

How We Let Our Homes

A Guide to the Cardiff Housing Allocation Scheme

PLEASE NOTE:
this leaflet summarises the main points of the Cardiff Housing Allocation Scheme.

Please refer to the full Scheme at
www.cardiff.gov.uk/ENG/resident/Housing/Applying-for-housing/Pages/Applying-for-housing.aspx
for more detail, or call us on 029 2053 7131 to ask for a paper copy.



Better homes
Better care
Better communities
Better lives





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1. What is the Housing Allocation Scheme?

The Cardiff Housing Allocation Scheme is the set of rules and guidelines that help us decide who can join the Housing Waiting List, the order of the Waiting List, and who should be offered a home.

The City of Cardiff Council along with Cadwyn, Cardiff Community, Hafod, Linc Cymru, Newydd, Taff, United Welsh and Wales & West Housing Associations all use the same Waiting List and Allocation Scheme to let their properties in the city.

The Scheme ensures that we help people with the greatest housing need first, that applicants have a choice about where they want to live, and that they are offered properties that suit their needs.

This leaflet gives information about our Scheme and answers the questions we are often asked.

A full copy of the Scheme is available online at www.cardiff.gov.uk/ENG/resident/Housing/Applying-for-housing/Pages/Applying-for-housing.aspx or by telephoning 029 2053 7131.

2. Can anyone apply to join the Housing Waiting List?

Anyone aged 16 or over can ask to join the Housing Waiting List, but we may not let some people onto the List - for example because of their previous antisocial behaviour, immigration status or some criminal convictions.

Please note, **if you are homeless, sleeping rough, relying on friends for a bed for the night or likely to become homeless in the near future** you should contact a Housing Advisor as soon as possible by 'phoning or visiting :

The Housing Options Centre, Hansen Street (off Dumballs Road),
Cardiff CF10 5DW
Tel : 029 2057 0750



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3. How can I apply for housing?

For advice about your housing options you can:

- telephone 029 2053 7131
- call in at one of the Council Hubs or Housing Association offices shown on page 8, or
- tell us that you are interested in joining the Waiting List online at www.cardiffhousing.co.uk/apply - we will call you to talk about your options.

We will ask you about where you live now, who else lives with you, and whether you have any particular housing needs.

We will give you an application form to complete, and make an appointment for you to come back and see an Advisor. Please tell us if you need help with the form, or if you need it in a different language or format.

You should bring the completed application form and any other information that we have asked for to the appointment, otherwise we can't go ahead with your application. We may make further checks - for instance to get a reference from your previous landlord, or to find out more about how any medical conditions affect you.

When we have all the information we need about your application we will decide whether you can join the Waiting List, and write to you to let you know the decision.

4. How does the Waiting List work?

We want to make sure that we give homes to people who have a 'housing need', and that people who live in Cardiff are helped first.

Housing need includes things like :

- being homeless
- having a medical condition that is made worse by your current housing
- being overcrowded where you live now
- under-occupying a Council or Housing Association property which is no longer affordable because of the new Housing Benefit rules (known as the bedroom tax)
- needing to move because of hardship caused by your current accommodation
- living in unsatisfactory housing – for instance with no heating or hot water



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4. How does the Waiting List work? (continued)

To help us make sure that we help these people first we have split the Waiting List into Bands. If you are accepted onto the Waiting List we will look at your housing needs, and whether you live in Cardiff, to decide which Band you will join.

Bands A & B are for people who live in Cardiff and who have a housing need. Where that need is urgent (for instance where an applicant has a life threatening medical condition which is made worse by where they live now) they join Band A; where the need is less urgent (for instance where they are overcrowded where they live now) they join Band B.

Bands C & D are for people who have a housing need but **don't** currently live in Cardiff. Those with an urgent need join Band C; if the need is less urgent they join Band D.

Band E is for people who live in Cardiff but have no housing need.

Band F is for people who **don't** live in Cardiff and also have **no** housing need.

Waiting time is used to decide your position in the Band. For instance if you have an urgent housing need and live in Cardiff you will be in Band A. When you join the Waiting List you will be at the bottom of Band A. The person at the top of Band A is the person with an urgent housing need, who lives in Cardiff and who has been waiting the longest.

Please note that we make sure that we offer a share of our properties to Council and Housing Association tenants who need to downsize, and to people who are homeless (and who we have a duty to rehouse under the law).

We also need to rehouse some exceptional cases outside the banding arrangements. These are applicants who have an immediate housing need and don't happen very often. They are authorised by a Senior Officer in the Council or Housing Association.



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5. How will I know if I am on the Waiting List?

Once we have decided you can join the Waiting List we will write to let you know. We will tell you which Band you are in.

6. What sort of property will I be offered?

To decide what **size** of property you need we allow one bedroom for each of the following :

- Every adult couple
- Any other adult (aged 16 or over)
- Any 2 children of the same sex aged under 16
- Any 2 children aged under 10
- Any other child

If anybody in your household is pregnant we will include the baby when deciding on the size of property you need.

In general we offer homes in line with these rules, but if you have more than one child living with you we **may** offer you a property with one bedroom more than you need if you can afford the rent.

The **type of property** you will be offered depends on your family make-up. The Council and Housing Associations use slightly different guidelines, but in general :

- Bedsits are only offered to single adults
- Houses are generally offered to households including a child or children before households without children
- Bungalows, and some flats, are only offered to older people or to people who are disabled
- Most flats above the first floor are not offered to families with children under the age of 8

7. What if I need an adapted home?

If we agree that you need an adapted property (based on the information on your application) we add your name to a separate waiting list – the Accessible Homes Waiting List. This helps us to make sure that you are offered a home that suits your needs and that we make the best use of properties which are already adapted or can be adapted.



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8. How many areas can I choose and where will I be rehoused the quickest?

You can choose as many areas of the city as you want but you should bear in mind that we have very few properties in some areas, and they may not become available very often.

If we accept your housing application the Housing Advisor will be able to tell you how many properties of the size you need are in each area, how many were let in the past year and how many other applicants are waiting for them.

You can also do this yourself by using the Waiting Time Calculator on www.cardiffhousing.co.uk

9. How will I know when a property becomes available for me?

You can choose how you want us to tell you that a property is available. We can e-mail, 'phone or text you – but we will always send you a letter to confirm any offer.

It is important that we have up to date telephone numbers for you, so if you change your number please let us know.

10. How many offers can I have?

If the Council has a duty to rehouse you under homelessness law you will usually only be made one reasonable offer of accommodation. A 'reasonable offer' is one that suits your needs based on the information you have given us (including the areas that you say you want to live in), and any further checks we have made. If you refuse this offer it may mean that the Council's duty to you will end and that you must look for other accommodation yourself. You will be asked to leave the temporary accommodation you are living in if this was provided by the Council.

All other applicants can be made a maximum of 2 reasonable offers. If you refuse the first offer, we will ask for more details regarding your housing needs and update your application with the information you give us, and offer you housing advice if we feel that we can't meet your housing needs. When another suitable property is available that meets your needs you will be made a second offer. If you refuse this offer you will be suspended from the waiting list for 12 months. You will need to contact us after 12 months if you want your application reviewed.



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11. What if I am not happy with a decision made about my application?

If you are unhappy with any decision about your housing application you can ask for a review.

Telephone 029 2053 7131 and ask for a Review Form.

A Senior Officer who was not involved in the original decision will carry out the review and you will be advised in writing of the outcome.

If, after the review, you are still not happy with the decision, you can complain through the Council's complaints process.

12. What else can I do about finding myself a home?

You may want to think about other housing options, such as renting from a private landlord, or buying your own home under an assisted home ownership scheme.

www.cardiffhousing.co.uk has useful information about different housing options and can help you decide what might be best for you. It gives information about renting privately and other things you may need to think about such as different tenancy types, waiting times and affordability.



Useful Contacts

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Council contact points :

Cardiff Council Housing 029 2053 7131

Enquiries E-mail : SLU-WaitingList@cardiff.gov.uk

Advice Hub Marland House, Central Square, Cardiff CF10 1EP

The Hub at Butetown Plas Iona, Butetown, Cardiff CF10 5HW

The Hub at Llanrumney Countisbury Avenue, Llanrumney, Cardiff CF3 5NQ

The Hub at St Mellons 30 Crickhowell Road, St. Mellons, Cardiff CF3 0EF

Ely & Caerau Community Hub Cowbridge Road West, Ely, Cardiff CF5 5BQ

The Powerhouse Roundwood, Llanedeyrn, Cardiff CF23 9PN

If you are homeless (or are likely to become homeless soon)

**The Housing Options Centre, Hansen Street 029 2057 0750
(off Dumballs Road), Cardiff CF10 5DW**

Housing Associations in Cardiff

Cadwyn Housing Association 197 Newport Road, Cardiff CF24 1AJ
Tel: 029 2049 8898

Cardiff Community Housing Association Callaghan House, 50 Meteor Street, Adamsdown, Cardiff, CF24 0HE **Tel: 029 2046 8490**

Hafod Housing Association 76 Heol Maes Eirwg, St Mellons, Cardiff CF3 0JZ
Tel: 029 2067 5800 (Head Office),
029 2077 9841 (St Mellons Office)

Linc Cymru Housing Association 387 Newport Road, Cardiff CF24 1GG
Tel: 0800 072 0966 (Freephone from landline)
0300 123 1134 (standard charge from mobile)

Newydd Housing Association Ty Cadarn, 5 Village Way, Tongwynlais CF15 7NE
Tel: 0303 040 1998

Taff Housing Association 307-315 Cowbridge Road East, Canton, Cardiff CF5 1JD
Tel: 029 2025 9100,
0800 121 6064 (Freephone from landline)

United Welsh Housing Association Y Lanfa, St Clair Court, West Bute Street, Cardiff, CF10 5FT
029 2085 8100,
0800 294 0195 (Freephone from landline)

Wales & West Housing Association 3 Alexandra Gate, Ffordd Pengam, Tremorfa, Cardiff CF24 2UD
029 2041 5300,
0800 052 2526 (Freephone from landline)