



HOUSING & PUBLIC PROTECTION DEPARTMENT

APPLYING FOR HOUSING



Contents



Your Housing Options

We advise housing applicants to consider the full range of housing options that are available as there is great demand for accommodation in the Borough.

What are your options?



Council Accommodation

For information about applying for Council accommodation, see page 7. We can only help a small number of those who apply and the points scheme is used to help identify those in the greatest housing need.

Mutual Exchanges

If you are a secure tenant, you have the right to swap (exchange) your home with another secure Council tenant or Housing Association tenant. You must get our written agreement first and we can only refuse in certain circumstances.

There is a national scheme called 'Homeswapper' which you can access via the internet on www.homeswapper.co.uk.

You can indicate on your housing application form if you wish us to send you details about this scheme.

Housing Associations

Housing Associations are non-profit making, independent bodies which build and manage accommodation and provide support to those in housing need. They have a variety of properties for rent across Wrexham County Borough, including houses, flats, bungalows, sheltered housing and supported housing schemes. Associations operating in the Wrexham area may be able to help you in the following ways:

Through their own waiting lists

Local Housing Associations have their own waiting lists for rented accommodation. Your tenancy will be very similar to a Council tenancy although your rights will be slightly different. Generally you may remain in the tenancy as long as you like. Rents are affordable and you can claim

housing benefit if you have a low income. You should contact the Housing Associations for an application form.

Nominations

Housing Associations ask us to “nominate” applicants from our waiting list for around 50% of the Housing Association properties that become available. You should indicate on your application form if you would like to be considered for nomination. You can also apply separately to the Housing Association.

Shared Ownership/Affordable Housing

Housing Associations also provide some accommodation for part rent, part purchase or purchase at a discounted price. These schemes are designed to help people on low incomes or with limited savings to buy their own home. Housing Associations are currently working with us to provide more of this accommodation in the County. You should indicate on your housing application form if you want more information about these schemes.

Housing Associations with properties in Wrexham County Borough

Clwyd Alyn Housing Association

72 Ffordd William Morgan, St Asaph Business Park, St Asaph, Denbighshire. LL17 0JD

Tel: 0800 1835757 www.clwydalyn.co.uk

Wales & West Housing Association

Unit 2, Acorn Business Park, Aber Road, Flint, CH6 5YN

Tel: 0800 052 2526 www.wwha.co.uk

Cymdeithas Tai Clwyd

54 Stryd Y Dyffryn, Denbigh LL16 3BW

Tel: 0345 230 3140 www.taiclwyd.com

Hafan Cymru

Head Office, 5-6 Queen Street, Carmarthen SA31 1JR

Tel: 01267 225555 www.tai-hafan.co.uk

(Provide housing & support for vulnerable people suffering domestic violence)

Habinteg Housing Association

Regional Office:- Beech House, Woodland Park, Bradford Road, Chain Bar, Bradford BD19 6BW

Tel: 0845 6065202 www.habinteg.org.uk

(Provide housing for people with mobility problems only)

Abbeyfield

Abbeyfield Wrexham Society Ltd., 2nd Floor, 30 Lord Street, Wrexham, LL11 1LR

Tel: 01978 364294 www.abbeyfield.com

(The Abbeyfield Society provides rented sheltered accommodation for older people who want a supported but independent lifestyle. The Society has 2 houses in Wrexham. Each resident in these houses has their own bed sitting room with en-suite facilities, central heating, an overnight care call alarm system and secure door entry. Meals are also provided).

Renting Privately

You may also wish to consider renting a property from a private landlord. You may be able to get some help from Housing Benefit towards your rent. Private rented accommodation is normally advertised in local newspapers or can be found through a lettings agent.

List of lettings agents

Beresford Adams, 23 King Street, Wrexham, LL11 1HF

Tel: 01978 265467

Jones Peckover, 33 High Street, Wrexham, LL13 8LD

Tel: 01978 364283 www.jonespeckover.com

Seth Hughes & Son, St Georges Crescent, Wrexham, LL13 8DA

Tel: 01978 265123

Wingetts Estate Agents, 29 Holt Street, Wrexham, LL13 8DH

Tel: 01978 353553 www.wingetts.co.uk

Kent Jones Agents, 47/49 King Street, Wrexham, LL11 1HR

Tel: 0845 223 6019 www.homesonview.co.uk

Town & Country Estate Agents,

Imperial Buildings, King Street, Wrexham, LL11 1HE

Tel: 01978 291345 www.townandcountryestateagent.com

Bowen Son & Watson, 1 King Street, Wrexham, LL11 1HF

Tel: 01978 340000 www.bowensonandwatson.co.uk

Nichola Jane Estate Agents, 22/24 Town Hill, Wrexham, LL13 8NB

Tel: 01978 359888 www.nicholajane.co.uk

RTJ Properties Ltd, 2 King Street, Wrexham, LL11 1LE

Tel: 01978 350002 www.rtlettings.co.uk

Humphreys of Chester, Humphreys of Chester (Wrexham Office),
8-10 King Street, Wrexham, LL11 1LE

Tel: 01978 36655 www.humphreysofchester.co.uk

Jomar Properties, 61 Victoria Road, Wrexham, LL13 7SE

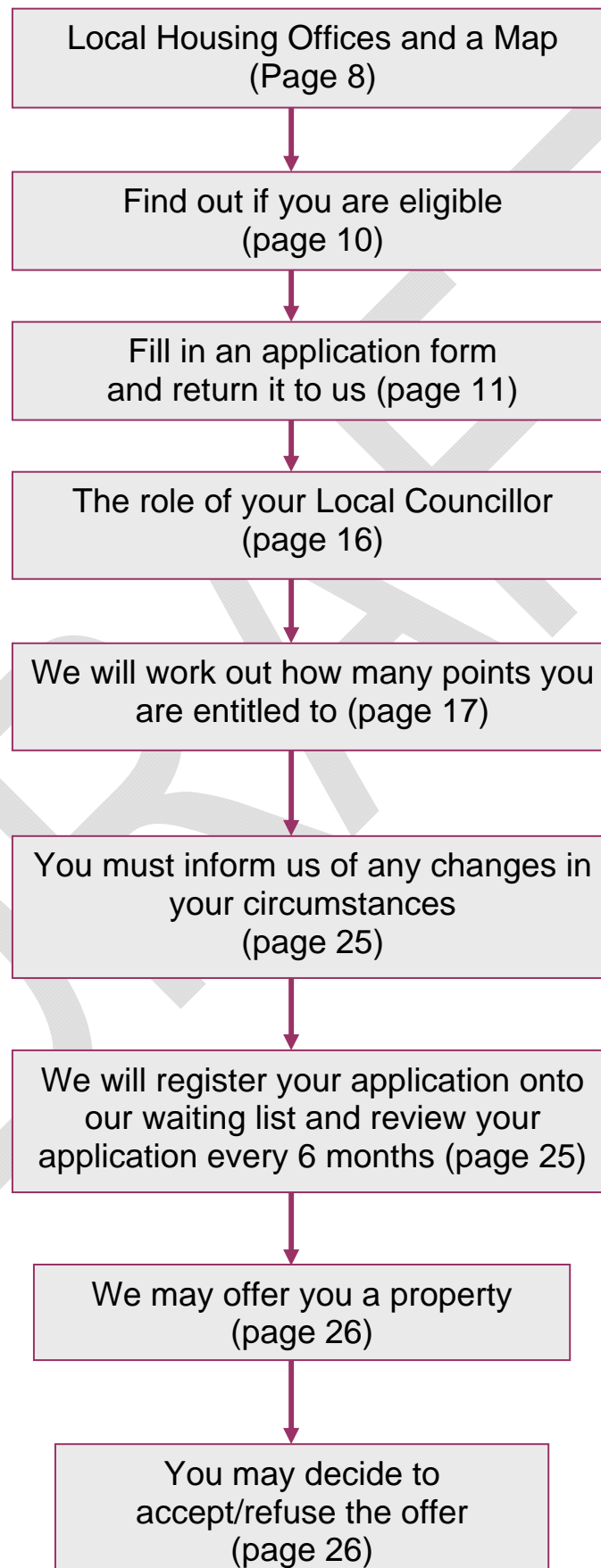
Tel: 01978 350477 <mailto:JOMARPROP@AOL.COM>

Karen's Lettings, 19 Chester Street, Wrexham, LL13 8BG

Tel: 01978 355959

Applying For Council Housing

This section explains how to apply for housing with Wrexham County Borough Council.



Our Local Housing Offices

Broughton

27 Derby Road
Brynteg, LL11 6LW
Tel: 01978 722020

Caia

7 Churchill Drive
Wrexham, LL13 9HN
Tel: 01978 317040

Gwersyllt

2 Wheatsheaf Lane
Gwersyllt, LL11 4DT
Tel: 01978 722100

Plas Madoc

50 Peris
Plas Madoc, LL14 3LF
Tel: 01978 813000

Rhosllanerchrugog

Station House, Brook Street
Rhosllanerchrugog, LL14 2ED
Tel: 01978 832900

Wrexham Central

Lambpit Street
Wrexham, LL11 1WH
Tel: 01978 292062

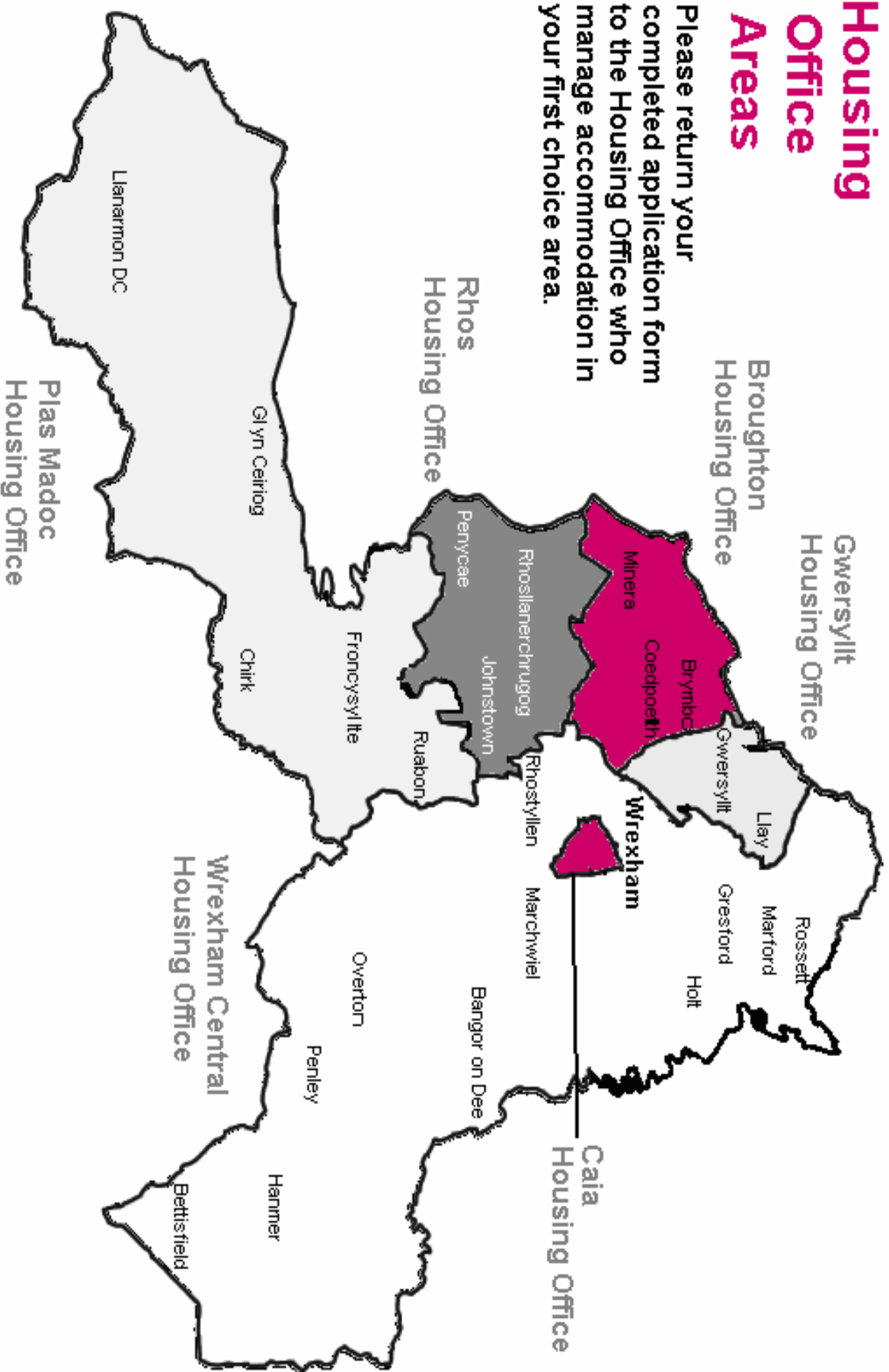
Housing Services, Ruthin Road, Wrexham, LL13 7TU

Our website: www.wrexham.gov.uk/housing

Our e-mail address: housing@wrexham.gov.uk

Housing Office Areas

Please return your completed application form to the Housing Office who manage accommodation in your first choice area.



Eligibility

Some people will not be eligible for Council housing and may be excluded from joining the housing waiting list. These include:

- **People less than 16 years of age**
- **Certain categories of people from abroad** due to their nationality, immigration status or intentions to live in this country.
- **People guilty of serious unacceptable behaviour** such as serious rent arrears, anti-social behaviour or any other serious breach of tenancy. This behaviour must be serious enough for us to have been able to obtain an outright possession order if the applicant had been a tenant of ours at the time of applying.



If we decide that you are not eligible to join the waiting list we will inform you in writing stating the reasons why. You may request a review of this decision within 21 days.

Please see our separate “Exclusion Policy” leaflet for further information.

Making an application for housing

Complete an application form



If you wish to apply for housing you must complete a housing application form and return it to one of the Council's local housing offices. If you need any further assistance to complete the form please do not hesitate to ask.

It is very important that you complete this form as accurately and fully as possible. We will use this information to decide how many points you are entitled to.

To support your application for housing you must provide proof of your name, address and present circumstances, for example any medical conditions you may have, access to children etc. The form contains details of what we require. If you do not provide this information we will not be able to accept your application.

If we find that you have deliberately given false or misleading information on your application form and subsequently become a tenant we will take legal action to end your tenancy.

Decide where you wish to be re-housed

We want to give you as much choice as possible about where you wish to be re-housed. You can choose as many areas of the Borough as you wish and the type and size of property you require.

Please remember if you only choose areas that have fewer empty homes and high demand you may have to wait longer before you receive an offer.

Property size and type

Due to the on-going reduction in the number of properties the Council manages, we must make the best use of properties which become available. For this reason we have rules about the size of property people will normally be offered. Please refer to the following table when choosing the type of accommodation you require.

Household Type	Property Type
Single people	Bedsit 1 bedroom flat 1 bedroom house
Single People with access to children	1 bedroom flat 2 bedroom flat**
Couples without children	Bedsit 1 bedroom flat 1 bedroom maisonette 1 bedroom house 2 bedroom flat** 2 bedroom maisonette** 2 bedroom house**
Households expecting a child where there are no other children	2 bedroom flat 2 bedroom maisonette 2 bedroom house
Families with 1, 2 or 3 children	2 or 3 bedroom flat 2 or 3 bedroom maisonette 2 or 3 bedroom house
Families with 4 or more children	3 or 4 bedroom flat 3 or 4 bedroom maisonette 3 or 4 bedroom house
Single People/Couple over 60	Sheltered accommodation Bedsit 1 or 2 bedroom flat 1 or 2 bedroom maisonette 1 or 2 bedroom bungalow 1 or 2 bedroom house
Households containing a physically disabled applicant who requires level access, or an adapted property depending on the nature of any disability or medical illness and supported by Health & Social Care needs.	Adapted properties suitable for their needs or properties capable of being adapted. This may include properties "suitable" for older people, sheltered accommodation or bungalows.

N.B. The above is a general guide only and can vary in areas due to local demand, supply or any local lettings policies.

**** 2 bedroom properties will be allocated to single people with access to children and childless couples, only if there is no demand from applicants who have permanent childcare responsibilities.**

You are advised to be realistic in your choice of area and property. If you are too restrictive you can severely affect your chance of an offer of accommodation.

Please be aware that housing in some areas of the Borough is in short supply. Offers will be made to applicants whose household is able to make best use of the accommodation, for example, a single person would not normally be offered a 3 bedroom house.

Please see the latest “Choosing an Area” information sheet for current details of where our properties are, what type they are, the number that became empty in the last 12 months and the number of people on the waiting list.

Sheltered Accommodation

We manage a number of sheltered housing units across the Borough. Many of these units benefit from the support of a resident or non-resident warden, a community alarm and/or adapted accommodation for those with mobility problems.

This accommodation is normally let to:

- applicants over 60 years of age, or whose partners are over 60 years of age
- disabled applicants who have a need for this type of accommodation

Please tell us on your application form if you wish to be considered for this type of accommodation.

Where a sheltered housing vacancy arises and there are no such applicants on the waiting list, we will consider other suitable applicants on the general waiting list in age order, i.e. oldest applicants first. New sheltered housing tenants will be required to receive support from the warden service, e.g. a daily visit.

Accommodation “suitable” for older people

Throughout the County Borough there are properties which are suitable for older people due to the age of existing tenants, location or type of property. We will normally allocate this accommodation to:

- applicants over 50 years of age
- applicants with a physical disability who have a particular need for the type of accommodation available.
- Where there are no suitable applicants over 50 years of age, younger applicants will be considered in age order, i.e. oldest applicants first.

Adapted properties

Some of our properties are specially adapted for disabled applicants. When such properties become empty we will try to find an applicant who can use these facilities.

If you are already a Council tenant, we may be able to provide adaptations in your current home to meet your household’s needs. Please contact your local housing office for more information or ask for a copy of our leaflet “Adapting your Home”.

Homeless Applicants

If you are homeless and we have a legal duty to assist you, you will be required to be less restrictive in your areas of choice so that we can consider you for properties that are in greater supply.

You will be required to consider any area of the County Borough. If you have not received an offer of accommodation after 4 weeks you will be considered for all accommodation within the County Borough.

You will also be automatically considered for Housing Association nominations.

Please see the section about Accepting and Refusing an Offer later in this booklet.

Applications from Existing Council Tenants

Applications are welcomed from all existing Council tenants wishing to transfer to a more suitable property within the County Borough.

Normally applicants will be required to be a secure tenant of Wrexham County Borough Council prior to applying for a transfer, unless the property has become unsuitable for their needs, e.g. due to a change in family circumstances, health reasons etc.

To be considered for an allocation, you must not be in breach of any aspect of your tenancy conditions. This includes:

- records of anti-social behaviour
- poor internal condition of the property in terms of repairs and decoration which are your responsibility
- poor garden condition

You will be instructed in writing upon the remedies you need to take in order to be considered for an allocation.

If you owe outstanding housing related debts, rent arrears, recharges etc to us, you will receive reduced preference on the waiting list through the deduction of penalty points (see section in Assessing your Points in this booklet).

‘Local’ Lettings Policies

These policies specify the type of households to be allocated to a particular area. They must not be contrary to Equalities legislation and guidance and must not discriminate directly or indirectly against any group.

We must also give reasonable preference to those applicants within the preference groups as determined by the Homelessness Act 2002.

We have introduced a number of ‘local’ lettings policies which are currently in operation for:

- A support scheme for people with learning difficulties
- Older person accommodation with support scheme
- “Difficult to manage” properties.

Your housing office can provide more information about whether you would be eligible for this accommodation.

The Role of your Local Councillor

As well as representing their community and bringing its views into the Council's decision making process, Councillors can act on behalf of local people in resolving particular concerns or issues.

When people apply for Council housing they may turn to their local Councillor for advice and assistance. Many people are uncertain about their Councillor's role in the process of allocating Council housing.

What your Councillor can do...

- Approach Housing Services on your behalf, with consent, to ensure that all the facts of your case are taken into account when assessing your application.
- Advise applicants about the process of applying for Council accommodation and the availability of housing within their local area. Councillors have information about our stock, lettings and the number of applicants on the waiting list in each area. They are also notified of properties becoming vacant in their ward.
- Members are collectively involved in any future reviews of the Lettings Policy to ensure that it is achieving its aims. They also approve any Local Lettings Policies which may operate in your area.

What your Councillor cannot do...

- Decide who is allocated a Council property or be involved in the allocation decision. Allocations are made according to the Council's Lettings Policy. All applications are assessed and awarded points based on the applicant's present housing circumstances.
- Ask for details about your application, or anyone else's without consent. Personal information such as a person's name, address, current housing circumstances etc. are protected under the Data Protection Act 1998 and the Council is unable to share these details without the applicant's consent.

Assessing Your Points

If you are eligible to join the waiting list we will assess your application under the following points scheme to work out your points entitlement. You may be awarded one level of points under any of the following categories to reflect your needs except those applicants who have no fixed abode (see Insecurity Points).

Points will not be awarded where there is evidence that you have deliberately worsened your housing conditions, e.g. by selling or giving up the tenancy of a property which you were able to afford and maintain. Applicants found to be intentionally homeless will not receive these points.

To be taken into consideration, children must be residing with the applicant as their principal home and the applicants must be in receipt of the child benefit. Due to the on-going demand for housing, children who reside with the applicant on a part time basis through access arrangements cannot be taken into account.

Homelessness Points

If you have lost your home or are likely to do so in the next 28 days you may be awarded:

- 100 points Homeless unintentionally and in priority need
- 50 points Homeless unintentionally but not in priority need
- 10 points Intentionally homeless and in priority need
- 5 points Intentionally homeless but not in priority need

These points will only be awarded following a formal interview and investigation by a Homelessness Officer into your housing circumstances. All decisions will be made in accordance with the Homelessness Legislation. Homelessness points will be removed upon refusal of a “final offer” of “suitable” accommodation.

Property Points

Overcrowding

If your home is not big enough for your needs you may be awarded:

75 points per extra bed space required (max. 150 points)
i.e. per person needing an additional bedroom

We will consider that separate bedrooms are needed for:



- a married couple or couple living together
- a single person or parent aged 16 years or over
- a child between the ages of 8 - 15 years (inclusive) who would have to share with someone of the opposite sex

Unless proved otherwise, assumptions about the applicant's present accommodation will be made as follows:

- One bedroom accommodation = 2 bed spaces
- Two bedroom accommodation = 4 bed spaces
- Three bedroom accommodation = 5 bed spaces
- Four bedroom accommodation = 7 bed spaces

We will not award points where overcrowding can be avoided by re-organising where people sleep or where it has been caused deliberately.

Under-occupation

If your current home is too big for your needs you may be awarded:

50 points per bedroom not required (for Current Social Housing Tenants, Local Authority or Housing Association Tenants only)

We will not award points to an applicant who, by their own choice of sleeping arrangements, causes under-occupation.

Sharing facilities

50 points	Households with children or expected children
30 points	Couples
20 points	Single persons

These points will be awarded to applicants who share living accommodation (living room, kitchen or bathroom) with another household (parents, friends, lodging etc.) and who are seeking separate accommodation.

Where there has been a relationship breakdown and accommodation is still being shared with a former partner, the applicant shall be considered as a single person, i.e. needing their own bedroom etc. Evidence of separation will be required.

Insecurity

These points will be awarded where the applicant currently lives in insecure accommodation such as a hostel, bed and breakfast, any temporary accommodation provided by us, or other accommodation such as caravan, tied accommodation or institution.

50 points	WCBC Temporary Accommodation Awarded by the Homelessness Section, Housing Services for unintentionally homeless, priority need applicants who have been placed in temporary accommodation.
20 points	Other Temporary Accommodation Hostels and other temporary accommodation where the applicant's stay is time limited, e.g. Hafan, Preswylfa, The Foyer, Hurst Newton Hostel, St John's Hostel.
20 points	Rough sleepers and applicants with no fixed abode Applicants who have no fixed abode will be asked to prove their situation by providing: <ul style="list-style-type: none">• written confirmation from your employer of your address for administrative purposes or• if you are unemployed, written confirmation from the Benefits Agency or Job Centre that your application address is no fixed abode (NFA) and details of your correspondence address.• if you have been granted refugee status, written

confirmation from the Welsh Refugee Council.

Due to the difficulties in assessing your current housing conditions, applicants who are sleeping rough or have no fixed abode, will be considered for insecurity points only and will not receive points for overcrowding, sharing etc.

Condition of property

If your current property is in poor condition you may be awarded:

- 100 points “Property of an unsuitable housing standard” - property in extremely poor condition and unsuitable for occupation (Borough connection required)
- 50 points Property in urgent need of repair



- These points will only be awarded following a home visit by an Environmental Health Officer.
- Major repairs must be needed to bring the applicant’s property back to a standard. This may include repairs to the interior or exterior of the property.
- Environmental Health Officers have a legal obligation to contact private sector landlords when there are issues of disrepair. Points will only be awarded if, after being contacted, landlords have made no attempt to rectify any disrepair within a reasonable period of time determined by WCBC Housing Standards Team.
- Points will not normally be given to current Wrexham County Borough Tenants where the issues of disrepair can be resolved.

Children in upper flats

Points shall only be awarded if you live above ground floor and have children permanently living with you or someone in your household is expecting a child. Proof of pregnancy or proof of child benefit must be provided.

- 70 points Two or more children under 10 years of age or expected children living above ground floor
- 50 points One child under 10 years of age or expected child living above ground floor

Health & Social Points

Health or Social Care Needs

If you have a medical condition, disability or social need which can be improved by being re-housed you may be awarded:

100 points - Critical (Borough connection required)
Up to 50 points - Serious



- Points will be awarded by the Health and Social Care Panel on receipt of your Special Needs and Medical Assessment Form. Supporting evidence must be provided regarding the applicant's circumstances and any agencies that are involved with their case, e.g. details of welfare benefits received, support services received, appointments and supporting letters from professionals clearly stating the need for re-housing etc.
- Cases are "critical" where the applicant or a member of their household:
 - has a serious illness, disability or medical condition e.g. terminal illness, permanent disability or progressive condition and they are completely unable to cope in their present accommodation. Re-housing is the only option.
 - is hospitalised and is unable to return to their home as it is totally unsuitable for their long-term needs by way of design or location and/or is unsuitable for adaptations.
 - is unable to access essential facilities within the property e.g. bathing or WC, or access to the property itself is totally unsuitable. The property cannot be adapted to meet their needs.
 - needs to move to provide support to a relative or person with serious illness, disability or medical condition and that person can only cope in their present accommodation with the applicant's support.
 - is due to leave local authority care and requires their own accommodation.
 - has a serious long-term or chronic mental illness, which could be alleviated by re-housing.

- has other urgent social care grounds for re-housing such as racial harassment, witness protection, tenancy enforcement issues, etc.
- Cases are “serious” where the applicant or a member of their household:
 - has some difficulty in using facilities in the property which could be alleviated by re-housing.
 - has serious health or social care problems which are likely to be alleviated if they were re-housed or moved near friends or family for support/or the person(s) providing support were housed nearby.
 - has a mental illness which could be alleviated by re-housing.
 - has other social care grounds for re-housing e.g. isolation, harassment, neighbour disputes etc.

The Occupational Therapist may need to carry out a home visit to discuss your application in detail. He/she will assess your current home and how your medical situation would benefit from moving home.

Community Safety and Well-Being Needs

If you are part of a supported accommodation scheme sponsored by Wrexham County Borough Council and require re-housing you may be awarded:

10 points

These points are awarded to applicants who are under the sponsorship of a Wrexham CBC project that involves working with partners to improve the well being of the population of Wrexham and community safety. This work may include supporting vulnerable young people to move to independent living, ex-offenders to prevent re-offending, rehabilitating substance mis-users, and supporting people with learning disabilities. Applicants working with the following projects will be entitled to these points:

- The Foyer
- CAIS
- Hafan
- Preswylfa
- “The Moorlands”
- MIND
- NACRO
- Preswylfa Mother & Baby Project
- Hurst Newton
- Hafan Cymru
- St. John’s Hostel

Management Points

300 points

These points will only be awarded by Senior Housing Officers and may include the following situations:

- Where your urgent housing issues fall outside the lettings policy and securing alternative accommodation is in the best interest of you, an estate or a community.
- Where your re-housing is a matter of urgency, but where the points awarded under the points scheme do not reflect this urgency.

Penalty Points

50 points deducted for any amount owed from £1 up to £100.
 100 points for £101 to £200
 150 points for £201 to £300 etc.

We may deduct points if you:

- owe any outstanding housing related debts to us or another social landlord, for example current or former tenant rent arrears, recharges etc.



We will inform you if any points have been deducted and advise you about what you need to do to have your points reinstated, for example making regular payments to reduce the arrears, improving the condition of your property.

We will not deduct these points if any money you owe is statute barred under the Limitation Act 1980 (any debt more than 6 years old and we have taken no action to recover it).

Local Connection Points

Borough Connection

20 points

These points will be awarded if you:

- have lived within the Borough for 3 years in the last 5 years and have lived there out of choice (for example, residence in a bail hostel does not qualify), or
- have a mother, father, sister, brother or children or any adult who acted as their parent and who has lived in the Borough for the last 5 years.
- have continual employment in the Borough area and this is confirmed in a letter from the employer.
- are an Asylum seeker dispersed to Wrexham without any choice and granted refugee status.
- are currently living in refuge accommodation (e.g. the women's refuge) within the Borough.



Community Connection

25 points

You may also be awarded these points if you have a connection with the “community area” you wish to be re-housed in by:

- currently living in that area and having done so for 3 years in the last 5 out of your own choice.
- having family associations in the area for example: a mother, father, sister, brother, children or any adult who acted as their parent and who you need to move closer to in order to give or receive essential support and they have lived in the community for 5 years.
- are an Asylum seeker dispersed to Wrexham without any choice and granted refugee status.
- are currently living in refuge accommodation (e.g. the women's refuge) within the Borough.

There are 8 “community areas” in the Borough.

Wrexham	Rhostyllen Wrexham Town (Acton, Bryn Offa, Colliery Road, Crescent Close, Gatefield, Hermitage, Huntroyde, Little Acton, Maesgwyn, Maesydre, Meifod Place, Napier Square, Rhosddu, Rhosnesni, Other Town areas – Bronydre, Caia Road, Cambrian Place) Caia Area (Coed Aben–Tanycoed, Fenwick Drive/Tanydre, Glan Gors, Kingsley Circle, Montgomery Road, Queensway, Spring Lodge, Whitegate)
Broughton & Coedpoeth	Brymbo, Brynteg, Bwlchgywn, Caego, Coedpoeth-Adwy, Coedpoeth, Gwynfryn, Minera, Moss, New Broughton, Pentre Broughton, Southsea, Tanyfron
Ceiriog Valley & Chirk	Chirk, Dolywern, Glyn Ceiriog, Halton, Llanarmon D.C., Pontfadog, Tregeiriog
Gwersyllt & Llay	Bradley, Cefn Y Bedd/Tanyrallt, Gwersyllt, Llay, Pandy, Rhosrobin, Summerhill
Plas Madoc	Acrefair, Cefn Mawr, Froncysyllte, Garth, Plas Madoc, Rhosymedre, Ruabon, Trevor
Rhos	Johnstown, Penycae, Ponciau, Rhosllannerchrugog
North East	Gresford, Holt, Marford, Rossett, Pentre Maelor/Isycoed
South East	Bangor On Dee, Bettisfield, Bronington, Erbistock, Eyton, Hanmer, Marchwiel, Overton, Penley, Tallarn Green/Iscoyd, Worthenbury

Registering Your Application

We will aim to register your application for housing onto the waiting list within 20 working days of receiving all the information we require. We will write to you to tell you how many points you have been awarded and whether this is likely to give you a high, medium or low position on the waiting list. We will also inform you of any changes to your points total during the course of your application.



Keeping Us Informed

It is very important that you inform us of any changes in your circumstances, such as moving home, someone in your household

becoming pregnant or your health worsening. Any changes may affect your points entitlement. Please ask for a Change of Circumstances Form.

Where we are not able to make contact with the applicant after several attempts, e.g. to ask for further information, carry out a home visit, make an offer of accommodation, etc, you will be asked in writing if you still wish to be considered for accommodation. If there is no response to this letter your application will be removed from the register after 28 days.

Reviewing Your Application

We will review your application every 6 months, writing to you to check that you still wish to be registered on the waiting list and that your circumstances have not changed. Please make sure you return the reply slip to us otherwise we will remove your application from the register.

Offering you a property

As soon as we know that a property is becoming empty we will start to look for another tenant. Applicants registered for that type of property and location will be considered in points order, highest first. Generally, where two applicants have the same points, we will offer the property to the applicant who has been waiting for housing the longest. Wherever possible we will consider the size of the household to ensure the best use is made of the property.

If you are successful we will write to offer you the property. You have 5 working days to return the acceptance form to us.

Accepting or Refusing the offer

Accepting the offer

If you accept the offer we will contact you to tell you when the property is likely to become available for letting and about the tenancy sign up process. A viewing may be arranged.



Refusing the offer

If you don't send the acceptance form back to us in time we will assume that you do not wish to consider the offer. Generally you may refuse the offer of a property for whatever reason without losing any points.

The exception to this is if you are homeless, we have a legal duty to find you permanent housing and we send you a “final offer” of accommodation. This offer is made to discharge our duties to you and if you refuse it any points awarded to you on homelessness grounds will be lost. You do however have the right to request a review of the suitability of this offer within 21 days whether you choose to accept or refuse the property.

Requesting a Review

You have the right to request a review of the way in which your application has been dealt with, the points you have been awarded or any other decisions which have been made in your case.

Requests for review should be made in writing to or by contacting the Representation and Complaints Officer (Housing Services, Ruthin Road, Wrexham, LL13 7TU, telephone: 01978 315442 or email: housing@wrexham.gov.uk) who will forward your request to the appropriate Senior Housing Officer or in the case of Health and Social Care points, to the Health and Social Care Panel. The Review will be considered and you will be informed of the outcome within 20 working days of receipt.

Appealing

If you are dissatisfied with the outcome of the review, you may then request an appeal. The request for an appeal must be made within 20 working days of notification of the review decision by writing to or contacting the Representation and Complaints Officer. You will be advised of the appeal decision within 10 working days of receipt.

Alternative Languages or Formats

Would you like to receive this leaflet in a different format – for example Braille, cassette or text only copy or in a different language?

If so, please contact your Local Housing Office or Housing Services, Ruthin Road, Wrexham, LL13 7TU.

Telephone number: 01978 315300 / BT Text Phone: 01978 292067

Fax number: 01978 315320

Email: housing@wrexham.gov.uk