



# Applicant Update

## Our Housing Applicants' Newsletter

This is the current version of our Housing Applicant newsletter. We hope you find the information contained in it useful while you remain on our waiting list.

Please contact us if you have any suggestions for improving this newsletter or if you need it in any other format, for example, large print or on audio CD.

### What your points level currently means...

0 points	You have no defined housing need and it is very unlikely we will be able to offer you housing.
1 to 9 points	You have low points and it is unlikely we will be able to offer you housing in the near future unless your circumstances change.
10 points or more	Depending on your choices, we may be able to offer you housing at some point in the future.

### Our property availability

We currently have 1,126 properties. Last year 91 became vacant (shown below by area) and were let to people on our waiting list. We had 841 people on our housing list.

### Our property turnover by area

Area	Number of lets 2019/2020
Central	44
Radnor Park	29
Whitcroft	9
Linnvale	8
Drumry	1

### Housing Checklist

Have you thought of everything you need to do to move house?

Have you told us everything about your circumstances?

Are you happy with the area choices made in your application?

Are you prepared to move quickly?

Have you got all the proof we need to verify your circumstance? (See article below)

Have you budgeted for the cost of living in your own home? For example:

- Council tax
- Gas/Electricity
- Rent
- Contents insurance
- Furniture
- Decoration & flooring
- Travel costs
- TV license

### Verifying Applicant Circumstances

To ensure that we are correctly assessing the housing needs of applicants, we generally require applicants to provide information to verify their circumstances. All applicants will be required to provide their national insurance number which will be used as an identifier. All applications will be initially assessed and further verification/corroboration will be sought thereafter.

The type of proof we would require for verification includes:

**Proof of Identity:** Photographic ID (where possible)

**Proof of Identity/Current Address:** Bank/Building Society statement / Utility Bill / Missive of let / DWP benefit confirmation letter / Council Tax Annual Statement / Or similar

**Homeless or threatened with homelessness:** Confirmation of unintentional homelessness from local authority

**Asked to leave secure accommodation:** Copy of valid notice to quit/letter from landlord; certificate of discharge; employers notice letter

**Access arrangements:** Letter from child's other parent and/or lawyer confirming access

**Household member temporarily living away from home:** Letter from individual confirming position and/or letter from institution, place of work etc

**Property Below Tolerable Standard:** Certificate from Environmental Health / Confirmation from Rented Social Landlord/Council

**In need of rehousing as health affected by current housing circumstances:** Medical Assessment Form plus any supporting documentation

**Pregnancy:** Mat B1 Form / Pregnancy confirmation document

**Foster Carers:** Letter from Social Work

**Care provision to/from a friend or relative:** Confirmation from Social Work, Medical body or similar confirming the level of care and proximity required for care provision.

*Please note this list is not definitive or complete and we may ask for other relevant information or documentation in order to satisfy our needs assessment.*

## Paying Rent

Our average monthly rents including service charges to 31/03/19 were:

1 bedroom: £282.75   2 bedroom: £298.00  
3 bedroom: £363.87   4 bedroom: £438.71

We use the Scottish Federation of Housing Associations' rent affordability tool and all of our rents passed their affordability criteria.

You may be able to get help to pay your rent from Housing Benefit/Universal Credit depending on your circumstances and we can help with the forms at the sign up appointment.

We will offer you many ways to pay, for example:

- by Direct Debit
- by cheque
- by rent payment card (which we provide):
  - at a payment outlet (using cash or a debit card)
  - over the telephone (using a debit card)
  - over the internet (using a debit card)



## Spotlight on... Radnor-Park

- Spacious 2 bedroom flats
- Available to single persons, couples & families\*
- Low-cost, low-carbon heat & hot water
- Keep Scotland Beautiful Silver Award
- Community garden
- Spectacular views
- Recently refurbished foyer areas
- Major improvements planned over next 5 years including windows and kitchens (details of the 5 year plans are available on our website)
- Dedicated caretakers
- On-site laundries
- Close to local amenities

Contact a Housing Assistant to add Radnor Park onto your areas of choice!

\* not suitable for children under 12



## We are here to help you

If you get a property with us and need help with budgeting, keeping out unwanted visitors, decorating, personal problems etc., Clydebank Housing Association will be here to help you.

Either through our own support services or by signposting you to another agency, we will be able to help you maintain your home and also help you deal with any issues which may make it difficult for you to live in a house or flat.

Please let us know if you require assistance with any of the above now or as early as you possibly can. Contact a member of our Housing Services team to discuss in more detail.

## Up to date information?

- Please make sure you keep us up to date about who is living in your house, your contact details and your address, as this may impact on your points.
- Please do this as things change but also complete and return the annual review form we will send you, so that you stay on our housing list.

## Your Housing Options

As well as waiting to be rehoused by us, there are other options you may wish to consider...

**Shared Ownership** This is a part-buy, part-rent solution to owning your own home. We often have shared ownership properties for sale. Contact the office to be added to the notification list.

**Other Landlords** There are 10 other landlords in West Dunbartonshire. Refer to the You and Your Application booklet received with your application or contact us for details.

**Mutual Exchange** We operate a mutual exchange register for tenants who reside locally and wish to swap homes. The register is available to view at our office.

**Homeswapper** If you are a tenant of a member of Homeswapper, an internet based online home exchange service, you can look free of charge for other tenants to swap with throughout the UK: [www.homeswapper.co.uk](http://www.homeswapper.co.uk).

## Clydebank Housing Association Ltd

Temporary Office: 63 Kilbowie Road, Clydebank G81 1BL (currently closed)

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