Where do I start?

Anyone can apply to be on the Housing Register, even if you are already an A1 Housing tenant.

Applicants must normally be aged 18 years and over to apply, but we will also accept applications from young people aged 16 or 17 who have a floating support package from a recognised support provider, or who are homeless and have a floating support package from a recognised support provider.

Firstly, you need to complete a HomeFinder Application Form. This is available from our property shops in Worksop and Retford. You can also request one by calling 0800 590 542 or download it from our website www.a1housing.co.uk

Once you have filled in the form and have been accepted onto the Housing Register, you will be sent a reference number and pin number. You will then be able to use the HomeFinder Scheme to find your new home.
Once you are on the Housing Register, you will be placed into one of five lettings bands based on how urgent your re-housing needs are. The list below tells you what band you are likely to be placed in.

If you do not agree with the band you have been placed in, please telephone 0800 590 542.

Band A - Severe or Urgent Needs for Re-Housing

You will be placed in this band if:

- Following an assessment by Bassetlaw District Council (BDC), you are classed as being legally homeless
- Your current home has been assessed by BDC and is unfit to live in
- Your current home is found to be legally overcrowded
- There is immediate threat of severe violence or threat to life
- Your current Council home requires major repair works
- In emergency circumstances, you can no longer live in your current Council home
- The A1 Housing Medical Panel has assessed that you or a family member has a severe medical need for re-housing
- You or a family member need to live in a fully adapted property

Band B - High Housing Needs

You will be placed in this band if:

- You are an A1 Housing tenant and no longer need to live in a larger property
- You are a tenant with a right of succession and are willing to move to an alternative property
- You are a family member of a deceased A1 Housing tenant, without the right of succession
- You are an A1 Housing tenant who no longer needs a fully adapted property
- You have a right of succession to an A1 property, which is for senior citizens, but you do not qualify for this property, as you are not old enough
- You have been referred to us by a Support Agency who we have a prior agreement with
- We have been asked to re-house you under the Multi Agency Public Protection Arrangement
- We have been asked to re-house you by Nottinghamshire County Council under the Children’s Act
- The A1 Housing Medical Panel has assessed that you or a family member has a high medical need for re-housing
- You have been discharged from hospital and there is no alternative accommodation
Band C - Some Housing Needs

You will be placed in this band if:

• You have children aged 10 years or under who are currently living in a second floor flat or above
• You are a Senior Citizen aged 60 or over and living in a second floor flat or above
• You are living in insecure or shared accommodation
• Your property is in poor condition and is a risk to health, following an assessment by BDC
• You are living in cramped conditions
• You need to move in order to give or receive support from a relative, friend or carer
• The A1 Housing Medical Panel has assessed that you or a family member has some medical need for re-housing
• You are serving in Her Majesty’s forces and living in forces accommodation and have a close family connection to Bassetlaw or were enlisted from the Bassetlaw area

Band D - Low Housing Needs

You will be placed in this band if:

• You do not qualify in Bands A, B or C
• You are serving in Her Majesty’s Forces but do not have a local connection to the Bassetlaw area, but wish to live in the Bassetlaw area

Band E - Other Housing Applicants

You will be placed in this band if:

• You currently own or have a financial interest in a residential property
• You do not live or work in the Bassetlaw area
What properties can I apply for?

We have many types of properties including flats, maisonettes, houses and older person designated flats / sheltered flats.

Please see the tables below to see what type of properties you can apply for.

<table>
<thead>
<tr>
<th>Older Person Designated Flat / Sheltered Flat</th>
<th>Flat or Maisonette</th>
<th>Bungalow</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Bed</td>
<td>One Bed</td>
</tr>
<tr>
<td>Single Person</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Couple</td>
<td>✓</td>
<td>✓</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>General Needs Accommodation</th>
<th>Flat or Maisonette</th>
<th>House</th>
</tr>
</thead>
<tbody>
<tr>
<td>Single Person</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Couple</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Family - 1 or more children</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Family - 3 or more children</td>
<td>✓</td>
<td>✓</td>
</tr>
</tbody>
</table>

Please note: Bungalows or Older person designated flats will normally be allocated to applicants who are aged 60 years of age or over.

However, some applicants who have a medical need for this type of accommodation may be considered following an assessment by the A1 Housing Medical Panel, which includes a senior officer of A1 Housing and a suitably qualified medical practitioner.

Should you need to be re-housed for medical reasons, please contact us.

Important Housing Benefit Changes

Will you be under occupying your home?

The Government introduced size criteria in April 2013 for working age people claiming Housing Benefit and living in council housing. This means that tenants living in council properties larger than they need will see their Housing Benefit reduced by up to 25%. Before accepting a property please make sure you have read our ‘Housing Benefit is Changing’ leaflet.
Advertising properties

All our available properties are advertised each week and tell you about the type of property it is, the number of bedrooms, the rent charge and the location of the property. The advert also normally includes a photograph.

Each week, between Thursday and the following Tuesday, we publish a brochure of all the available properties. This can be found in our Property Shops in Worksop and Retford.

They can also be found in the following locations throughout Bassetlaw:

- Harworth Town Hall - Scrooby Road, Harworth
- Carlton Village Hall - Long Lane, Carlton in Lindrick
- Surestart Centre - Langold, Worksop
- Manton Childrens Centre - Off Shrewsbury Road, Manton
- Tuxford Mine of Information - 2 Market Place, Tuxford
- Misterton Centre - High Street, Misterton

You can also view our available properties by looking on our HomeFinder website www.a1homefinder.org.uk

You can find out what properties we have available by ringing our Freephone number 0800 590 542.

How to bid for a property?

When you bid for a property it means that you would like to live in that property. It does not mean that any money will change hands.

You can bid for up to three properties each week. However, this must be done during the weekly cycle which runs from Thursday to the following Tuesday. Any bids received after the deadline for that weekly cycle, or on a Wednesday, will not be accepted.

There are several ways to ‘bid’ for a property. These are:

- On the A1 Housing Website at www.athomefinder.org.uk
- At one of our property shops in Retford or Worksop by completing a bidding card
- Or by phone on 0845 230 4365
Properties are allocated to applicants who have expressed an interest in the property in band order then date order within that band.

- Band A - Applicants with severe / urgent housing needs
- Band B - Applicants with high housing needs
- Band C - Applicants with some housing needs
- Band D - Applicants with low housing need
- Band E - All other applicants

Occasionally we have properties that have to be re-advertised. If a property is re-advertised for a third time it will be allocated on a first-come, first-served basis.

Getting a home

Once the bidding cycle has closed, the HomeFinder Team will contact the successful applicant and offer them the property.

This is subject to viewing and further checks to make sure the information on the application is correct and up to date.

We will contact general needs applicants by text message.

We will contact Senior Citizen applicants by their preferred method of contact as given on their housing application form.

Due to the high number of people bidding for properties we are not able to contact any unsuccessful applicants.

Each week we publish the results of recently allocated properties so you can see the banding and waiting time of the successful applicant. This should give you an idea of how long you may have to wait for that particular type of property, or the area it is in.

If you have been placed in band A, B or C, your position in that band is determined by the date you entered the band. This date may be different to the date you first applied for rehousing.

If you have been placed in Bands D and E, your position will depend on the date of your housing application.

Can I refuse a property that I have bid for?

If applicants in priority Bands A or B refuse the offer of a suitable property the priority status will be cancelled. The housing application will then be re-banded.

Applicants in bands C, D and E who refuse a property they have been offered on three or more occasions without good reason may have their application suspended for six months, meaning they will not be able to place any bids during this time.
When an application is received, checks are carried out to verify the details. There are some circumstances in which an applicant may be excluded or suspended from the Housing Register.

Examples include:

- Debts or arrears owed to BDC/another council/Social Landlord such as a housing association in respect of a housing tenancy
- Any applicant or member of their household who is involved in any legal or other enforcement action.
- Council or other tenants evicted for a breach of their conditions of tenancy (whether by them or a member of their household)
- Applicants or a member of their household convicted of a serious criminal offence that would be in breach of the Council’s tenancy conditions
- Malicious damage to or neglect of a property
- Using/allowing the use of a property for illegal/immoral purposes
- Violence/aggression towards staff/agents of A1 Housing/BDC
- You or a member of your household has received an Anti-Social Behaviour Order, Acceptable Behaviour Contract or an Anti-Social Behaviour Injunction
- You or a member of your household has a Police record for public order incidents or anti-social behaviour.

Applicants have a right to request information about their housing application, including how their application is being treated.

Applicants can appeal against any decision made about their housing application within 21 days of the notification of the original decision.

This must be done in writing to:

A1 Housing
Head Office
Carlton Forest House
Hundred Acre Lane
Worksop
Notts
S81 0TS

A Senior Officer of A1 Housing, who did not make the original decision will then review the decision.
Contact us

0800 590 542
www.a1housing.co.uk
customer.services@a1housing.co.uk
Text us on 07860 021 511
Visit us at:

Retford Property Shop
Town Hall, 17B The Square, Retford DN22 6DB

Worksop Property Shop
Queens Buildings, Potter Street, Worksop S80 2AH

Head Office - Carlton Forest House
Hundred Acre Lane, Worksop S81 0TS

All offices are open Monday to Friday 8:40am to 5:00pm

If you need any help communicating with us or understanding any of our documents, please contact us on 0800 590 542.

We can arrange for a copy of this document in large print, audiotape, Braille or for a Language Line interpreter to help you.