to wait a long time before a property is offered to you.

Cardiff Council is a member of the Homeswapper Scheme, which gives all Council tenants free access to their website to enable them to exchange.

This website is for tenants of any Council or Social Landlord to exchange with another tenant anywhere in the UK.

To access this website, the address is [www.homeswapper.co.uk](http://www.homeswapper.co.uk)

If you do not access to the internet the local libraries are more than happy to assist you in getting online.

If you require further information please telephone Housing Benefit and Enquiries on 029 2053 7111.



## **A website with information and advice about finding a home in Cardiff**

Waiting times for Council and Housing Association homes can be long, and you may also want to think about other housing options. [www.cardiffhousing.co.uk](http://www.cardiffhousing.co.uk) can help you with this. It gives up to date information about:

- **Council & Housing Association properties, lettings and turnover.** The waiting time calculator will help you find out how long you might have to wait for a Council or Housing Association property in the areas where you want to live.
- **Privately rented accommodation.** The website advertises privately rented properties that are available now - often in areas where the Council & Housing Associations have very few homes to offer. Some may be furnished. You can also find information about housing benefit / local housing allowance, standards in the private rented sector, bonds, furniture schemes etc.
- **Assisted home ownership schemes** to help people on lower incomes to buy a home. The website gives details of properties that are available now and answers questions you might have about the schemes.
- **Student accommodation** in Cardiff.

Visit the website to see what it can offer you!

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