



# Your landlord of choice

...a guide to applying for  
housing

**If you would like to receive this information in another language or in another format such as large print, Braille or audio, please contact communications on 0845 849 2000 or email [communications@shorelinehp.com](mailto:communications@shorelinehp.com).**

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## Contents

Applying for housing.....	3
Background.....	3
Aims and objectives.....	3
Diversity and Equality.....	3
Joining the housing register.....	4
Eligibility for the housing register.....	4
Suspending registration.....	4
Assessing applications.....	5
The Band System.....	5
Special housing needs.....	6
Frequently asked questions.....	7
What you can expect from us.....	10
Contact us.....	10

## About Shoreline Housing Partnership

### Our Values

<b>Customer Focus</b> .....	Listening, caring and putting our customers first
<b>Performance</b> .....	Reliable, credible and providing value for money
<b>Innovation</b> .....	Actions that embrace positive change
<b>Leadership</b> .....	Committed and accountable
<b>Adapt &amp; Grow</b> .....	Planning for a secure future
<b>Diversity &amp; Equality</b> .....	Openness, honesty and respect

### Our Vision

“Providing good quality homes and opportunities in communities that people choose to live in.”

### Our Mission Statement

- To be the housing provider of first choice
- To be a trusted employer
- To be a valued partner

## Applying for housing with Shoreline Housing Partnership

We operate and take part in the following schemes:

- Allocation Scheme
- Homeswapper, a mutual exchange scheme for tenants

### Background

We run the housing waiting list on behalf of North East Lincolnshire Council.

As a registered charity, we will only give accommodation to tenants in a manner that fulfils our obligations under our Charitable Objects, specifically object 4.1 which states that we must be:

*“Providing homes or hostels and any associated amenities for persons in necessitous circumstances upon terms appropriate to their means;”*

It is our responsibility to provide housing first to applicants who have a priority need, and give reasonable preference to applicants as determined by the Housing Act and as defined further in this leaflet.

### Aims and objectives

1. To provide a service that gives clear information to applicants and makes fair decisions on the allocation of accommodation
2. To encourage applicants to participate in satisfying their long term housing needs
3. To contribute to the development of sustainable communities
4. To provide equality of access for all
5. To make the best use of our housing stock
6. To make sure applicants can access appropriate housing before their needs become critical
7. To give priority to those whose circumstances are within the reasonable preference categories
8. To provide information about housing options

### Equality and Diversity

We are committed to providing housing regardless of sex, sexual orientation, marital status, responsibilities for dependents, race, colour, nationality, ethnic origin, religious or political beliefs, age or disability.

## Joining the Housing Register

Anyone who is eligible (see below) can apply to join our Housing Register. You can get an application form by:

- Visiting our website - [www.shorelinehp.com](http://www.shorelinehp.com)
- Telephoning us on **0845 849 2000**
- Email us at [csc@shorelinehp.com](mailto:csc@shorelinehp.com)
- Visiting in person at our Customer Service Centre, 11-13 Osborne Street, Grimsby, DN31 1EY or 'Make the Neighbourhood Better' Centre, 60 Second Avenue, Grimsby DN33 1NN
- Sending a letter to Shoreline Housing Partnership, Customer Service Centre, 11-13 Osborne Street, Grimsby, DN31 1EY

## Eligibility for the Housing Register

Not everyone is qualified to join the Housing Register. If you are under 16 years of age, or subject to Immigration Control you are not allowed to apply. If you think you may not be allowed to apply, please contact us for more information and advice.

## Registration with 'No Preference'

If you or a member of your household is guilty of unacceptable behaviour serious enough to make you unsuitable to be our tenant your application will be classed as 'no preference'. Unacceptable behaviour includes:

- Rent arrears
- Breach of a Tenancy Agreement
- Domestic violence
- Damage to property
- Obtaining a tenancy by deception

If your application is registered as 'no preference' you will be given appropriate advice to help you to achieve application preference in the future. You have the right to request a review of the decision within 14 days of receiving written confirmation from us which will include our reasons for any decisions we have made.

**Note:** Although we do not have a blanket exclusion policy, we reserve the right to make an applicant ineligible on the basis of anti-social behaviour or a severe breach of tenancy. A suspension can apply where you or a member of your family has carried out unacceptable behaviour serious enough to make you unsuitable to be a tenant.

## Assessing applications

We assess applications to establish what their priority should be on the housing register. The assessment process considers the following factors:

- Eligibility for the register
- Housing need
- Financial means
- Local connection
- Ability to secure long-term accommodation

Once you have been assessed you will be put into a band. The date that we receive your application form is the date of your application. If your circumstances change and you move to a higher band, your application date will change to the date of the move. If you move to a lower band, you will keep your original application date.

## The Band System

The three main bands are gold, silver and bronze. If you are in exceptional circumstances you may be awarded an emergency card.

An emergency card takes priority over all other applicants. If more than one applicant has an emergency card the applicant who was awarded an emergency card first will have priority.

Applicants are placed in bands according to their housing need. Those in the gold band have the highest housing need and those in the bronze, the lowest. If you have multiple needs your application will be referred for additional consideration by our customer service centre team. The bands and needs are as follows:

### Gold Band

- **Homeless applicants with a priority need** who have a local connection with the district.
- Applicants with **high medical needs AND living in unsuitable accommodation.**
- Applicants with **high welfare or support** needs.
- Applicants **in shared or supported social housing accommodation who are ready to move into independent living** accommodation.
- **Young people leaving a long-term care placement** and who have been **referred by North East Lincolnshire Council** social services department.
- Applicants in **very overcrowded** accommodation.
- Applicants living in **properties deemed unfit** and which **cannot be brought up to standard** by their owners.
- Applicants who are to be **discharged from the armed forces** due to redundancy or end of service and who are in need.
- Applicants who are retiring, being made redundant or whose contract is being terminated on health grounds and who are in **accommodation tied to their work.**
- **Shoreline tenants under-occupying** their accommodation who wish to move to a smaller property.

## Silver Band

- **Homeless but no priority need** and who have a local connection with the district.
- Households containing an **individual with health problems** who would benefit from a move to **more suitable** accommodation.
- Applicants with **moderate welfare or support** needs.
- Households **which have a child under 10** or which contain a **pregnant person** living in accommodation above the first floor.
- Applicants in accommodation where they **share facilities with other (non-related) households**.
- Households containing an **elderly person with mobility problems** who live above the ground floor and where there is no lift.
- Applicants in accommodation that **lacks basic facilities**, such as a kitchen, bathroom or heating.
- Applicants who would **otherwise qualify for the gold band but who have no local connection with the North East Lincolnshire area**.

## Bronze Band

- Applicants who are homeless or **threatened with homelessness with no priority or local connection**.
- Applicants with **sufficient means** to secure their own housing.
- Eligible applicants who would **otherwise qualify for the silver band but who have no local connection** with the North East Lincolnshire area.
- Applicants who have **deliberately made their housing situation worse**.
- Applicants who have **sufficient means to secure their own accommodation** and who are **interested in shared ownership** or low-cost owner occupation.
- All other **eligible applicants not covered above**

## Emergency Card

- The emergency card is designed to be used only in the most exceptional of circumstances.
- There is a three month time limit on the emergency card, after which the applicant will be banded according to their housing need as with any other applicant.
- Emergency Card use is subject to the approval of our housing options manager who will give consideration to other criteria within the policy. Examples of its use are as follows:
- Applicants under the **Witness Protection Programme**
- Applicants being **discharged from hospital** who have no accommodation to return to or whose accommodation is totally unsuitable.

## Special housing needs

Applicants with a medical, social, welfare or support need will be asked to complete a Medical and Special Housing Need Assessment Form.

**You will only be put into a higher band if your medical, social, welfare or support need will be improved by re-housing.**

## Frequently asked questions

### Will I have to wait a long time to be re-housed?

There are over 5000 people on the Housing Register and we let about 1,000 properties a year so waiting times can be very long.

If you are placed in the Bronze Band, you are very unlikely to be offered a property. However, we have other options available to you so please contact us to find out more information.

### What difference will the property type I choose make?

You will be made an offer of a suitable property when you come to the top of the housing register. We will offer you the type of property that is suitable for your housing needs. If you are at the top of the list and we have a property to offer, we will give it to someone below you in the list if the property is not suitable for you. Suitability is determined by a property's aids and adaptations, the floor level required and the number of bedrooms needed.

### What is a High Welfare or Support Need?

A High Welfare or Support Need that can be helped by re-housing, is:

- the need to recover from the effects of violence (including racial attacks) or threats of violence, or physical, emotional or sexual abuse
- or the applicant's ability to fend for themselves is restricted for other reasons, such as mobility or health problems.

### What is a Moderate Welfare or Support Need?

A Moderate Welfare or Support Need that can be helped by re-housing, is:

- an applicant who needs to be re-housed to give or receive care, or to access specialised medical treatment, or to take up a particular employment, education or training opportunity.

### What is a Local Connection?

A Local Connection is someone who has:

- been a resident in North East Lincolnshire for six of the past 12 months, or
- three of the past five years, or
- been employed in the North East Lincolnshire area, or
- close relatives in the area, such as parents, siblings, children or a legal guardian.

### Can I bring my pet?

In the case of blocks of flats or in accommodation for the elderly, pets may not be allowed. Please tell us if you have any pets in the **Your Circumstances** section of your application form if you want them to be part of your re-housing request.

## What are the options available for aids and adaptations to a property?

Firstly, you will need to complete a Medical and Special Housing Needs Assessment Form telling us your need for aids or adaptations. Please be aware that there might not be an adapted property in the area of your choice, so you may need to be flexible when considering the properties available to you.

- If you can wait for the adaptations, you can register for an unadapted property and apply to us for adaptations if and when your need for the adaptation increases.
- If you would consider paying for your own adaptations, we may be able to house you more quickly, but please bear in mind that property adaptations cannot be carried out unless they are authorised by both us and an independent medical assessment specialist.

## When should I apply for housing?

In most cases, you should apply for housing as soon as you are aware you will need it. People leaving the Armed Forces should apply one month before discharge. People being released from prison may apply one month before their release date, provided they can give a local contact address.

## I'm not ready to move right now. Should I still apply?

We ask on the Housing Register Application whether or not you are prepared for re-housing within the next six months. When you apply for re-housing, you should be ready to move as soon as we make you an offer. But, to help you prepare for a move, we will contact you by phone and post as soon as we become aware that your allocation date is approaching.

We will write to you and ask for your landlord references. We will check your eligibility, preferences and make sure you want to be housed with us.

Demand for housing is high and we are not able to hold your offer if you are not ready to move. If you cannot accept our reasonable offer because you are not ready to move, we may lower your registration to the bottom of your current band by resetting your application date. We reserve the right to reset your registration date to the date that you refused to accept our offer.

## I can't answer all the questions on the application form. What should I do?

You must fill in the form correctly and answer all the questions. Carefully read the instructions and leaflets and make sure your information is accurate and complete.

- If you are having trouble reading the application or making decisions about how to answer the questions, please telephone, email or visit us and we will be happy to help you.

## I'm under 18, can I get a home?

Applicants aged 16 or 17 can only be accepted on to the waiting list with a parent or guardian listed as their **guarantor**. A guarantor is a person held responsible for any costs owed, for example, rent arrears or property damage and must therefore be able to demonstrate that they are in a position to pay these costs if required. People under the age of 16 are not eligible to apply for the register and should contact North East Lincolnshire Council Social Services for more assistance.

## What other housing choices do I have?

We are part of the Homeswapper scheme which helps tenants find a suitable home swap. Homeswapper is an easy, web based scheme that matches tenant's requirements to properties and it is free to all Shoreline tenants. To find out more about the scheme please visit [www.homeswapper.co.uk](http://www.homeswapper.co.uk) or contact us in any of the usual ways.

## How does Shoreline decide which homes are suitable for me?

Homes are given to applicants using the guidelines below.

Type of Home	Allocation
Purpose-built or adapted for disabled occupiers	Household with disabled member
One-bedroom bungalow	Single or couple over the age of 60
Two-bedroom bungalow	Couple over 60
Three-bedroom bungalow	Family with a demonstrated need for a bungalow
Sheltered scheme flat or bungalow (including Nelson House)	People over the age of 60 with a demonstrated support need for a sheltered scheme
Flat designated for older people due to design, construction or services	People over the age of 50 with a demonstrated support need for a flat designed for older people
One-bedroom flat (other than above)	Single person of any age
Multi-storey flat	Single person, couple or all adult family
Two or three-bedroom flat or maisonette, ground floor or first floor	Any household
Two or three-bedroom flat or maisonette, above first floor	Any household, except households with a child aged nine or below
One-bedroom house	Couple or single person
Two, three or four-bedroom house	Family accommodation - Preference for larger properties will be given to larger households

## What you can expect from us

- A letter of confirmation that explains which band you have been put in
- A telephone call if we have a number for you and there is an urgent update or a property match you may be interested in
- Feedback about successful lettings so you can judge how long you will be waiting on the register.
- Keeping your band assignment until your needs change or until you are re-housed
- Allocations to applicants by band and registration date, housing the neediest first
- Fair treatment in accordance with our Equality and Diversity policy
- Polite and prompt service in accordance with our Customer Charter
- Communication in plain English

## Right to review

If you disagree with your band or any decisions made by us, you may request a review. A request for a review must be made within 14 days of you receiving notification of our decision.

Our housing options manager will make a decision in a fair and balanced way taking into account the policy, code of guidance for the allocation of social housing and good practice.

## Data Protection

Applicants' personal information is protected under the Data Protection Act 1998. Data will be shared only with North East Lincolnshire Council Social Services or other North East Lincolnshire housing associations who have agreed to protect data under this Act.

## Notice to applicants

It is an offence to give false or misleading information to gain accommodation. Your registration will be suspended if it is found that false or misleading information has been given and any tenancy obtained by deception will be terminated. You must tell us about any change in your circumstances. If you fail to do so, we may regard you as having given false information.

## Contact us

If you have any questions or concerns about housing in North East Lincolnshire, please contact us by:

- Accessing our website at **[www.shorelinehp.com](http://www.shorelinehp.com)**
- Telephoning us on **0845 849 2000**
- Email - **[csc@shorelinehp.com](mailto:csc@shorelinehp.com)**
- Visiting in person at our Customer Service Centre, 11-13 Osborne Street, Grimsby DN31 1EY or 'Make the Neighbourhood Better' Centre, 60 Second Avenue, Grimsby DN33 1NN
- Writing to us at Shoreline Housing Partnership, Customer Service Centre, 11-13 Osborne Street, Grimsby DN31 1EY

**0845 849 2000**

**[www.shorelinehp.com](http://www.shorelinehp.com)**

**[info@shorelinehp.com](mailto:info@shorelinehp.com)**



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