

YOUR NEXT HOME

V O I D S A N D A L L O C A T I O N S
S E R V I C E S T A T E M E N T



Applying for a CVCHA home or transferring from your CVCHA home

What types of homes are available?

CVCHA owns about 2500 homes in the Castle Vale area. There are one- and two-bedroom flats, two-, three-, four- and five-bedroom houses, one- and two-bedroom bungalows, high-rise flats and sheltered accommodation schemes. Since very few new homes will be built in Castle Vale, the majority of homes that will become available will be those vacated by existing CVCHA tenants.

The number of properties that become vacant each year is fairly low because Castle Vale has become a very popular location. It is estimated that only 120 to 140 homes will be vacated in any given year and the majority will be flats rather than family houses. Each year, we estimate how long people will wait for a home by looking at the previous year lettings by property type, so that you get a realistic timescale for when you could expect to be made an offer of a home.

See overleaf for what type of accommodation you can apply for...

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VOIDS AND ALLOCATIONS

SERVICE STATEMENT

What type of accommodation could I apply for?

Applicant Type	Bedroom Eligibility	Property Type
Single Person/Childless Couple	1 or 2 Bed	Ground Floor Flat Low Rise Flat Mews Flat High Rise Flat
Single Person/Couple 55+ (if applying for sheltered accommodation)	1 or 2 Bed	Chivenor House Phoenix Court Whittle Croft Bungalow
Single Person/Couple with access requirements	1 or 2 Bed	Ground Floor Flat Low Rise Flat Mews Flat High Rise Flat
Single Parent/Couple with 1 Child	2 or 3 Bed	House Older style Townhouse Ground Floor Flat
Single Parent/Couple with 2/3 Children	3 Bed	House New style Townhouse
Single Parent/Couple with 3+ Children	4 or 5 Bed	House



How do I apply for a home?

The first step is to complete an application to be put on the waiting list. Forms can be obtained by visiting, telephoning or writing to the CVCHA High Street office. However, acceptance onto the waiting list is not automatic. That is because, with demand always greater than the number of properties available, CVCHA sometimes has to close the list when it becomes clear that new applicants would never get to the top of the list and be offered a new home.

If you are an existing tenant wishing to move to another CVCHA home, you are guaranteed to be registered on the list.

How does the waiting list work?

All new applicants are placed into one of three bands, according to their circumstances and needs –

Band 1

- People suffering from domestic violence, harassment or a serious threat of violence (domestic or non-domestic)
- People whose current home is a significant problem for them due to their health or disability
- A CVCHA tenant who needs to vacate the existing home temporarily so that major repairs can be carried out
- CVCHA tenants who are currently occupying accommodation that is larger than they need.

Band 2

- People currently suffering from overcrowding in their current home
- People who don't have access to, or are sharing, basic facilities such as the bathroom or kitchen
- People who provide recognised domestic support to other household members
- People who receive recognised domestic support
- Victims of serious anti-social behaviour for whom alternative accommodation is the only solution.

Band 3

- All applicants who do not qualify in Band 1 or 2.

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How does the waiting list work?

At the start of each year CVCHA decides what percentage of applicants will be considered from each of the three Bands. We are legally required to make 50% of CVCHA vacancies available to Birmingham City Council so they can nominate someone to us from their list.

Then, within each Band, the applicant who has been waiting the longest will be considered for the next available CVCHA tenancy. Unless individual circumstances change, an applicant cannot move from Band to Band for consideration. If you move to another band, it will be because there has been a change in your circumstances, which may mean your need is greater, lesser or has not changed. It is important you keep us updated so we can ensure you are in the right band.

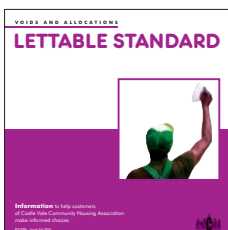
Can you specify the areas within Castle Vale where you would like to live?

CVCHA knows that choice is very important and for you to be able to choose where you want to live in Castle Vale and the type of property you want to live in. We always try to match applicants to the right property in the right location. By doing this, we ensure that people stay longer and are happy with their new home. We do this by making you at least three offers so that we can meet your needs as closely as possible.

If you do decide to wait for a property that perfectly suits your requirements, you have to be prepared to wait longer – sometimes much longer than you would like. The more popular types of houses in the more popular areas have many more applicants waiting for them. We will tell you how long you will wait for a home in the area you have chosen. You must choose whether you are prepared to compromise on house type or location, or both, in order to get an offer sooner.

How does CVCHA make the offer of a home?

When you are selected as suitable tenants for the type of home you have applied for, CVCHA will write to you with details of an available property and ask if you wish to accept the offer. You will be invited to view the property together with your Housing Officer, who will be pleased to answer any questions you may have.



CVCHA set out the standard of all available homes in the 'Lettable Standard' leaflet, which explains the conditions you can expect. A copy of the leaflet is available from the High Street Office or from the Website.



Can CVCHA refuse to put you on the waiting list?

CVCHA reserves the right to refuse applications, or Birmingham City Council nominations, in certain circumstances. The most common reasons are –

- **Rent Arrears** - if you owe rent to a previous landlord, your application will be suspended. CVCHA will actively encourage the repayment of the rent arrears and if an agreement to pay is maintained for 2 years the application will be reinstated
- **Anti-Social Behaviour** - when it is known that an applicant or any household member has been guilty of behaviour that contravenes the Crime and Disorder Act 1998 within 2 years prior to the application being made, CVCHA may exclude the applicant from the waiting list
- **Criminal Convictions** - when it is known that the applicant or any household member has a record of criminal convictions that are likely to pose a risk to neighbours or the wider community, the application may be refused. Examples may include a record of repetitive crime i.e., burglary or other criminal damage, drug related offences, offences against children, offences of a violent nature or other criminal offences that may disturb the peace of the community.

Applicants have a right to appeal the decisions made concerning their applications.

Can you move home by exchanging with someone else?

Yes you can swap your home with someone else, which is called a mutual exchange. If you want to find out further information have a look at our Service Statement 'Your Tenancy Agreement' which is available from the High Street office or our website, or contact your Housing Officer by telephone, letter, e-mail or personal visit to CVCHA.

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S E R V I C E S T A T E M E N T

Service Standards

Service Standards

- We will assess your application to join the waiting list or request a transfer within 15 working days of receipt.
- If we need further information we will tell you what that is and why we need it.
- We will provide advice about the estimated waiting times for the various types of CVCHA homes in each of the Castle Vale areas, to help you with the choice on your application.
- We will update your application every year to ensure that the details we have about you are accurate.
- If we refuse your application, we will tell you the reason and inform you of your right to appeal.

CVCHA Contact Details

Visit or write to: CVCHA, 11 High Street, Castle Vale, Birmingham B35 7PR
Telephone: 0121 748 8100 E-mail: contactus@cvcha.org.uk Fax: 0121 748 8105

This Service Statement is the result of a policy specific to Voids and Allocations Policy Number 500.
It was approved on 31.1.2010 and will be reviewed as part of our best value process.
REF/500a

