

| ISLE OF ANGLESEY COUNTY COUNCIL | |
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| Report to: | Executive Committee |
| Date: | 30 November 2015 |
| Subject: | Housing allocation scheme |
| Portfolio Holder(s): | Councillor Aled Morris Jones |
| Head of Service: | Shan Lloyd Williams |
| Report Author: Tel: E-mail: | Mark Prichard 01248 752286 markprichard@ynysmon.gov.uk |
| Local Members: | |

| A –Recommendation/s and reason/s |
|---|
| <p>Recommendations</p> <p>R1. That the Executive Committee approves a consultation to give the Council's partner Registered Social Landlords (RSLs) and members of the public an opportunity to comment on a proposed new housing allocation scheme, with a consultation period of six weeks from December 2015 to January 2016.</p> <p>R2. That the Executive Committee notes the contents of this report and the draft housing allocation policy.</p> <p>R3. That the Executive Committee agrees to consider the results of the consultation in the last quarter of 2015/16, with a view to implementing a new scheme in the first quarter of 2016/17 (subject to the outcome of the consultation, and RSL approval).</p> <p>Introduction</p> <p>A Task & Finish Group set up by the Scrutiny Committee in 2014, incorporating RSL representatives and Elected Members, has reviewed the current arrangements for allocating social housing and proposes a new allocation scheme.</p> <p>Strategic Aims</p> <p>The accompanying draft policy, which incorporates a simplified banding system, is recommended as a means of achieving the following key strategic objectives:</p> <ul style="list-style-type: none"> (a) A single access point for persons interested in applying for all social housing on the Isle of Anglesey. (b) A simpler, fairer and more transparent method of prioritising housing applications and allocating social housing tenancies. |

- (c) Prioritising those in housing need for social housing.
- (d) Making best use of the limited number of social housing vacancies.
- (e) Better advice for persons seeking housing, including advice on options other than social housing, and incorporating estimates of how long applicants are likely to have to wait for social housing, based on previous allocations (achieved by largely removing the ability of housing applicants to 'leapfrog' other applicants and improved data reporting capability).
- (f) Ensuring persons with a local connection to Anglesey are appropriately prioritised.
- (g) An appropriate balance between customer choice and restrictions on choice, so as to ensure best use of housing stock.
- (h) Greater flexibility and discretion for decision-makers in relation to applying sanctions to applications from persons who:
 - (i) have been guilty of unacceptable behaviour
 - (ii) have housing-related debts, or
 - (iii) have sufficient financial resources to meet their housing needs in the private sector, whether via owner-occupation or rented accommodation.
- (i) Achieving value for money by adopting a policy that enables Housing Services to dispense with unnecessary administration.
- (j) Achieving greater commonality with policies elsewhere in North Wales that govern how social housing is allocated.

Key features of the proposed policy

The proposed policy dispenses with the current complex pointing system. Its key features are that it:

- (a) Adopts four priority 'band' groups that largely replicate the priority categories already adopted in Conwy and Flintshire.
- (b) Makes 'waiting time' a key determinative factor when prioritising housing applications.
- (c) Makes a housing options interview compulsory for all applicants.
- (d) Dispenses with the 'parish points' system, since this is incompatible with simplifying the allocation system, reducing administration, and making best use of housing stock.
- (e) Increases the 'local connection' residence/employment requirement to five years for most applicants.
- (f) Provides a mechanism enabling strategic managers and our RSL partners to routinely review letting outcomes, whether strategic objectives are being met, and how the housing allocation function is being administered and managed.

A summary of the proposed scheme accompanies this report.

B – What other options did you consider and why did you reject them and/or opt for this option?

Other options considered may broadly be summarised as:

- (a) No change – incompatible with objectives of ease of administration, value for money and transparency.
- (b) Amend current points-based system – incompatible with objective of achieving transparency, better prediction of likely waiting times, and greater commonality with policies adopted elsewhere in North Wales.
- (c) A ‘choice-based’ letting system – incompatible with objective of achieving value for money, given relatively small number of lettings per annum and significant investment that would be necessary.

We are obliged to conduct a consultation under section 167(7) [Wales] of the Housing Act 1996.

C – Why is this a decision for the Executive?

Concerns the approval of a new housing allocation scheme, which is the responsibility of the Executive.

D – Is this decision consistent with policy approved by the full Council?

Yes.

DD – Is this decision within the budget approved by the Council?

Yes.

| E – Who did you consult? | | What did they say? |
|---------------------------------|---|---------------------------|
| 1 | Chief Executive / Strategic Leadership Team (SLT) (mandatory) | |
| 2 | Finance / Section 151 (mandatory) | |
| 3 | Legal / Monitoring Officer (mandatory) | |

| | | |
|----|--|------------|
| 5 | Human Resources (HR) | No comment |
| 6 | Property | |
| 7 | Information Communication Technology (ICT) | |
| 8 | Scrutiny | |
| 9 | Local Members | |
| 10 | Any external bodies / other/s | |

| F – Risks and any mitigation (if relevant) | | |
|---|--------------------|--|
| 1 | Economic | |
| 2 | Anti-poverty | |
| 3 | Crime and Disorder | |
| 4 | Environmental | |
| 5 | Equalities | |
| 6 | Outcome Agreements | |
| 7 | Other | |

| FF - Appendices: | |
|---|--|
| <ul style="list-style-type: none"> ▪ Draft 'Common Housing Allocation Policy'. ▪ Draft information booklet: 'Applying for Council or housing association accommodation on Ynys Môn: a summary of the Common Housing Allocation Scheme'. | |

| G - Background papers (please contact the author of the Report for any further information): | |
|--|--|
| Code of Guidance for Local Authorities on the Allocation of Accommodation and Homelessness (Welsh Government, April 2015), including paras 3.7, 3.59, 3.60, 3.83, 4.25-4.34 regarding the duty to consult. | |

COMMON HOUSING ALLOCATION POLICY

YNYS MÔN SOCIAL HOUSING ALLOCATION PARTNERSHIP

[insert month, year of adoption]



This policy is divided into sections and follows a 'question and answer' format. Please refer to the contents on pages 3 to 8 to find the section you need.

A summary of this policy is available on the Council's website: <http://www.anglesey.gov.uk/housing/>

Isle of Anglesey County Council's Housing Options Team manages the Common Housing Register on behalf of Clwyd Alyn Housing Association, Grŵp Cynefin and North Wales Housing.

Housing Options Team
Isle of Anglesey County Council
Council Offices
Llangefni
Anglesey
LL77 7TW

Housing Customer Services: (01248) 752200
housing@anglesey.gov.uk
www.angleseyhousing.co.uk

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1. INTRODUCTION

1.1 What is this policy about?

This policy explains how social housing on Anglesey is allocated. It contains the rules we follow when assessing applications for housing and deciding who is offered social housing.

1.2 Is there a summary of this policy?

Yes. You can find it on the Council's website.

1.3 Does this policy cover lettings by all social landlords with properties on Anglesey?

Yes. All lettings by partner landlords are covered by this policy, subject only to the exceptions contained in this policy. The partner landlords are Clwyd Alyn Housing Association, Grŵp Cynefin, Isle of Anglesey County Council and North Wales Housing.

1.4 Does this policy apply to people who are already social housing tenants as well as those who don't have a social tenancy?

Yes.

1.5 Does this policy include all the rules social landlords apply when letting social housing?

This policy includes most of the rules partner landlords have to apply. There are also procedures and guidance that help housing officers administer this policy. Please see **16.5** for your legal right to ask for a copy of the whole allocation scheme.

1.6 What is a housing 'allocation'?

An allocation happens when you are selected from the Housing Register to be offered a tenancy of a property owned by one of the partner landlords.

1.7 Are there any other ways I can get social housing apart from receiving an allocation?

Yes. People sometimes become a social housing tenant but not because of an allocation. Please see **Appendix 1** for details of these exceptions. This policy does not cover these other ways of obtaining social housing.

1.8 Do you hold a list of people who are entitled to be considered for an allocation of housing?

Yes. It is called the 'Housing Register'. This is the waiting list for housing. **Sections 2** and **3** explain how you can apply to be included on the Register. **Sections 6 to 10** explain how we assess applications and how we decide who is offered social housing.

1.9 Who is responsible for managing the Housing Register?

The Council manages and maintains the Register on behalf of all social landlords who have properties on the Isle of Anglesey. The Partnership has agreed that all partners will access the Housing Register so they can make allocations, subject to the funding of these arrangements being agreed.

2. HOW DO I APPLY FOR SOCIAL HOUSING?

2.1 Can I apply for social housing?

If you are aged 16 or over you can apply to be included on the Housing Register.

2.2 How do I apply for social housing?

If you want to apply visit Housing Services at the Council Offices in Llangefni or phone the Council's Housing Customer Services Team on (01248) 752200. Customer Services will:

- give you advice
- arrange a housing options advice appointment, and
- confirm the information and documents you need to bring to your interview.

2.3 I am 16 or 17 years old. Are there any special rules?

Yes. If you're 16 or 17 you can apply for housing like anyone else. However, if you're offered housing before you reach 18 the landlord will expect you to provide a guarantor and trustee. The landlord will need to be satisfied this person (or organisation) is appropriate and able to act as your guarantor and trustee. For example they must be able to afford to pay the rent for any tenancy you're given (in case you don't pay the rent). If you're unable to provide a guarantor and trustee the landlord may refuse to offer you the tenancy. If you're 16 or 17 we'll advise you about providing a guarantor and trustee during your housing options interview.

2.4 Can I apply with someone else?

When you apply we'll ask you if you'd like a sole tenancy or a joint tenancy with someone else in your household. Only one person can be the main applicant. This will be the person we'll contact in relation to the application. See **11.3** for when the landlords give joint tenancies.

If you apply and are thinking of asking for a joint tenancy it's very important to realise that:

- a joint tenant will have the same rights as you under the tenancy, including the right to occupy the whole of the property (because there would only be one tenancy, which you'd jointly hold)
- there's no legal right to 'convert' a joint tenancy into a sole tenancy, eg if your joint tenant moves out and you want a sole tenancy in just your own name
- a joint tenant can end your tenancy without your permission by giving the landlord a notice to quit. Your joint tenant doesn't even have to tell you before they do this
- if your joint tenant ends your tenancy and you're left living at the property without a tenancy it won't always be possible to give you a new tenancy, eg if you have more bedrooms than you need
- joint tenants are 'jointly and severally responsible' for all of the rent and all other obligations under the tenancy agreement until the tenancy ends. If you're a joint

tenant you'll continue to be responsible for rent and all tenancy obligations, even if you move out of the property, as long as the tenancy continues

- if your joint tenant dies you become a sole tenant automatically. However if you then die your family members cannot 'succeed' to the tenancy. The position if you were given a sole tenancy is different: members of your family who are living with you may succeed to the tenancy when you die.

2.5 I applied before and my application was refused. Can I re-apply?

If your application was refused under the previous policy you can re-apply. We'll then decide if you qualify to go on the Housing Register under this policy.

If you've had an application refused under this policy you can re-apply if your situation has changed. We may refuse to consider your application if there's been no material change in your circumstances since the previous decision.

2.6 Must I attend a housing options interview?

Everyone wanting to apply to go on the Housing Register must be interviewed by a housing options officer.

2.7 Will my request for an interview be acknowledged in writing?

Yes. We'll send you a letter or email to:

- Confirm the date and time of your housing options interview
- Tell you what information and documents you must bring to your interview
- Tell you where you can find a summary of this policy online.

2.8 Do I have a choice about when I'm interviewed?

Yes. We'll try and arrange a time that's suitable for you.

2.9 What if I'm homeless or I'm going to lose my home?

If you're homeless or may become homeless within 56 days we'll arrange an appointment so we can decide if the Council owes you any duties under the homelessness legislation. We'll also help you apply for social housing if this is appropriate in your particular situation.

2.10 What if I'm already listed on someone else's housing application?

If you're already registered on someone else's housing application we'll ask you to confirm that you don't want to be re-housed with them. Once you've confirmed this you'll be able to apply in your own right. We will also contact the other applicant and may suspend their application (see **8.6**).

2.11 What if I need support to apply for housing?

We'll provide you with any support you need to apply for housing. For example we'll make sure you get any help you need because of a disability or literacy issue, or if you need translation services.

3. WHAT DO I NEED TO DO ONCE MY INTERVIEW HAS BEEN ARRANGED?

3.1 What if I can't attend the housing options interview?

We'll try to arrange a date and time that's convenient for you. If you find you can't attend please contact us to arrange an alternative time. If you genuinely can't attend a housing options interview in person we'll offer you a telephone interview. For example if you live a long distance away. If you can't attend an interview at our offices because you're disabled we can visit you at home.

3.2 Do I need to bring anything to my housing options interview?

Yes. We'll tell you when we make the appointment what you need to bring. We'll also confirm this in your appointment letter (or email). We'll usually ask you to bring documents to prove:

- Your identity.
- Your income, capital, and ownership of any properties.
- Your current place of residence.
- The identity of people living with you (or who may live with you) and where they are living.

If you have any letters or documents that are relevant to why you need housing please bring these with you, eg a notice to quit from your landlord.

3.3 What if I don't bring the documents to my housing options interview?

If you don't bring the documents we've asked you to provide (see 3.2) we can't take your application. We'll arrange another appointment for you.

3.4 What if I repeatedly fail to bring my documents to my interviews?

If you don't bring the documents we've asked you to provide (see 3.2) to a re-arranged interview we'll ask you to send the documents to us. We'll only arrange another interview and agree to take your application once we've received the documents.

3.5 What if I'm having difficulty finding the documents I've been asked to bring to my interview?

If you think you may have difficulty getting the documents we've asked you to bring to your interview it's important you tell us before the day of your interview so we can advise you.

3.6 What will the housing options interview involve?

The interview gives you a chance to discuss your situation in detail. We'll tell you if you're likely to qualify for social housing. We'll also advise you if waiting for social housing is realistic in your particular situation. During the interview you'll be:

- Told about criminal offences you must avoid when applying for social housing.

- Told how your personal information will be used, and your legal rights in relation to your personal information.
- Asked to give permission for how your personal information will be used (eg by giving us permission to contact other organisations if we need to).
- Asked to provide your contact details, and given a choice about whether you want to receive correspondence by email or post.
- Asked to provide information about your situation and the type of housing you need. You will also be asked about what type of housing you would prefer, including its type, size and location.
- Asked to confirm if you or your household members need any special kind of housing or have any particular needs, eg ground floor accommodation because of restricted mobility, or adaptations because of a physical disability.
- Advised how your application is likely to be treated, including what priority band you're likely to be awarded (see **section 9**), and if you're likely to be offered social housing.
- Told what will happen next. We will usually write to you after the interview confirming the decision we've made on your application (see **5.1** and **5.2**).
- Advised on ways of keeping your present accommodation or other ways of finding housing (if appropriate, eg if you may lose your current housing or if you're at risk of homelessness).

3.7 Will the Council need to contact anyone else before processing my application?

We may need to contact other organisations to get information we need before processing your application. For example we may need to check information you have provided, eg by asking for tenancy references. We will ask your permission to contact third parties.

3.8 Does the Council consider every application for housing?

Yes. We consider every application, providing you comply with certain procedural requirements (see **3.9** for these 'things you must do'). However it's important to note that having your application assessed does not necessarily mean you'll be entitled to go onto the Housing Register. See **6.1** for who isn't entitled to be registered on the waiting list.

3.9 What do I have to do to make sure my application is considered?

If you want your application to be considered you must:

- Attend or participate in a housing options interview.
- Cooperate by answering the questions we ask about your situation and your household's circumstances.
- Provide acceptable evidence of your identity.

- Provide acceptable evidence of your nationality and immigration status (if we ask for it).
- Provide a postal address.
- Provide acceptable evidence of where you live.
- Provide acceptable evidence of the identity of persons residing in your household and where they are living.
- Allow us to visit you at home (if we decide a home visit is needed).

We may need you to do other things. These ‘things you must do’ are called ‘procedural requirements’. Additional procedural requirements may be included in the guidance for staff that accompanies this policy.

3.10 What happens if I don’t meet the ‘procedural requirements’ listed at 3.9?

If you don’t do those ‘things you must do’ which are listed above at 3.9 we’ll tell you in writing that we cannot make a decision on your application. We’ll give you a reasonable amount of time to put this right. If you still don’t put this right we’ll cancel your application. We’ll tell you in writing if we do this.

3.11 What if I don’t have a settled address?

If you only have temporary housing you should give us that address. If you don’t have any accommodation at all you’ll need to provide a c/o address so we can write to you. This can be the address of a family member or friend who’s willing to receive post for you. If you provide a c/o address you’ll need to make sure someone at that address tells you when you receive letters.

3.12 Will I be visited at home?

We may need to visit you at home to confirm your situation, so we can make a decision on your eligibility and priority for re-housing. For example we may visit you at home if we need to check overcrowding, poor property conditions, that a property has been brought up to standard (if you have a tenancy with a partner landlord), or for other reasons.

4. WHAT CHOICES DO I HAVE, AND WHAT HOUSING DO I QUALIFY FOR?

4.1 Can I choose the areas I want to live in?

Yes. You can choose as few or as many areas as you like (unless you’re homeless, see 4.7 below). You should only choose an area if you genuinely want to live there. This is because your application will be removed from the Register if you refuse two offers of housing (see 11.8). Unfortunately some areas have very little social housing or have a lot of people wanting to live there. We’ll tell you if it’s realistic to choose a particular area.

4.2 Can I choose which roads or estates I want within a letting area?

No. If you choose an area you could be offered a property in any part of that letting area.

4.3 What letting areas I can choose?

Please see **Appendix 2** for a map showing each letting area.

4.4 How do I find out what housing is available in each area?

We can give you a summary of what housing we have in each letting area. It's important to note that this is the total number of properties and only a few properties (or none) may become available each year. If you ask for this information we'll therefore also tell you:

- how many properties have previously become available for an allocation in each area during the past year
- what band the successful applicant had, and
- how long they had to wait in that band before being allocated the property they accepted.

4.5 How do I find out how many properties are likely to become available in my preferred areas?

We don't know in advance what properties will become available. We can only provide you general information, eg how many properties of the type and size you need have previously become available in a letting area over a particular length of time, and how many people are ahead of you on that waiting list (see **4.4**). This gives you a rough idea of how long it's likely to be before you might be allocated a property (see also **16.5** for your right to ask for information).

4.6 Are there any situations where my chosen areas won't be accepted?

Yes. We may refuse to register you for an area if we think it's unlikely you'll be offered housing in that area. For example there may be little or no housing of the size and type you need in a particular area. Or you may not meet the landlord's letting criteria.

4.7 I'm homeless. Will this affect my choice of areas?

Yes. If the Council owes you one of the homeless duties below you'll have to choose at least six letting areas. The only exception is if we decide there aren't six areas where accommodation would be legally suitable for you (as defined by the homelessness legislation). The homeless duties are:

- the section 195(2) duty under the Housing Act 1996 (the duty to take reasonable steps to prevent you losing accommodation if you're unintentionally threatened with homelessness and in priority need)
- the section 193(2) duty under the 1996 Act (the duty to arrange accommodation if you're unintentionally homeless and in priority need)
- the section 66 duty under the Housing (Wales) Act 2014 (the duty to help prevent you losing accommodation if you may become homeless within 56 days)

- the section 68 duty under the 2014 Act (the duty to arrange interim accommodation if you may be eligible for help, homeless and in priority need)
- the section 73 duty under the 2014 Act (the duty to help you find accommodation if you're homeless), and
- the section 75 duty under the 2014 Act (the duty to arrange accommodation if you're unintentionally homeless and in priority need, and your homelessness was not resolved when the section 73 duty was owed).

If you're owed one of the above duties you'll have two months in which you can express a preference about the letting areas in which you'd like to be re-housed. At the end of the two months, beginning with the acceptance of one of the duties, we may widen the letting areas you're registered for. However, this will only be done if we think accommodation in the additional letting areas would most likely be suitable for you when ending the homelessness duty.

4.8 Can I choose the types of property I want?

Yes. You can choose the types of properties (house, flat etc) and the floor levels you want to be considered for. However, the type of property you're eligible for is decided not only by what you'd like, but also by your household type (see [4.12](#) below).

4.9 I'm homeless. Will this affect the types of property I can choose?

Yes. If the Council owes you one of the duties listed at [4.7](#) you may have your preferences overridden. We may choose the types of properties you are eligible to be offered, based on what we consider is suitable for you.

4.10 How does the Council decide what size of property I'm entitled to?

We assess the size of home you need according to your household size and composition. We'll assess the number of bedrooms you need. See also [4.11](#) and [4.12](#) below.

4.11 Who can be registered as part of my household?

We'll decide who is entitled to be included on your housing application as part of your household. People counted as needing to live with you must usually:

- normally reside with you as a member of your family, or
- be your child and be dependent on you.

If you have a child who is dependent on both you and someone else (eg a former partner) we'll consider if they should be treated as part of your household. If there's a shared custody arrangement we may decide the child should not be treated as part of your household, eg because they've already got accommodation with their other parent/guardian.

4.12 How many bedrooms am I entitled to?

The number of bedrooms you need is assessed using the following rules. You qualify for one bedroom for each of the following people in your household:

- a single person or couple aged 16 or over
- two children of the same gender, if both of the children are aged under 16
- two children aged under 10, regardless of gender
- any remaining child.

You may qualify for an extra bedroom if:

- you or your partner is disabled, and a non-resident overnight carer is needed, or
- it's unreasonable for two persons to share a bedroom because of an illness or disability

providing this need is evidenced and we're satisfied you'd be able to afford the accommodation.

The following table provides a guide to the size of properties the most common types of household are usually registered for.

HOUSEHOLD & PROPERTY SIZE

| Household make-up | Number of bedrooms | | | | |
|---|--------------------|---|---|---|---|
| | 1 | 2 | 3 | 4 | 5 |
| Single person | | | | | |
| Couple | | | | | |
| Pregnant woman (single or in couple) | | | | | |
| Couple or single parent with one child under 16 | | | | | |
| Couple or single parent with two children under 16 of the same sex, or with two children of opposite sex who are both under 10 | | | | | |
| Couple or single parent with two children under 16 of opposite sex where one child is at least 10 | | | | | |
| Couple or single parent with three children under 16 | | | | | |
| Couple or single parent with four children under 16, in any of the following cases: <ul style="list-style-type: none"> ▪ all of same sex; ▪ 2 boys and 2 girls; ▪ 3 of one sex, where at least 2 children of different sex are under 10. | | | | | |
| Couple or single parent with four children under 16, 3 of one sex, where either 3 of one sex are all over 10, or the child of the other sex is over 10. | | | | | |
| Couple or single parent with five children under 16 | | | | | |
| Couple or single parent with more than five children under 16 | | | | | |

4.13 Are there any situations when I might be offered a larger property than I'm entitled to?

You'll usually only be offered the size of property you qualify for (see **4.12** above). We may sometimes offer a larger property, but this will only happen if:

- the waiting list has been exhausted, and
- the landlord is satisfied you can afford the rent.

4.14 Can I choose which landlord I want?

No. If you're accepted onto the Housing Register you may be offered a tenancy with any of the four partner landlords.

4.15 Can the Council and housing associations set qualifying criteria for certain properties or housing schemes?

Yes. For example some properties may be reserved for people over a certain age.

5. WHEN WILL I GET A DECISION ON MY APPLICATION?

5.1 When will I receive a decision on my application?

We'll process your application once you've been interviewed and once you've met all the procedural requirements (these 'things you must do' are explained at **3.9**). We'll write to you within 21 calendar days of your housing options interview, or within 21 days of when we received all the information and documents we need (if this is later). We may email you the decision if you've agreed to receive emails.

5.2 What will the decision letter tell me?

We'll write to you and tell you:

- if you've been accepted onto the waiting list and if so
- what priority (band) you've been awarded
- the type (or types) of housing you're registered for, and
- the size of properties you qualify for.

We'll also tell you if we make any of the following types of decision:

- A decision that you're not eligible to be included on the Housing Register. We'll tell you the reasons why.
- A decision that your priority band status has been reduced because of past conduct, and if so what band you have been awarded. We'll tell you the reasons why.

We'll tell you about your right to ask for a review if you're dissatisfied with our decision on your application (see **section 12** for details about your right to ask for a review).

5.3 What if I want an update on how my application is progressing?

If you have any questions about your application please phone Housing's Customer Services on (01248) 752200 or email them at housing@anglesey.gov.uk. If your interview was in the last 21 days and you haven't received a decision we suggest you wait for our letter or email confirming the outcome of your application.

5.4 **If I disagree with the Council's decision can I ask them to reconsider it?**

Yes. When we write and tell you about the decision on your application we'll also tell you about your right to ask for a review (see **section 12** for more details about your right to ask for a review).

6. **WILL I BE ALLOWED ONTO THE HOUSING REGISTER?**

6.1 **Is everyone entitled to go onto the Housing Register?**

No. Some people aren't entitled to be registered on the waiting list. For example you won't be placed on the Housing Register:

- If you haven't met the 'procedural requirements' (see **3.9** for these 'things you must do').
- If you're not in housing need (see **section 9** for the banding rules).
- If you have sufficient financial resources to meet your housing needs (see **7.3** and **7.4** for more details).
- If you're ineligible because of your immigration status (see **6.3** to **6.7** and **Appendix 3** for the rules about immigration and nationality)
- If you're ineligible because of past behaviour (see **6.8** to **6.9** and **Appendix 4** for the rules about being unsuitable to be a tenant).
- If you've applied before, had your application refused, and your situation hasn't materially changed since the previous decision (see **2.5**).

We'll write and tell you if we decide you don't qualify to be included on the Register. We'll tell you our reasons for making the decision and tell you about your right to ask for a review (see **section 12** for details about asking for a review).

6.2 **How will the Council help me if I'm not entitled to go on the Housing Register?**

We'll advise you about your other housing options.

6.3 **Why do you look at nationality and immigration status?**

By law we can't allocate housing to people who are disqualified because of their immigration status. We won't register applications from anyone who is ineligible for an allocation under section 160A(1)(a) of the Housing Act 1996 and the related regulations.

6.4 **How do I find out if my immigration status disqualifies me from being allocated housing?**

Appendix 3 lists the groups of people who are ineligible for a housing allocation because of their immigration or nationality. Please contact us if you need advice on how this may affect your application.

6.5 **I'm ineligible for housing because of my immigration status. Can I be given a joint tenancy with someone else?**

No. A household member who is ineligible can't be granted a sole or joint tenancy with an eligible applicant as the result of an allocation.

6.6 Restricted persons

We won't register the application of anyone who is entitled to reasonable preference (see **16.1**) because of homelessness but only because their household includes a 'restricted person'. A restricted person is someone who:

- is ineligible for help under Chapter 2 of the Housing (Wales) Act 2014, and
- is subject to immigration control within the meaning of the Asylum and Immigration Act 1996, and
- either:
 - does not have leave to enter or remain in the United Kingdom, or
 - has leave to enter or remain in the United Kingdom subject to a condition to maintain and accommodate themselves, or any dependents, without recourse to public funds.

6.7 My children are ineligible because of their immigration status. Will you take their needs into account?

Yes. If you're eligible but you have ineligible dependents we'll take their housing needs into account, eg when deciding your priority and the type and size of housing you qualify for. However, we may take relatives' immigration status into account when deciding if they form part of your household. If your household includes a 'restricted person' we may not give you priority for housing (see **6.6**).

6.8 Are there situations where the Council won't register someone on the waiting list because of past behaviour?

Yes. If we decide that your immigration and nationality status means you're eligible for the Housing Register we'll then go on to consider if you may be ineligible because of unacceptable behaviour.

6.9 When isn't someone entitled to go on the Housing Register because of past behaviour?

We consider:

- if you or a member of your household has been guilty of unacceptable behaviour, and if so
- if the behaviour is serious enough to make you unsuitable to be a social housing tenant, and if so
- if you remain unsuitable to a tenant at the time we consider your application.

Appendix 4 gives more information on how we make this decision and the rules we apply.

6.10 Will the Council ask for tenancy references?

Yes. If you are currently a tenant or have held tenancies in the past we'll contact your landlord (or landlords) and ask them for a reference.

6.11 If the Council decides someone in my household is ineligible because of unacceptable behaviour can they be given a joint tenancy with me?

No. Someone who is ineligible because of previous behaviour cannot be given a joint tenancy with an eligible applicant as the result of an allocation.

7. WHAT PRIORITY WILL I HAVE FOR HOUSING?

7.1 How does the Council decide what priority I have for housing?

If you're eligible to go on the Housing Register (see section 6) we'll then go on to decide if you have a housing need. There are four priority 'bands'. Your band award is based on whether or not you have a local connection and how urgently you need housing. The bands, in descending order of priority, are:

| Band | You qualify if you have: |
|---------------|---|
| Urgent | An urgent housing need + A local connection |
| Band 1 | A housing need + A local connection |
| Band 2 | An urgent housing need but No local connection |
| Band 3 | A housing need but No local connection |
| No band award | No housing need |

The band criteria are fully explained in **section 9**.

7.2 What if I don't qualify for any of the priority bands?

If you don't qualify for any of the priority bands you won't be allowed onto the Housing Register. This means you won't be considered for an allocation of housing. We'll send you our decision in writing and explain why you don't qualify for the waiting list. We'll also tell you about your right to ask for a review (see **section 12** for more details about asking for a review). We can advise you on your other housing options if you need it.

7.3 Will the Council take my income and financial situation into account?

Yes. Social housing is generally only provided if you will have difficulty obtaining suitable housing because of your financial situation. We may decide you can't be included on the Housing Register if you can afford to obtain housing in the private sector. We may

disqualify you if you can't afford housing where you'd prefer to live, but could afford housing elsewhere on the Isle of Anglesey.

7.4 What does the Council take into account when deciding if I can afford housing in the private sector?

We'll take various factors into account, depending on your situation. For example:

- your financial resources and (if relevant) those of household members
- ownership of and equity in land or property
- your reasonable expenditure and commitments
- the supply and cost of private market housing on the Isle of Anglesey that would be suitable for you
- if your current property could be sold and the resulting equity released to buy or rent privately
- your mortgage potential
- if adaptation of your current property is a viable option.

The procedural guidance for housing officers (see **1.5**) includes guidance on how to assess individual cases, including guideline figures for the amount of income, savings and capital that may typically be considered acceptable for certain types of household.

7.5 What if I'm already on the Housing Register when this policy takes effect?

If you have an active housing application when this policy takes effect we'll reassess your eligibility for housing using the new rules. You'll no longer get points but instead be awarded a band (if you qualify). If you don't qualify for one of the four bands your application will be removed from the Register.

We'll write to tell you whether or not your application is included on the Register. If you qualify under the new policy we'll confirm your priority band status and waiting time date. Your waiting time date will be the date you would have qualified for your band status had the banding scheme been previously operating. If your application is taken off the Register we'll confirm the reasons for the decision. We'll also tell you about your right to ask for a review (see **section 12** for more details about asking for a review).

7.6 Will I get more priority if I apply as homeless?

If the Council accepts you're homeless you'll be awarded a band status reflecting your priority for re-housing (see **9.6 to 9.10** for the banding categories). However applying as homeless doesn't usually make an offer of social housing more likely. This is because we can end homelessness duties by arranging privately rented housing. Also if you're owed a homelessness duty you'll have less choice about:

- where you are offered housing (see **4.7**), and
- the type of properties you'll be offered (see **4.9**).

8. WHAT HAPPENS ONCE I'M REGISTERED ON THE WAITING LIST?

8.1 Where will I be placed when I'm first entered onto the list?

If you're a new applicant your application will be entered at the bottom of the band that you're entitled to. This is because all applicants are awarded a 'waiting time date'. This is the date on which you were awarded your current band status. You'll be placed below other applicants in your band who need the same type and size of housing because they've been waiting longer to be re-housed. Those who apply after you will be below you on the waiting list (assuming they need the same type of housing in the same area).

8.2 Can my waiting time date be backdated?

We may decide to award you a different waiting time date if there are exceptional circumstances. For example we may award an earlier date if we unreasonably delayed in processing your application, and this was not because of anything you did, eg failing to provide information or documents.

8.3 When will I get to the top of the waiting list?

You will gradually move up the waiting list as other applicants with the same band priority and earlier waiting time dates are re-housed or come off the list. We can give you advice about how many properties of the type you need have previously become available and how many people are ahead of you on the list in a particular area (see [4.4](#)). This can help you decide if you want to wait for social housing, consider other options, or consider other letting areas (see [4.1](#)) or other types of housing (see [4.8](#)).

8.4 Will I definitely be offered social housing?

No. We can't guarantee you'll be offered housing, even if you're accepted onto the waiting list. Unfortunately there aren't as many vacancies as people wanting social housing.

8.5 What happens if my situation changes?

You must tell us in writing if your situation changes. If you become aware of any changes in circumstances that might affect your priority for housing please tell the Council's Housing Customer Services Team. For example you must tell us if:

- you move home
- someone leaves or joins your household
- your income or financial situation changes.

We may cancel your application if you don't tell us about your situation changing (see [8.7](#)). We may also be unable to offer you a property when you get to the top of the waiting list (see [10.7](#)). We may ask you to attend a housing options interview and provide supporting information and documentation if your circumstances change.

8.6 Are there any situations where my application will be suspended so I don't qualify for an offer of housing?

Yes. We may suspend your application or withdraw an allocation if:

- We've received information suggesting your situation may have changed and you may no longer be eligible for an allocation of housing, or your band priority status.
- You're a social housing tenant and haven't brought the condition of your home or garden up to the required standard.
- You're not in a position to take up an offer of accommodation, eg because you're in hospital, custody or an institution.
- We think one of the situations at **8.7** may apply but we've yet to make a decision.

We'll write to you and tell you if we suspend your application (or withdraw an allocation). We'll tell you the reasons for our decision. We'll also tell you if you need to provide information or do something before your application can be made active again.

8.7 Are there any situations where my application may be removed from the Housing Register?

Yes. We may remove your application from the waiting list if you:

- You refuse two reasonable offers of accommodation (see **11.8**).
- You ask us to withdraw your application.
- Your situation changes and you're not entitled to remain on the Housing Register (see **6.1**).
- You withhold or fail to provide information we have asked you to provide in connection with your application.
- You don't comply with our 'procedural requirements' (see **3.9** for these 'things you must do').
- You don't reply to us when we've attempted to contact you, eg a request for you to confirm your circumstances and that you want to remain on the Housing Register (see **8.9**).
- You deliberately worsen your housing circumstances with the aim of receiving priority for accommodation on the Housing Register.
- You knowingly or recklessly give false or misleading information in connection with your application.
- You are ineligible for an allocation (see **section 6**).

8.8 What if I'm homeless or at risk of losing my home?

If you may be losing your home it's important to contact us as soon as possible. We'll be able to give you help and advice. You may be entitled to help under the homelessness legislation. If you become homeless we may need to arrange temporary accommodation for you. Contact the Customer Services Team on (01248) 852200 as soon as you think you may become homeless. They'll make you an appointment with a housing options officer if necessary.

8.9 Will the Council regularly review my application?

Yes. You'll need to renew your application or re-apply at regular intervals. We need to keep an accurate record of people wanting social housing who continue to qualify. You'll be asked to confirm your current situation when we review your application. If you don't respond or don't provide the information we need we'll remove you from the Register. We'll tell you in writing if we do this. You can ask us to reconsider any decision to remove you from the waiting list (see **section 12**)

9. HOW DOES THE BANDING SYSTEM WORK?

9.1 What is banding?

We use banding to decide what priority you have for housing. Banding helps us to rank your application against everyone else who's entitled to go on the Housing Register. The priority you're entitled to depends on three things:

- if you need housing very urgently;
- if you have a local connection; and
- how long you've spent waiting for social housing.

9.2 How does banding work?

There are four priority bands. If you're eligible to be included on the Register we'll award you a band that reflects your particular situation.

In descending order of priority the bands are:

- Urgent Band
- Band 1
- Band 2
- Band 3

You can find out which band you qualify for by looking at **9.6** to **9.10**.

9.3 How does my priority compare with other people who've been awarded the same band?

Within each band applications are prioritised by how long everyone has been waiting for social housing. Waiting time is the number of days since you were awarded your current band status.

9.4 Which bands do I need a local connection for?

You need a local connection to be awarded the Urgent band or Band 1 priority (see **7.1**, **9.6** and **9.9**).

9.5 What counts as a local connection?

You have a local connection with the Anglesey area if you or a member of your household:

- have been normally and continuously resident in the area for the previous five years, or
- have been normally resident in the area for five out of the previous ten years, or
- have family associations in the area. Family associations normally arise when someone has a parent, adult child, brother or sister who has resided in the area for a period of at least five years at the date of application, and you and the locally residing close relative in question indicate a wish for you to be near the relative, or
- provide or receive essential support from a person or specialist provider in the area, or
- have had continuous employment in the area for the last five years, or
- have been offered employment in the area but have a disability and are unable to take up the offer because of difficulties in finding adequate accessible housing in the area (the disability and the employment offer must be evidenced), or
- need to move to the area so that a member of the household with a disability can attend school or receive specialist support, but are unable to do so because of the difficulty in finding adequate accessible housing in the area (the need must be a consequence of the disability, and the disability and the need to move to the area must be evidenced), or
- are serving in the Armed Forces and are either employed or resident in the area;
- are serving in the Armed Forces or are former members of the Armed Forces who are not currently employed or resident in the area but have previously been resident in the area, including residency as a result of a former posting in the area while serving in the Armed Forces, or
- are approved as ready to move from care or supported housing under the Urgent Band's category 4 (see 9.6), or
- are awarded priority under the Urgent Band's category 6 (see 9.6), or
- are awarded priority because of abuse under the Urgent Band's category 7 (see 9.6), or
- are awarded priority under the Urgent Band's category 8 (see 9.6).

9.6 Who qualifies for the 'Urgent' band?

You qualify for the 'Urgent' band if you:

- have an urgent housing need (as set out in the box below), and
- have a local connection (please see 9.5 for what counts as a local connection).

The Urgent Band is reserved for very urgent cases. Very few applicants are likely to be awarded this status.

URGENT BAND

1. Urgent medical, welfare or disability related need

Applicants whose household includes someone who:

- (a) has a medical condition which is life-threatening or likely to become so, and the current accommodation (or lack of accommodation) is significantly detrimental to the condition, or re-housing is likely to result in significant improvement;
- (b) has been assessed as having a need to move urgently to an accessible property;
- (c) has a serious physical or mental illness, disability, medical condition or behavioural disorder, which is causing serious dysfunction to themselves or the household unit such that they are completely unable to cope in their present accommodation and re-housing would alleviate the problem. For example, terminal illness or advanced progressive condition;
- (d) is hospitalised and unable to return home because the accommodation is wholly unsuitable for their long term needs by way of design, location and/or is unsuitable for adaptations that are required because of disability;
- (e) is disabled and is unable to access essential facilities within the property, for example where bathing or WC or access to the property itself is wholly unsuitable. The property cannot be economically adapted to meet their needs;
- (f) needs to move to provide support to a person with a serious illness, disability or medical condition, and that person cannot cope in their present accommodation without the applicant's support; or
- (g) is living in overcrowded accommodation which leaves the person vulnerable to a potentially fatal or very serious infection, for example where they are suffering from late stage HIV.

Evidence will be required in these cases to demonstrate the legitimacy of the claim.

2. Loss of home as a result of a disaster

Applicants who suddenly and permanently lose their existing home as a result of a disaster and who have a reasonable prospect of an allocation within a short period.

3. Leaving armed forces or serious injury whilst serving in armed forces

- (a) An applicant who needs to move to suitable adapted accommodation because of a serious injury, medical condition or disability which they, or a member of their household, sustained as a result of service in the armed forces.
- (b) An applicant needing accommodation because of leaving the armed forces and losing military accommodation. People who have left the armed forces under Discharge as of Right (DAOR) are excluded from this provision and are not given urgent housing need band status.

4. People accommodated by the local authority in care or approved supported housing who are deemed ready to 'move on'

5. The household needs social housing urgently to prevent a child being taken into care or remaining in care

Examples include:

- (a) Foster parents who urgently need accommodation to take a child.
- (b) Cases where a child care plan has identified the need for accommodation to prevent the child being looked after by the authority (for example, child in need / looked after child / child protection).

6. Existing tenants who are either under-occupying by one or more bedroom and wish to transfer to a smaller property or who are occupying an adapted property which they do not need, provided that one of the following applies:

- (a) They are suffering financial hardship; or
- (b) Their moving would release a property for someone in urgent need who most likely would otherwise have to wait an unreasonably long time to be re-housed.

Applicants must hold a social housing tenancy on Anglesey with a partner landlord.

7. Homeless due to abuse or threat of abuse

Those owed one of the following homelessness duties by Isle of Anglesey County Council:

- (a) the section 193(2) duty under the Housing Act 1996;
- (b) the section 73 duty under the Housing (Wales) Act 2014; or
- (c) the section 75 duty under the Housing (Wales) Act 2014, and who needs housing urgently as the result of:
 - (aa) violence (within the meaning of section 177 of the 1996 Act); or
 - (bb) abuse (within the meaning of 58 of the 2014 Act).

8. Exceptional case of urgent need where the circumstances or the urgency of the circumstances are not dealt with elsewhere in this scheme

An applicant who has been assessed as having an exceptional housing need and where Urgent band status has been approved by the Head of Housing Services.

9.7 Who qualifies for Band 1?

You qualify for Band 1 if you:

- have a housing need (as set out in the box below), and
- have a local connection (please see **9.5** for what counts as a local connection).

BAND 1

9. Applicants who are homeless within the meaning of Part 2 of the Housing (Wales) Act 2014, with the exception of applicants who have become homeless intentionally, as defined in section 77 of the 2014 Act.

This category includes homeless applicants both in priority need and not in priority need, provided they have not become homeless intentionally.

The definition of homelessness used is contained in sections 55 to 57 of the Housing (Wales) Act 2014. Under this definition a person is homeless if they do not have accommodation which they are entitled to occupy, which is physically and legally available for them to occupy, and which is reasonable for them to continue to occupy. This includes the following:

- (a) A person who has no accommodation available for their occupation in the United Kingdom or elsewhere, which they
 - (i) are entitled to occupy by virtue of an interest in it or by virtue of a court order;
 - (ii) have an express or implied license to occupy; or
 - (iii) occupy as a residence by virtue of any enactment or rule of law giving the person the right to remain in occupation, or restricting the right of another person to recover possession.
- (b) A person is also homeless if they have accommodation but
 - (i) they cannot secure entry to it, or
 - (ii) it consists of a moveable structure, vehicle or vessel designed or adapted for human habitation and there is no place where the person is entitled or permitted both to place it and reside in it.

A person is not treated as having accommodation unless it is accommodation which would be reasonable for them to continue to occupy, as defined under section 57 of the 2014 Act.

Accommodation may only be regarded as available for a person's occupation if it is available for occupation by that person together with:

- (aa) a person who normally resides with them as a member of their family, or
- (bb) any other person who might reasonably be expected to reside with them.

Applicants will ordinarily be accorded this status by a Housing Options Officer following a homelessness assessment under section 62 of the 2014 Act (or a review of such an assessment).

10. Applicants who are owed a duty by a local housing authority under section 73 or 75 of the Housing (Wales) Act 2014 or section 193(2) of the Housing Act 1996, or who are unintentionally threatened with homelessness within 56 days and are likely to be in priority need:

This category includes applicants who are:

- (a) unintentionally homeless and in priority need and who have been accepted as being owed the main housing duty under section 193(2) of the 1996 Act or the duty to secure accommodation under section 75 of the 2014 Act;
- (b) homeless and owed the duty to help to secure accommodation under section 73 of the 2014 Act, providing the authority is satisfied there are no grounds by which the applicant is likely to subsequently be found intentionally homeless under section 77 of the 2014 Act;
- (c) threatened with homelessness and owed the duty to help to secure that suitable accommodation does not cease to be available for the applicant's occupation under section 68 of the 2014 Act, providing the authority is satisfied there are no grounds by which the applicant is likely to subsequently be found intentionally homeless under section 77 of the 2014 Act;
- (d) unintentionally threatened with homelessness in the next 56 days, providing the authority is satisfied there are:
 - (i) grounds by which the applicant is likely to be found to have a priority need under section 70 of the 2014 Act, and
 - (ii) no grounds by which the applicant is likely to subsequently be found to have become homeless intentionally under section 77 of the 2014 Act.

This category does not include applicants who have become homeless intentionally, or whose circumstances provide grounds by which the applicant is likely to subsequently be found to have become homeless intentionally.

Where an applicant is either homeless or threatened with homelessness within 56 days and the authority is satisfied there are grounds by which the applicant is likely subsequently to be found intentionally homeless they may qualify for lesser priority under Band 3

11. Applicants occupying insanitary or overcrowded housing or otherwise living in unsatisfactory housing conditions

This category includes the following:

- (a) Applicants whose current property:
 - (i) lacks a bathroom with facilities or the facilities are located in an insanitary location, for example within a kitchen;
 - (ii) lacks a kitchen and/or appropriate cooking facilities;
 - (iii) lacks an inside toilet;
 - (iv) lacks a hot or cold water supply due to a defect to the property;
 - (v) lacks an electrical supply due to a defect with the property;
 - (vi) lacks a gas supply due to a defect with the property where such a supply is

required to operate existing or necessary services such as heating.

- (b) Applicants who share facilities with occupiers who are not part of the applicant's household on a permanent basis. This applies to the sharing of a kitchen, bathroom/shower, or toilet.
- (c) Applicants living in overcrowded housing. Accommodation is deemed to be overcrowded if it lacks at least one bedroom under the following definition on a permanent basis. One bedroom is deemed necessary for each of the following persons in the applicant's household:
 - (i) a single person or couple aged 16 or over; and
 - (ii) two children of the same gender, where both of the children are aged under 16; and
 - (iii) two children aged under 10, regardless of gender; and
 - (iv) any remaining child

In addition, an additional bedroom will be deemed necessary where:

- (v) the tenant or their partner is disabled, and they require a non-resident overnight carer, providing the Council is satisfied that the applicant would be able to afford accommodation of the relevant size; or
 - (vi) it is unreasonable for two persons to share a bedroom, as the result of an illness or disability, providing that the Council is satisfied that the applicant would be able to afford accommodation of the relevant size.
- (d) Applicants who have been referred by the Council's Housing Enforcement Team department for re-housing because they are occupying accommodation where Category 1 hazards exist under the Health and Housing Safety Rating System, which the Council are satisfied the landlord or licensor should remedy, but which are unlikely to be remedied.

All applicants occupying insanitary or hazardous accommodation will be referred to Environmental Health so that the problem can be resolved if possible and to enable the applicant to remain in occupation wherever possible. The Housing Enforcement Team will refer the case with a recommendation for priority under this category if, despite their best efforts, they consider the above definition is satisfied and the problem cannot be resolved within a reasonable period of time.

12. People who need to move on medical or welfare grounds

The following categories of applicant qualify:

- (a) Applicants whose household includes someone with a medical condition which is directly linked to unsuitable housing and where re-housing is necessary to significantly improve their health.
- (b) Applicants occupying accommodation that causes difficulties with access to the property to a member of the household, that have a detrimental impact on the person's welfare such that it cannot be resolved in the current property, and would be significantly alleviated if they were suitably re-housed.

Such cases will be assessed following an assessment by a relevant practitioner as to whether the person requires a move to an accessible property within the above definition.

- (c) Applicants whose household includes a person who has social care needs that are not being met, and re-housing is necessary to significantly improve their care.

13. People who need to move to a particular locality in the district, where failure to meet that need will cause hardship (to themselves or to others)

Examples include:

- (a) A failure to move to the particular locality will cause exceptional financial hardship.
- (b) The applicant or a member of their household is at risk of being admitted to residential care or hospital if they are not re-housed in the particular locality.

- (c) The applicant needs to move to the particular locality due to a relationship breakdown, and there is need to safeguard and promote the welfare of associated child(ren).
- (d) The applicant is a 'relevant child' under the Children Leaving Care Act 2000, is a care leaver, vulnerable and has a high housing need that is best met by the provision of long term settled housing in the particular locality.
- (e) The applicant or a member of their household has permanent employment which continue, or an offer of the same which they cannot take up, unless they reside in the particular locality.
- (f) The applicant is giving or receiving essential support, which can only be delivered if they live in the particular locality.

14. Exceptional case of housing need where the circumstances are not dealt with elsewhere in this scheme

An applicant who has been assessed as having an exceptional housing need and where Band 1 status has been approved by the Head of Housing Services.

9.8 Can I qualify for Band 1 if I'm intentionally homeless?

No. If we've decided you're homeless but that you became homeless intentionally you won't qualify for Band 1. This is the case even if your situation is covered by one of the other Band 1 categories and you have a local connection. Instead you'll be awarded Band 3 status (see category Band 3 category 20 at 9.10). You'll be disqualified from having priority under any of the Band 1 categories for 12 months. The 12 months starts when we decide you became homeless intentionally. If you then get accommodation and are no longer homeless you'll no longer qualify for Band 3 priority under category 20. If your application is removed from the Housing Register and you re-apply for housing after 12 months you may be awarded Band 1 priority if your situation is covered by one of the housing need categories 9 to 12, and you have a local connection.

9.9 Who qualifies for Band 2?

You qualify for Band 2 if you:

- have an urgent housing need (as set out in the box below), and
- do not have a local connection (please see 9.5 for what counts as a local connection).

BAND 2

15. Urgent medical, welfare or disability related need

Applicants whose household includes someone who:

- (a) has a medical condition which is life-threatening or likely to become so, and the current accommodation (or lack of accommodation) is significantly detrimental to the condition, or re-housing is likely to result in significant improvement;
- (b) has been assessed as having a need to move urgently to an accessible property;
- (c) has a serious physical or mental illness, disability, medical condition or behavioural disorder, which is causing serious dysfunction to themselves or the household unit such that they are completely unable to cope in their present accommodation and re-housing would alleviate the problem. For example, terminal illness or advanced

progressive condition;

- (d) is hospitalised and unable to return home because it is wholly unsuitable for their long term needs by way of design, location and/or is unsuitable for adaptations that are required because of disability;
- (e) is disabled and is unable to access essential facilities within the property, for example where bathing or WC or access to the property itself is wholly unsuitable. The property cannot be economically adapted to meet their needs;
- (f) needs to move to provide support to a person with a serious illness, disability or medical condition, and that person cannot cope in their present accommodation without the applicant's support; or
- (g) is living in overcrowded accommodation which leaves the person vulnerable to a potentially fatal or very serious infection, for example where they are suffering from late stage HIV.

Evidence will be required in these cases to demonstrate the legitimacy of the claim.

16. Loss of home as a result of a disaster

Applicants who suddenly and permanently lose their existing home as a result of a disaster and who have a reasonable prospect of an allocation within a short period.

17. Leaving armed forces or serious injury whilst serving in armed forces

- (a) An applicant who needs to move to suitable adapted accommodation because of a serious injury, medical condition or disability which they, or a member of their household, sustained as a result of service in the armed forces.
- (b) An applicant needing accommodation because of leaving the armed forces and losing military accommodation. People who have left the armed forces under Discharge as of Right (DAOR) are excluded from this provision and are not given Band 2 priority status.

18. Urgent cases where the household needs social housing to prevent a child being taken into care or remaining in care

Examples include:

- (a) Foster parents who urgently need accommodation to take a child.
- (b) Cases where a child care plan has identified the need for accommodation to prevent the child being looked after by the authority (for example, child in need / looked after child / child protection).

19. Exceptional case of urgent need where the circumstances or the urgency of the circumstances are not dealt with elsewhere in this scheme

An applicant who has been assessed as having an exceptional housing need and where Band 2 status has been approved by the Head of Housing Services or a senior manager.

9.10 Who qualifies for Band 3?

You qualify for Band 3 if you:

- have a housing need (as set out in the box below), and
- do not have a local connection (please see **9.5** for what counts as a local connection).

BAND 3

20. Applicants who are homeless within the meaning of Part 2 of the Housing (Wales)

Act 2014.

This category includes homeless applicants both in priority need and not in priority need, and who became homeless either intentionally or unintentionally.

The definition of homelessness used is contained in sections 55 to 57 of the Housing (Wales) Act 2014. Under this definition a person is homeless if they do not have accommodation which they are entitled to occupy, which is physically and legally available for them to occupy, and which is reasonable for them to continue to occupy. This includes the following:

- (a) A person who has no accommodation available for their occupation in the United Kingdom or elsewhere, which they
 - (i) are entitled to occupy by virtue of an interest in it or by virtue of a court order;
 - (ii) have an express or implied license to occupy; or
 - (iii) occupy as a residence by virtue of any enactment or rule of law giving the person the right to remain in occupation, or restricting the right of another person to recover possession.
- (b) A person is also homeless if they have accommodation but
 - (i) cannot secure entry to it, or
 - (ii) it consists of a moveable structure, vehicle or vessel designed or adapted for human habitation and there is no place where the person is entitled or permitted both to place it and reside in it.

A person is not to be treated as having accommodation unless it is accommodation which would be reasonable for them to continue to occupy, as defined under section 57 of the 2014 Act.

Accommodation may only be regarded as available for a person's occupation if it is available for occupation by that person together with:

- (cc) a person who normally resides with them as a member of their family, or
- (dd) any other person who might reasonably be expected to reside with them.

Applicants will ordinarily be accorded this status by a Housing Options Officer following a homelessness assessment under section 62 of the 2014 Act (or a review of such an assessment).

21. Applicants who are owed a duty by a local housing authority under sections 66, 73 or 75 of the Housing (Wales) Act 2014 or sections 190(2) or 193(2) of the Housing Act 1996 or who are occupying accommodation secured by an authority under section 75(1) of the 2014 Act or section 193(3) of the 1996 Act.

This category includes applicants who are:

- (a) unintentionally homeless and in priority need and who have been accepted as being owed the duty to secure accommodation under section 75 of the 2014 Act or the main housing duty under section 193(2) of the 1996 Act;
- (b) unintentionally homeless but not in priority need for whom accommodation has been made available under section 192(3) of the 1996 Act;
- (c) are owed the interim housing duty under section 68 of the 2014 Act, but have been assessed as becoming homeless intentionally, and accordingly have been secured accommodation only for such period of time that will enable them to secure their own accommodation.

Applicants will ordinarily be accorded this status by a Housing Options Officer following a homelessness assessment under section 62 of the 2014 Act (or a review of such an assessment).

22. Applicants occupying insanitary or overcrowded housing or otherwise living in unsatisfactory housing conditions

This category includes the following:

- (a) Applicants whose current property:

- (i) lacks a bathroom with facilities or the facilities are located in an insanitary location, for example within a kitchen;
 - (ii) lacks a kitchen and/or appropriate cooking facilities;
 - (iii) lacks an inside toilet;
 - (iv) lacks a hot or cold water supply due to a defect to the property;
 - (v) lacks an electrical supply due to a defect with the property;
 - (vi) lacks a gas supply due to a defect with the property where such a supply is required to operate existing or necessary services such as heating.
- (b) Applicants who share facilities with occupiers who are not part of the applicant's household on a permanent basis. This applies to the sharing of a kitchen, bathroom/shower, or toilet.
- (c) Applicants living in overcrowded housing. Accommodation is deemed to be overcrowded if it lacks at least one bedroom under the following definition on a permanent basis. One bedroom is deemed necessary for each of the following persons in the applicant's household:
- (i) a single person or couple aged 16 or over; and
 - (ii) two children of the same gender, where both of the children are aged under 16; and
 - (iii) two children aged under 10, regardless of gender; and
 - (iv) any remaining child
- In addition, an additional bedroom will be deemed necessary where:
- (v) the tenant or their partner is disabled, and they require a non-resident overnight carer, providing the Council is satisfied that the applicant would be able to afford accommodation of the relevant size; or
 - (vi) it is unreasonable for two persons to share a bedroom, as the result of an illness or disability, providing that the Council is satisfied that the applicant would be able to afford accommodation of the relevant size.
- (d) Applicants who have been referred by the Council's Housing Enforcement Team for re-housing because they are occupying accommodation where Category 1 hazards exist under the Health and Housing Safety Rating System, which the Council are satisfied the landlord or licensor should remedy, but which are unlikely to be remedied.
- (e)
- All applicants occupying insanitary or hazardous accommodation will be referred to Environmental Health so that the problem can be resolved if possible and so as to enable the applicant to remain in occupation wherever possible. The Housing Enforcement Team will refer the case with a recommendation for priority under this category if, despite their best efforts, they consider the above definition is satisfied and the problem cannot be resolved within a reasonable period of time.

23. People who need to move on medical or welfare grounds

The following categories of applicant qualify:

- (a) Applicants whose household includes someone with a medical condition which is directly linked to unsuitable housing and where re-housing is necessary to significantly improve their health.
- (b) Applicants occupying accommodation which causes difficulties with access to the property to a member of the household, which have a detrimental impact on that person's welfare that cannot be resolved in the current property, and would be significantly alleviated if they were suitably re-housed.

Such cases will be assessed following an assessment by a relevant practitioner as to whether the person requires a move to an accessible property within the above definition.

- (c) Applicants whose household includes a person who has social care needs that are not being met, and re-housing is necessary to significantly improve their care.

24. People who need to move to a particular locality in the district, where failure to meet that need will cause hardship (to themselves or to others)

Examples include:

- (a) A failure to move to the particular locality will cause exceptional financial hardship.
- (b) The applicant or a member of their household is at risk of being admitted to residential care or hospital if they are not re-housed in the particular locality.
- (c) The applicant needs to move to the particular locality due to a relationship breakdown, and there is need to safeguard and promote the welfare of the associated child(ren).
- (d) The applicant is a 'relevant child' under the Children Leaving Care Act 2000, is a care leaver, vulnerable and has a high housing need that is best met by the provision of long term settled housing in the particular locality.
- (e) The applicant or a member of their household has permanent employment which continue, or an offer of the same which they cannot take up, unless they reside in the particular locality.
- (f) The applicant is giving or receiving essential support, which can only be delivered if they live in the particular locality.

25. Exceptional case of housing need where the circumstances are not dealt with elsewhere in this scheme

An applicant who has been assessed as having an exceptional housing need and where Band 3 status has been approved by the Head of Housing Services or a senior manager.

9.11 Can my priority be reduced?

Yes. We may award you a lower band (than usual under **9.6 to 9.10**) if we're satisfied:

- you have sufficient financial resources to meet your housing needs (see **7.3 and 7.4**), or
- your behaviour or the behaviour of a member of your household means you're unsuitable to be a tenant (see **Appendix 4**);
- you have property-related debts (such as rent arrears, council tax arrears, housing benefit overpayment, a debt resulting from property damage etc) that exceed £100, either relating to your existing or a former home, providing the debt is legally recoverable.

9.12 If the Council decides to reduce my priority how will you reduce it?

We may reduce your priority by:

- awarding you a lower band priority than you would otherwise be entitled to
- adjusting your waiting time date
- temporarily suspending you from being entitled to an allocation (so your application is 'bypassed' when we allocate a property that you'd normally be entitled to be considered for), or

- a combination of the above.

For example we may decide temporary suspension is appropriate because you owe a debt to a partner landlord and the suspension will give you a chance to clear the debt or come to an agreed arrangement.

If we adjust your waiting time date we may decide it's appropriate to award a date reflecting when the 'offending' issue was resolved or when a suspension was lifted.

9.13 How does the Council decide if my priority should be reduced?

When deciding whether to sanction an application (under **9.11**) and what the sanction should be (under **9.12**) we treat each case on its own merits and consider all relevant issues. We also consider the need to achieve broader policy aims such as the need to achieve fairness between applicants, equality of opportunity, social inclusion, and the need to move under-occupying tenants who rely on welfare benefits to appropriately sized accommodation. In exceptional circumstances we may decide no sanction should be applied even though one of the criteria at **9.11** applies. If you have a property-related debt of over £100 we may decide not to reduce your priority if you have made an agreement to reduce the debt by making regular payments and have kept to the agreement for a significant period. The procedural guidance for housing officers includes guidance on how decisions to reduce priority are made (see **1.5**).

9.14 Will the Council tell me if my priority is reduced?

Yes. We'll confirm a decision to reduce your priority in writing, and set a date by when we'll review the reduction in priority. We'll write to you again if, when reviewing the reduction in priority, we decide the reduction in priority should continue. Whenever we write to you to tell you about a decision on reducing your priority we'll also tell you about your right to ask for a review (see **9.15** and section **12**).

9.15 Can I ask the Council to look again at a decision to reduce my priority under 9.11?

Yes. If you want us to reconsider the decision we must receive your request for a review within 21 days of the decision (see **12.7**).

9.16 Are there any situations where I could be given a higher priority than under the usual rules?

This is rare and only happens in exceptional circumstances. For example we may place someone in a higher band or award an earlier waiting time because the Public Services Ombudsman for Wales has recommended this, or because of a legitimate expectation (legally binding promise).

10. HOW DO THE LANDLORDS DECIDE WHO RECEIVES OFFERS OF ACCOMMODATION?

10.1 Are there different ways applicants can be selected for an allocation of housing?

Yes. For example, certain properties may be reserved for someone who:

- has a particular connection with the locality in which the property is situated (see **section 14**)
- needs an adapted or accessible home because of a physical disability (see **section 13**)
- meets criteria applying to that particular property or housing scheme, or
- has specifically applied for a particular property.

Some properties don't have any particular letting criteria and can be allocated to anyone on the waiting list (providing they have chosen that letting area and qualify for the type and size of the property).

10.2 How do the landlords decide which method will be used to allocate a property?

When a property becomes available we'll decide the method to be used to allocate it. If a property is reserved for a particular type of applicant (see **4.15** and **10.1**) we'll use that method to select who should receive an allocation.

The partner landlords may change the letting methods used to allocate particular housing schemes or properties.

10.3 How do the landlords decide which applicant is going to be allocated a property?

We decide:

- (a) Which letting method will be used (see **10.1**).
- (b) Which applicants meet the specific letting criteria (if there are any).
- (c) Which applicants qualify for that type and size of property. Partner landlords may specify if the bedrooms are suitable for one or two people.
- (d) Which applicant has the highest priority. For properties with no specific letting criteria this usually means the applicant with the highest band priority that has been waiting the longest (according to their waiting time date, see **8.1** and **9.3**).

10.4 When will you select a housing applicant and allocate a property?

We can decide to allocate a property either before or after the property becomes available to let. Sometimes we allocate the property before the previous tenant moves out.

10.5 What happens if the person allocated a property refuses it?

If the applicant we select for a property refuses it we will select someone else from the Housing Register to receive an allocation. For properties with no specific letting criteria this usually means the applicant with the next highest priority by band status and waiting time.

10.6 I have previously engaged in anti-social behaviour in the area in which a vacant property is becoming available. Can I be considered for the property?

We may not consider your application when choosing who should receive an allocation. We may do this if you, a member of your household, or a visitor to your home were

previously responsible for anti-social behaviour in the area in which the property is situated. We can decide to 'bypass' you on the waiting list when shortlisting for the property, even if we think you're suitable to be a tenant (see 6.9). We may advise you to consider choosing other letting areas if you're likely to be affected by this rule.

10.7 Will you review my situation if you're considering allocating me a property?

Yes. We can review how we have assessed your case before you're allocated a property or offered a tenancy. If you haven't told us about a change to your situation we may be unable to offer you a tenancy (see 8.5).

10.8 What happens if I've the same priority and waiting time as another applicant?

If you have the same priority band status and waiting time as another applicant we'll exercise our discretion when deciding who should receive the allocation. We'll consider various factors. For example, someone may be favoured because they've spent more time waiting for social housing before being awarded their current band status, or because it may free up a larger unit of accommodation, or because they have a stronger connection with the letting area. This isn't a complete list. We may take other factors into account, depending on the situation.

11. WHAT HAPPENS WHEN I'M OFFERED A PROPERTY?

11.1 How will I know I've been offered a property?

If we allocate you a property one of the partner landlords will usually tell you about this in writing. We may tell you by letter or email.

We may initially tell you verbally. If you refuse the offer this will count towards your two refusals (see 11.7 and 11.8) providing you were entitled to the allocation.

11.2 If the Council verbally offers me a tenancy can I insist the offer is confirmed in writing before I accept or refuse the offer?

Yes. You can then choose if you want to accept or refuse the offer of tenancy.

11.3 Can I be offered a joint tenancy with my partner or someone in my household?

If you're the applicant you can ask to be given a joint tenancy with your partner or someone else in your household if they:

- are eligible for housing (see 6.5 and 6.11)
- are aged 16 or over
- are included on your application
- intend to occupy the property as their only and main home.

If you've asked for a joint tenancy the landlord will decide whether or not to grant a joint tenancy. If a landlord refuses to grant a joint tenancy it will give you reasons in writing for the refusal.

11.4 Can I view the property?

Yes. The landlord will give you a time when you can view the property. A housing officer will be present to answer any questions you have about the property. You would usually be expected to accept or refuse at the viewing.

11.5 Do I have to accept a property I'm offered?

No. You're free to accept or refuse any property offered to you. However it's important to note that refusing an offer may result in:

- you being taken off the Housing Register (see **11.8**), and
- the Council deciding that any duty owed to you under the homelessness legislation has ended.

11.6 How long will I be given to accept or refuse an offer of tenancy?

We must make sure properties are let quickly. You'll therefore need to decide quickly if you want to accept the offer of tenancy. We'll give you a time you need to tell us by. This is usually when you view the property. If you don't tell if you want to accept or refuse within the time we've given you we may decide you want to refuse the offer.

11.7 How many offers can I receive?

You can receive a maximum of two offers of accommodation if you've been awarded Band 1, 2, or 3 priority.

If you've been awarded the Urgent Band you'll receive one offer before losing the Urgent Band award. If you refuse that offer you'll then be placed in Band 1 and be eligible for one further offer. Your waiting time date will be amended to reflect your new band award (see **8.1** and **9.3**)

11.8 What happens if I refuse two offers of housing?

If you refuse two offers your application will be removed from the Housing Register providing we're satisfied both offers were properly made under this policy. This is to ensure fairness to other applicants. You will not get a third offer.

11.9 What if I think the accommodation offered to me was unsuitable?

If you refuse a property of the type you qualify for, in an area you chose, the refusal will count as one of your two offers. There would have to be exceptional circumstances for this not to be the case.

11.10 I think a refusal of housing should not count as one of my two offers. What can I do?

There may be situations where you think refusing a property should not be counted against you. For example if the property was not in one of your chosen areas. If you're unhappy with a decision that you've refused an offer or that a refusal should be counted against you, you can ask us to review that decision. If it was your first offer you must ask for the review within 21 days of us telling you about the offer. If it was your second offer

you must ask for the review within 21 days of us notifying you of the decision that you've been taken off the Housing Register (see **section 12**).

11.11 My application has been removed from the Housing Register because I've refused two offers. Can I re-apply and go back on the waiting list?

Yes. But you cannot apply within 12 months of refusing the second offer of housing (unless you ask for a review and it's successful, see **11.10**).

12. YOUR RIGHT TO ASK FOR DECISIONS TO BE REVIEWED

12.1 What decisions can I ask the Council to reconsider?

You can ask the Council to review the following decisions:

- (a) a decision that you're not entitled to a higher priority band status (see **5.2**)
- (b) a decision that you're not entitled to go on the Housing Register (see **5.2**)
- (c) a decision that your application will be taken off the Housing Register (see **8.7**)
- (d) a decision that your priority has been reduced (see **9.11** and **9.12**)
- (e) a decision that you refused an offer of housing (see **11.10**)
- (f) a decision that a refusal of housing should count as one of your two offers (see **11.10**)
- (g) a decision about the facts of your case that are likely to be, or have been, taken into account when considering whether to allocate accommodation (see **12.2**).

12.2 What does category 12.1(g) mean?

Category **12.1(g)** covers various possible negative decisions that you may not be told about. These decisions usually form part of another decision that you *will* have been notified of. For example, you may want us to review a decision that someone doesn't form part of your household, a decision about your financial resources, or a decision about the nature and effect of a medical condition you have. We may not tell you about these kinds of decisions because they're part of another decision, eg what band priority you are entitled to, or whether or not you're entitled to go on the Housing Register. If you want us to look again at a decision of the type described at **12.1(g)** it's usually a good idea to ask us first to confirm the information we took into account. This will help you to effectively exercise your right to a review.

12.3 How do I find out if I have a right to review a particular decision?

If you're unsure if you can ask us to review a decision contact the Housing Customer Services Team and we'll help you. You can contact Customer Services by telephoning (01248) 752200 or by emailing housing@anglesey.gov.uk.

12.4 When will the Council tell me about my right to ask for a review?

We'll tell you about your right to ask for a review whenever we notify you of a decision that carries the right to review.

12.5 What will the Council tell me about my right to review when I receive a decision on my application?

We'll tell you:

- About your right to ask for a review of the decision.
- The kinds of decisions you can ask us to review (see **12.1**)
- That if you want to ask for a review we must receive your request within 21 days of you being notified of the decision (unless the decision concerns the refusal of offers, see **11.10**)
- About where you can get independent advice.

The decision letter (or email) explains that a copy of the decision notification is available to collect from the Council's office for a reasonable period. The letter also explains that if you do not receive the decision letter (or email) you'll be treated as having been notified when the letter was sent to the postal or email address you gave us.

12.6 How do I ask for a review?

If you want us to review a decision you must ask us within 21 days of being notified of the decision (subject to **11.10** where the review concerns the refusal of offers). If you don't receive the decision letter you must ask us within 21 days of when the decision letter was produced and sent to the address or email address you gave us. You don't need to complete a special form to ask for a review (although you can choose to use the form we give you). You can telephone or email us and ask for review. You'll need to make sure you clearly ask for a review and tell us which decision you want us to look at again.

12.7 What if I don't receive the decision letter? Can I still ask for a review?

Yes, you can still ask for a review if you don't receive a copy of the decision. However, there are special rules. You must ask us to reconsider the decision within 21 days of when you're legally treated as having received the decision (this is called 'the date of deemed service').

The date of deemed service depends on how we sent the decision to you, and is:

- the second business day after the letter was posted, if sent by first class post, or
- the day you were sent or given the decision if it was hand delivered, personally served or emailed to you on a business day before 4.30 pm, or if after 4.30 pm, on the next business day.

If you don't ask us to reconsider the decision within 21 days of the date of deemed service you will lose your right to a review. However you can still ask if we're willing to extend the time limit (see **12.8**).

12.8 I've missed the 21-day time limit. Can I still ask for a review?

A review request received after the 21-day period has expired will be referred to the Housing Options Team Manager or another senior officer. They'll consider why your request was late and decide if we should extend the time limit and carry out a review.

12.9 Do I need to provide reasons for asking for a review?

Yes. We prefer it if you provide your reasons when you submit your review request. This helps us make a quicker decision. However we'll write to you and give you a date by when you must provide your reasons and provide any supporting information you want us to consider (see **12.10** for details of the review procedure).

12.10 What procedure does the Council follow if I ask for a review?

Once we've received your review request we will, within 21 days, notify you in writing:

- that you, or someone acting on your behalf, can make representations in writing to the Housing Options Team in connection with the review
- of the procedure we'll follow in connection with the review, including the dates by which:
 - we must receive any supporting information (this cannot be earlier than 14 days from our letter confirming the procedure)
 - the date by which you'll be notified of the decision
- who will be carrying out the review
- the reviewing officer's contact details
- that the review decision will be notified in writing
- that the decision notification will include the reasons for any adverse findings
- that you may ask for further information about any decision made about the facts of your case (see **12.1(g)**).

The reviewing officer may offer you an opportunity to make verbal representations in connection with the review. They may also ask other officers within the Housing Options Team to carry out tasks in connection with the review, eg making enquiries.

If, before the deadline for receipt of representations, you ask for further information about any decision relevant to the decision under review (including matters covered by see **12.1(g)**) the reviewing officer will ensure a response is given, and if fairness requires it, extend the period for receiving representations.

12.11 Can I ask for a copy of my housing file?

Yes. We'll usually charge you £10 to provide this. Please also see **16.5** for information about your right to obtain information.

12.12 Who will make the review decision?

A Housing Services officer who was not involved in the original decision and who is senior to the officer who made the original decision will make the decision on your review.

12.13 How will the decision on my review be made?

The reviewing officer will consider the information you've given, and reconsider all of the relevant facts at the time the review is decided, in light of this policy and any legal requirements. We may consider information received since the original decision was made if it is relevant.

12.14 How will you tell me about the review decision?

We'll confirm the review decision in writing by post or email.

12.15 When will I get the review decision?

We'll usually notify you of the decision within eight weeks of when we received your review request. We may take longer if:

- we need more time to make the decision
- the extension of time is reasonable, having regard to the facts of your particular case, and
- we have notified you in writing of our reasons for needing an extension.

12.16 I'm dissatisfied with the review decision. Can I appeal?

No. You don't have any statutory right to appeal a negative review decision. You may be able to go to court using a process called judicial review. However to apply to court you'd need reasons for claiming that the Council has acted unlawfully. You should seek independent legal advice.

12.17 Can I complain about the review decision?

Yes. You can complain under the Council's Concerns and Complaints Policy if you're dissatisfied with a review decision or the manner in which it was made. You can also complain if you're dissatisfied with any other aspect of how your housing application has been dealt with. A copy of the Council's Concerns and Complaints Policy is available on the Council's website.

If your complaint is about something a partner Registered Social Landlord (housing association) has done (that doesn't concern something the Council has done or is responsible for) you may complain using that landlord's complaints policy (details of their complaints policies are given on each partner landlord's website).

If you want to complain to the Public Services Ombudsman for Wales you must usually first exhaust the formal complaints procedure.

13. WHAT IF I NEED AN ADAPTED OR ACCESSIBLE PROPERTY OR HAVE A MEDICAL NEED FOR HOUSING?

13.1 I have a medical condition. Does this mean I'll get extra priority for housing?

Having a medical condition does not necessarily mean you'll be given priority for housing (or awarded a higher band).

13.2 Who gets priority for medical reasons?

To receive priority because of a medical condition your situation must be covered by one of the priority groups contained in the banding scheme (see **section 9**). The table below lists the groups where a medical condition can give you a priority for housing:

| Band | Category | Section | Found on page... |
|--------|----------|---------|------------------|
| Urgent | 1 | 9.6 | 27 |
| 1 | 12 | 9.7 | 30 |
| 2 | 15 | 9.9 | 31-32 |
| 3 | 24 | 9.10 | 35 |

13.3 How do I apply for medical priority?

We'll ask you at your housing options interview if you have any medical conditions. We'll discuss with you how your medical condition is affected by your housing situation. If you may qualify for priority because of your medical condition under the banding categories we'll take details of your medical condition and how it affects your need for housing.

13.4 Do I need to supply evidence?

Yes. We'll need to see evidence of your medical condition and why this means you need housing. You can provide a letter from your GP (or another medical professional). However the letter must say how your current accommodation is having an adverse effect on your medical condition (or how having suitable accommodation would alleviate the condition). The letter will only help your case if it includes this information.

13.5 Who decides if I get extra priority on medical grounds?

We'll decide if you're entitled to priority under the banding system because of your medical condition. This will be based on the information you provide. If someone has provided information supporting your application (eg a doctor) this will also be considered. If we can't make a decision without more information we may make enquiries and/or contact your doctor. We may also get advice on what you need from someone who is medically qualified before we make our decision.

13.6 I have a serious medical condition and have provided supporting letters. Why haven't I received extra priority because of my ill-health?

Medical priority is only awarded if your situation is covered by the one of the banding categories (see **section 9** and **13.2**). This normally means that your housing must be having a significant detrimental effect on your medical condition. No matter how serious your medical problems, we can't give you priority unless we're satisfied your housing is making your condition worse. For the same reasons you won't necessarily get priority just because you've provided supporting letters. If we don't award you higher priority

because of your ill-health it doesn't mean that we haven't accepted you have a medical condition.

13.7 What if I need an extra bedroom on medical grounds?

We'll only decide you need an extra bedroom if there are exceptional circumstances. We would usually expect evidence that an extra bedroom is essential for the health and well-being of a household member, or that you need care overnight on a regular and ongoing basis. If your child has challenging behaviour we'll consider your situation and what you need. However, we can't guarantee you'll be assessed as needing an extra bedroom.

13.8 What if I need a physically adapted property?

We'll discuss any need you have for adaptations at your housing options interview. If you may need adaptations we will assess what you need.

13.9 What happens next?

We may arrange for an occupational therapist to visit you at home to carry out a detailed assessment of your needs. We'll make a decision once we're satisfied we have all the information we need. We'll then write and tell you the outcome of the assessment and what band you've been awarded.

13.10 I'm unhappy with how the Council have assessed my needs. What can I do?

You can ask us to review the decision if you disagree with how we have assessed your needs (see **section 12** for more about asking for a review).

13.11 Do you reserve certain properties for people who need an accessible or adapted home?

Yes. Properties may be excluded from the general pool and earmarked for allocation to applicants who need adaptations because of a physical disability. We allocate adapted properties to households that will make best use of the facilities in place. This helps to ensure we make best use of the properties we have and avoids unnecessary expenditure. We may also exclude properties from the general housing pool if they aren't currently adapted but are suitable for adaptations.

13.12 How do you decide which applicant is allocated a particular adapted property?

We keep a record of:

- the adaptations you need
- what adaptations each property becoming available has, and
- what additional adaptations might be made.

When a property in the 'adapted properties pool' becomes available we match applicants with the property and decide which applicant should receive the allocation. Before confirming the allocation we may seek further information from relevant professionals and we may ask an occupational therapist to visit the property to advise us on its suitability.

14. LOCAL AND SENSITIVE LETTINGS POLICIES

14.1 Introduction

This policy recognises that partner landlords may wish to adopt policies designed to tackle local housing issues through the use of local lettings policies and sensitive lettings. Local lettings policies are used to achieve a wide variety of housing management and other housing policy objectives. They are usually developed when we decide we need to manage the balance of the community.

All local lettings policies must be based on a sound evidence base and are developed following a robust assessment of this evidence. Details must be provided by the partner landlord of:

- (a) The particular issue affecting the community which requires a local lettings policy.
- (b) The area or list of dwellings to be incorporated.
- (c) The proposed duration of the policy.
- (d) The objectives the landlord hopes to achieve.
- (e) The policy provisions.
- (f) The impact the policy is likely to have on those groups of applicants who re-housing opportunities are reduced, including persons with protected characteristics under the equality legislation.

14.2 How do the partner landlords identify a local letting policy is needed?

All local policies will be based on an identified and evidenced need. Examples of local housing issues that may require a local policy include:

- (a) concentrations of deprivation
- (b) under-occupation
- (c) overcrowding
- (d) a need to facilitate tenant employment through job-related moves
- (e) the needs and sustainability of rural communities, for example where affordability of accommodation is an issue
- (f) allowing transfers for existing social housing tenants even where they do not fall into a reasonable preference category
- (g) ensuring compliance with planning obligations under section 106 of the Town and Country Planning Act 1990
- (h) properties being located within a regeneration area
- (i) large new developments

14.3 How are local letting policies approved?

The formulation of local policies will follow a protocol agreed by the Housing Allocations Sub-Group of the Anglesey Housing Partnership (see **17.1**). A proposal for a local lettings policy must:

- (a) contain detailed criteria governing the procedures by which lettings will be made
- (b) be approved by the Housing Allocations Sub-Group, and
- (c) make provision for the policy to be reviewed after a certain period of time.

When considering whether to approve the local policy the sub-group must invite views of the operational managers with responsibility for overseeing administration of the housing allocation function, and must have particular regard to the ease of administering the proposed criteria. The sub-group must have particular regard to the ease of administering the proposed criteria.

14.4 What are sensitive lettings and when are they used?

There may be occasions when partner landlords wish to make lettings outside the usual allocation rules to protect the interests of existing residents. For example, a sensitive lettings approach may be considered appropriate when re-letting a property if a community has been subject to prolonged and serious anti-social behaviour.

Partner landlords will inform the Housing Options Manager of any sensitive lettings made, together with the following information:

- The reasons why the sensitive letting is needed, and
- The position on the waiting list of the applicant who the letting is made to (if applicable).

14.5 Section 106 agreements

Section 106 agreements determine the allocation of housing on new developments. These agreements are adopted to provide ways of restricting the occupancy of dwellings to those who have a local community need for an affordable home, both on first occupation and in perpetuity. Properties developed on sites incorporating a section 106 agreement will be let under the terms of that agreement.

15. IMMEDIATELY AVAILABLE TO LET PROPERTIES

15.1 Introduction

There may be a small number of properties that are immediately available to let at any given time. This will usually happen when there's no-one on the Housing Register eligible to be offered a particular property, or where the Register has been exhausted.

The number and type of available properties may vary greatly and will be allocated on a case-by-case basis, having regard to the property type and any other allocation criteria which may apply to that particular dwelling i.e. local letting policy, property designation criteria etc.

15.2 How can I find out about immediately available to let properties?

We advertise details of any immediately available to let properties on our website and at www.angleseyhousing.co.uk.

15.3 How do I apply to be considered for an immediately available to let property?

If you want to be considered for a property you've seen advertised you should contact the Council's Customer Services Team or follow the guidance contained in the property advert. We will offer you an appointment if you may qualify to be offered the property.

15.4 How do you decide who immediately available properties are let to?

Any allocation will be based on an applicant's circumstances including such matters as:

- your need for housing
- your local connection (either to the district or to the locality the property is situated in)
- your financial situation
- your previous tenancy record, and/or
- any other matters relevant to the aim of letting the property to a person in housing need.

15.5 What information will I have to provide?

You'll need to provide documents to verify your identity and circumstances.

16. WHAT DOES THE LAW SAY ABOUT HOW HOUSING MUST BE ALLOCATED?

16.1 What legal requirements are there in relation to allocation policies?

The various legal requirements concerning the allocation of social housing by councils are principally contained in Part 6 of the Housing Act 1996.

Councils are required to have an allocations scheme for determining the priorities and procedure to be followed in allocating social housing. The Council can adopt its own policy, provided the scheme complies with certain statutory requirements and basic legal principles of fairness and rationality. The Council must act in accordance with this policy and the accompanying procedures.

The housing association partners are Industrial and Provident Societies with charitable aims. The charitable aims of each association require them to accommodate people who need assistance with housing and accommodation because of financial hardship (because their financial means are so limited they are unable to obtain suitable accommodation on the open market) or because of needs relating to their age or infirmity.

The allocation scheme must state which officers make each type of decision (not by name but by description). This information is included in the procedures and guidance

that accompanies this policy and which helps housing officers administer this policy (see **1.5**).

The allocation scheme must ensure that a reasonable preference ('head start') is given to people who fall into one or more of the following categories:

- (a) People who are homeless within the meaning of Part 2 of the Housing Act 2014.
- (b) People who are owed a duty by a local housing authority under sections 66, 73 or 75 of the 2014 Act.
- (c) People occupying insanitary or overcrowded housing or otherwise living in unsatisfactory housing conditions.
- (d) People who need to move on medical or welfare grounds.
- (e) People who need to move to a particular locality in the district, where failure to meet that need would cause hardship.

The registering of an application and the award of reasonable preference is no guarantee that an allocation will be made. There is no legal right to be allocated long term social housing (see also **8.4**).

This policy ensures reasonable preference is given to the above groups by adopting priority categories based on the statutory preference groups and by excluding people who do not have a housing need. The legislation allows for, and this policy provides, additional preference (or extra weight) for persons with urgent housing needs and people with a local connection. This policy also takes advantage of the legal power to take into account, when defining priority for re-housing, applicants' financial resources and behaviour by an applicant or a household member that affects their suitability to be a tenant. In addition, we have exercised the power to make provision for excluding applicants or demoting an applicant's priority because of serious unacceptable behaviour. Further details on how applicants are prioritised are given in **section 9**.

The Council must have regard to statutory guidance issued by the Welsh Ministers under section 169 of the Housing Act 1996, both when formulating the allocation scheme, and when making decisions on individual housing applications. The Council will have regard to guidance contained in Part 1 of the *Code of Guidance for Local Authorities on the Allocation of Accommodation and Homelessness* (Welsh Government, April 2015), and any amendments or subsequent statutory guidance.

The Council must, and has, given its partner registered social landlords an opportunity to comment on the new allocation scheme. The Council has also taken reasonable steps to bring the policy to the attention of those likely to be affected by it, including people who were registered under the previous policy and tenants of the partner landlords. Partner organisations were consulted, including advice agencies. The Council has also taken into account its local housing strategy, and its homelessness review and strategy when formulating this policy.

16.2 Equality and diversity

We are committed to providing equality of opportunity to everyone who wishes to apply for housing. The partners are satisfied this policy does not discriminate against any person on the grounds of race, gender, sexuality, age, disability, class, appearance, religion or religious beliefs, responsibility for dependents, unrelated criminal activity, HIV or AIDS status, or any other matter that might cause a person to suffer injustice. This policy has been subject to an equality impact assessment. The partner landlords are satisfied this policy complies with their respective equality policies.

We will comply with the statutory requirements relating to equality and the relevant codes of practice. The operation of this policy will be monitored to ensure fair and equitable treatment of customers and legal compliance, including the obligation not to discriminate directly or indirectly on grounds related to the protected characteristics contained in the Equality Act 2010.

The Council's Welsh Language Scheme applies to the maintenance of the Housing Register and those functions administered by the Council. We will communicate with customers in the most appropriate language. All written advice is made available in Welsh and English.

16.3 Confidentiality and the protection of your personal data

If you apply for social housing you have a right to confidentiality. The fact you have applied for housing cannot be divulged to any other member of the public without your consent.

You will be asked to give permission to allow the Council to ask other people or organisations for information if we need to do this to administer your application. You will be told about your statutory rights and how your personal data will be used.

The partner landlords will share relevant information about housing applicants for the purpose of administering applications, making allocations and managing tenancies. It is therefore a condition of applying for housing that you must be willing to consent to the sharing of your personal data with the partner landlords.

Each partner will ensure they have appropriate policies and arrangements in place to ensure customers' personal data is held securely and lawfully processed.

The partner landlords will agree a protocol governing the sharing of information about housing applicants, which complies with the Wales Accord on the Sharing of Personal Information (WASPI) standard.

16.4 What role do elected members (councillors) have in the allocation process?

The Council's elected members can advise and represent you if you have applied for housing. They have an important role in ensuring this policy is followed and operates in a fair and consistent way. You can contact your local councillor if you want them to make representations or make enquiries on your behalf.

Councillors aren't legally allowed to be involved in an allocation decision if the accommodation or your sole or main residence is located in their ward. It is important that landlords are not placed under (or give an appearance of) undue influence.

Councillors making enquiries on your behalf about the status of your housing application or a related matter must provide your written consent. We may ask for written clarification from you if it's unclear if the consent remains effective. For example, we may ask for evidence to demonstrate the consent is contemporaneous or covers the matter about which information is being sought.

An elected member may ask about the status of a property. We will tell them if it is currently held under a tenancy or 'void', and if void if it has been allocated to another applicant. However, to comply with the Data Protection Act 1998 personal information relating to a prospective or new tenant cannot be disclosed.

16.5 What information do I have a legal right to ask for?

The partner landlords provide general advice and information to members of the public about the right to apply for social housing. If you want to apply for housing you will be advised to contact the Council's Housing Customer Services Team (see **2.2**).

A copy and summary of this policy is available on the Council's website. You are entitled to be given a free copy of the summary.

You can also ask for a copy of the housing allocation scheme. This is a full copy of all the rules, covering all aspects of the allocation process, including the procedures and guidance we provide for staff. A fee of £10 is payable. A copy of housing allocation scheme is also available for you to inspect at the Council's Housing Services department at the Council Offices in Llangefni.

If you apply for social housing you have a legal right to ask for certain information. You are entitled to ask for and be given:

- (a) such general information as will help you assess:
 - (i) how your application is likely to be treated under this policy, including if you're likely to be treated as a member of a group given priority
 - (ii) if appropriate accommodation is likely to be made available to you, and if so how long it is likely to be before accommodation becomes available for allocation to you
- (b) information about any decision about the facts of your case which has been, or is likely to be, taken into account when considering whether to allocate accommodation
- (c) details of the information you have previously provided about yourself or your family that we have recorded as being relevant to your application.

We will tell you the information at **(a)(i)** during your housing options interview. This will help you evaluate your chances of obtaining social housing. We will provide you the information at **(a)(ii)** and **(b)** if you ask for it. The information at **(a)(ii)** will be given by

telling you about the number of vacancies in a previous period (or periods) for the relevant size and type of property in the letting areas for which you are registered (or for the letting area where you're likely to have to wait the shortest time for accommodation), and by confirming the number of other applicants with greater priority than you (see also 4.4 and 4.5).

If you ask for it we'll provide information about specific aspects of the housing allocation process if we're legally obliged to.

The above rights are in addition to your right to access your personal information under section 7 of the Data Protection Act 1988. Further information about the partner landlords' data protection policies and how to access your personal information are available on each partner's website.

17. HOW DO SOCIAL LANDLORDS MONITOR THE ALLOCATION OF HOUSING?

17.1 How is this policy monitored?

Clwyd Alyn Housing Association, Grŵp Cynefin, Isle of Anglesey County Council and North Wales Housing participate in the Anglesey Housing Partnership. A sub-group of the Partnership meets regularly to monitor allocations and the effectiveness of this policy in meeting the Council's strategic objectives. The Housing Allocation Sub-Group consists of at least one senior manager from each of the partner landlords. The Council and partner Registered Social Landlords also report to their respective committees / boards as appropriate.

The Sub-Group will:

- Agree their terms of reference.
- Meet at least twice a year, or more often if required.
- Ask the Housing Options Manager and partner landlords to provide regular statistical information concerning the administration of housing applications and the letting of properties.
- Agree a schedule of the statistical indicators the Housing Options Team and partner landlords must provide, having regard to the ease of producing the indicators.
- Consider the effectiveness of arrangements for administering applications for housing.
- Consider the need for amending policy and procedures in light of changes to:
 - the law
 - statutory guidance
 - strategic objectives
 - the outcomes of review and appeals, or
 - any other relevant matters.

- Consider proposals to introduce local lettings policies and review their impact.
- Monitor the use of sensitive lettings by partner landlords.
- Monitor the use of management moves by partner landlords.
- Monitor the number of applicants not offered tenancies by the Registered Social Landlord partners because an offer would conflict with their charitable objectives.

17.2 Are lettings made outside of the usual allocation rules monitored?

Yes. The Housing Allocation Sub-Group (see **17.1**) monitors the number of management moves and sensitive lettings or management moves. Each partner landlord must notify the Housing Options Manager when they propose to make a sensitive letting, and confirm:

- the reason why they consider the letting is justified, and
- the position on the Housing Register of the applicant who is being considered.

The Housing Options Manager will report to the Housing Allocation Sub-Group and confirm:

- the number of sensitive lettings made by each partner landlord
- the reasons for the use of sensitive lettings, and
- the mean average number of applicants overlooked when sensitive lettings have been made.

17.3 Do the partner landlords set targets for who receives social housing?

The Housing Allocation Sub-Group (see **17.1**) may (but does not have to) adopt targets to ensure a proportion of allocations (or a proportion of particular types of property) go to particular groups of applicants.

APPENDIX 1 – WAYS OF OBTAINING SOCIAL HOUSING THAT DO NOT COUNT AS AN ALLOCATION

This policy does not cover the following ways you may obtain accommodation:

- (a) A transfer initiated by the landlord, for example to enable property works or for management reasons.
- (b) Being provided temporary accommodation under the homelessness legislation.
- (c) Being granted a tenancy that is not an introductory, secure, assured shorthold or assured tenancy.
- (d) Automatically becoming a secure tenant when an introductory tenancy ends, or automatically becoming an assured tenant when an assured shorthold tenancy ends.
- (e) Succeeding to an existing tenancy when the previous tenant dies.
- (f) Becoming a tenant by assignment, e.g. when exercising a legal right to exchange your tenancy with another social housing tenant ('mutual exchange').
- (g) Becoming a tenant because a court has ordered an existing tenancy to be transferred to you.
- (h) Re-housing because of compulsory purchase.
- (i) Being provided accommodation by the Council under the Land Compensation Act 1973, s.39.
- (j) Being provided accommodation that is let at an intermediate market rent.
- (k) Being offered 'extra-care' housing.

APPENDIX 2 – LETTING AREAS

The map below and the key on the opposite page show the letting areas you can choose.

[insert map with numbers to indicate location of towns and villages]

Key to letting areas

| No. | Letting area | No. | Letting area | No. | Letting area |
|-----|---------------------|-----|------------------------|-----|----------------------|
| 1 | Aberffraw | 28 | Llanddaniel | 55 | Niwbwch / Newborough |
| 2 | Amlwch | 29 | Llanddeusant | 56 | Penmynydd |
| 3 | Beaumaris | 30 | Llaneilian | 57 | Penrhoslligwy |
| 4 | Benllech | 31 | Llanerchedd | 58 | Pentraeth |
| 5 | Bodedern | 32 | Llaneugard | 59 | Pentre Berw |
| 6 | Bodorgan | 33 | Llanfairynghonwy | 60 | Penysarn |
| 7 | Boddfordd | 34 | Llanfairyneubwll | 61 | Rhodogeidio |
| 8 | Bryngwran | 35 | Llanfachraeth | 62 | Rhoscolyn |
| 9 | Brynsiencyn | 36 | Llanddaniel | 63 | Rhosgoch |
| 10 | Brynteg | 37 | Llanfaethlu | 64 | Rhosmeirch |
| 11 | Caergeiliog | 38 | Llanfechell | 65 | Rhosneigr |
| 12 | Caergybi / Holyhead | 39 | Llanfairpwll | 66 | Rhostrehwfa |
| 13 | Capel Coch | 40 | Llanfihangel Ysgeifiog | 67 | Rhosybol |
| 14 | Carmel | 41 | Llangaffo | 68 | Rhydwyn |
| 15 | Carreglefn | 42 | Llangejni | 69 | Soar |
| 16 | Cemaes | 43 | Llangoed | 70 | Star |
| 17 | Coedana | 44 | Llangristiolus | 71 | Talwrn |
| 18 | Dwyran | 45 | Llanidan | 72 | Trearddur |
| 19 | Fourmile | 46 | Llantrisant | 73 | Trefor |
| 20 | Gaerwen | 47 | Llanynghenedl | 74 | Tregaian |
| 21 | Gwalchmai | 48 | Llanddona | 75 | Tregele |
| 22 | Hermon | 49 | Llansadwrn | 76 | Ty Croes |
| 23 | Llanfaes | 50 | Llynfaes | 77 | Tyn Lôn PO |
| 24 | Llanbabo | 51 | Maenaddwyn | 78 | Tynyngogl |
| 25 | Llanbedrgoch | 52 | Malltreath | 79 | Valley |
| 26 | LLandegfan | 53 | Menai Bridge | | |
| 27 | Llandyrfrydog | 54 | Moelfre | | |

[Question for RSL OWG members – are any of your properties not covered by the above areas?]

APPENDIX 3 – INELIGIBILITY BECAUSE OF IMMIGRATION AND NATIONALITY STATUS

1. What rules do the Council have to apply when deciding if I'm eligible to go on the Housing Register on immigration or nationality grounds?

The Government sets the rules we have to apply. They are contained in section 160A of the Housing Act 1996 and in regulations issued by the Welsh Ministers. These regulations are currently The Allocation of Housing and Homelessness (Eligibility) (Wales) Regulations 2014 if you applied for housing on or after 31 October 2014. The rules explained below from 5 to 6 are the rules if you applied on or after this date.

2. Will I need to provide documents to prove my nationality and immigration status?

Yes (see 3.9).

3. I'm already a social housing tenant and have a secure/ introductory / assured tenancy. I received my accommodation because of a previous allocation from a council waiting list. Am I eligible to go on the waiting list and be allocated social housing?

Yes. If this is your situation you are eligible even if you wouldn't normally qualify under the usual rules that are explained below.

4. What does 'subject to immigration control' mean?

You're subject to immigration control if you:

- need permission to enter or remain in the United Kingdom but don't yet have permission, or
- have permission to enter or remain in the UK only if you don't claim benefits or use other public funds, or
- were given permission to enter or remain in the UK within the last five years on the grounds that someone else signed a maintenance undertaking agreeing to support you.

5. I'm subject to immigration control. Am I eligible for an allocation of housing?

The general rule is you will be ineligible for housing if you are subject to immigration control. However, there are exceptions to this general rule. If you are subject to immigration control and fall into on the following groups you will be eligible for an allocation of housing:

- (a) You are recorded by the Secretary of State as a refugee within the definition of Article 1 of the Refugee Convention and have leave to enter or remain in the United Kingdom.

- (b) You:
 - (i) have exceptional leave to enter or remain in the UK granted outside the provisions of the Immigration Rules, and
 - (ii) your leave to enter or remain is not subject to a condition requiring you to maintain and accommodate yourself, and any person who is dependent on you, without recourse to public funds.
- (c) You are habitually resident in the UK, the Channel Islands, the Isle of Man, or the Republic of Ireland and your leave to enter or remain in the UK is not subject to any limitation or condition, unless you:
 - (i) were given leave to enter or remain in the UK upon an undertaking given by your sponsor, and
 - (ii) you have been resident in the UK, the Channel Islands, the Isle of Man or the Republic of Ireland for less than five years beginning on the date of entry or on the date on which the undertaking was given in respect of you, whichever date is the latter, and
 - (iii) your sponsor or where there is more than one sponsor, at least one of your sponsors is still alive.
- (d) You have humanitarian protection granted under the Immigration Rules.
- (e) You are habitually resident in the UK, the Channel Islands, the Isle of Man or the Republic of Ireland and you have limited leave to enter the UK as a relevant Afghan citizen under paragraph 276BA1 of the Immigration Rules.

6. I'm not subject to immigration control. Am I eligible for an allocation of housing?

The general rule is you are eligible for housing if you are not subject to immigration control. However, there are exceptions to this general rule. If you are not subject to immigration control and fall into on the following groups you will be ineligible for an allocation of housing:

- (a) You are not habitually resident in the United Kingdom, the Channel Islands, the Isle of Man, or the Republic of Ireland and you do not fall into any of the categories in the asterisked paragraph below.
- (b) Your only right to reside in the UK:
 - (i) is derived from your status as a jobseeker or a family member of a jobseeker, or
 - (ii) is an initial right to reside for a period not exceeding three months under regulation 13 of the Immigration (European Economic Area) Regulations 2013, or
 - (iii) is a derivative right to reside to which you are entitled under regulation 15A(1) of the EEA Regulations, but only in a case where the right exists

under that regulation because you satisfy the criteria in regulation 15A(4A) of those regulations, or

- (iv) is derived from Article 20 of the Treaty on the Functioning of the European Union, if your right to reside arises because a British citizen would otherwise be deprived of the genuine enjoyment of the substance of their rights as a European Union citizen.
- (c) Your only right to reside in the Channel Islands, the Isle of Man or the Republic of Ireland:
- (i) is a right equivalent to one of those mentioned above in (b)(i), (ii) or (iii) which is derived from the Treaty on the Functioning of the European Union, where your right to reside:
 - (aa) in the Republic of Ireland arises because an Irish Citizen, or
 - (bb) in the Channel Islands or the Isle of Man arises because a British citizen also entitled to reside there, would otherwise be deprived of the genuine enjoyment of the substance of their rights as a European Union citizen.

* You are not ineligible under **6(a)** above if you are:

- a worker
- self-employed
- treated as a worker under the definition of a “qualified person” in regulation 6(1) of the Immigration (European Economic Area) Regulations 2013 (right of residence of an accession State national subject to worker authorisation)
- the family member of a person who is a worker, self-employed or treated as a worker under the “qualified person” definition
- someone with a right to reside permanently in the UK under regulation 15(1)(c), (d), or (e) of the Immigration (European Economic Area) Regulations 2013, or
- in the UK as a result of your deportation, expulsion or other removal by compulsion of law from another country to the UK.

APPENDIX 4 – INELIGIBILITY BECAUSE OF SERIOUS UNACCEPTABLE BEHAVIOUR

1. What effect does a decision about unacceptable behaviour have on my application?

If we decide that your behaviour, or the behaviour of a member of your household, makes you unsuitable to be a tenant we may:

- exclude you from the Housing Register (see 6.9), or
- reduce your priority (see 9.11 and 9.12).

2. What counts as unacceptable behaviour that may disqualify me from being considered for housing?

Examples of behaviour that may affect your suitability to be a tenant include:

- rent arrears
- anti-social behaviour
- a previous property-related debt resulting from damage to premises, or
- a housing benefit overpayment.

The above are only examples, and other situations can result in us deciding you're unsuitable to be a tenant.

3. How do you judge if behaviour is unacceptable and makes me unsuitable to be a social housing tenant?

By law we must consider:

- (a) whether – if you were a Council tenant – the behaviour was serious enough to entitle the Council to an outright possession order under section 84A of the Housing Act 1985 or under section 84 of the 1985 Act on any of the grounds listed in Part 1 of Schedule 2 to that Act (other than ground 8), and
- (b) if you're unsuitable to be a tenant because of the behaviour at the time of your application.

4. If the Council decides I've been guilty of unacceptable behaviour will I definitely be excluded from the Housing Register?

No. We consider each case on its own merits, taking all relevant factors into account. We also consider the need to achieve broader policy aims such as equality of opportunity, social inclusion and the needs of existing residents. We may still exercise our discretion to not treat you as ineligible for housing and include your application on the Housing Register. We may not sanction your application at all. Or we may include you on the waiting list, but award you a lower band than you would otherwise qualify for (see 9.11 and 9.12. See also 9.6 to 9.10 for the priority categories).

[The following is draft text for a public information booklet explaining how to apply for social housing under the proposed new housing allocation scheme]

Applying for Council or housing association accommodation on Ynys Môn

A summary of the Common Housing Allocation Scheme



We hope you find this booklet helpful. If you need more information you can:

Write to: Housing Services, Council Offices, Llangefni, Anglesey LL77 7TW

Call in person at: Housing Services Reception at the above address
Monday to Thursday – between 8.45 am and 5.05 pm, or
Friday – between 8.45 am and 5.00 pm

Telephone: 01248 752200

Email: housing@anglesey.gov.uk

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Introduction

This leaflet provides information about how to apply for social rented housing on Anglesey. It explains who is prioritised for housing and summarises Isle of Anglesey County Council's housing allocation scheme.

Q1. What is the housing allocation scheme?

The allocation scheme contains the rules about:

- who we place on the waiting list for social housing
- how we prioritise applicants, and
- who receives offers of housing.

We have a 'common allocation scheme'. It's one system under which all social rented housing is let, including Council housing and housing let by Clwyd Alyn Housing Association, Grŵp Cynefin and North Wales Housing.

Q2. Does the Council keep a waiting list for social housing?

Yes. It's called the 'Housing Register'.

Applying for housing

Q3. How do I apply for social housing?

Please contact the Customer Services Team in Housing Services (Tel: 01248 752200) if you want to apply for housing. They will:

- give you advice
- arrange a housing options advice appointment, and
- confirm the information and documents you need to bring to your interview.

Q4. Must I attend a housing options interview?

Everyone wanting to apply to go on the Housing Register must be interviewed. We'll try and arrange a time that's suitable for you. If you're disabled or genuinely can't come to the Council Offices we'll interview you at home or over the telephone.

Q5. How will I know what to bring to my housing options interview?

When we arrange your housing options interview we'll tell you what documents and information you need to bring and confirm this in writing. If you're unsure what to bring or are having difficulty finding the documents please contact our Customer Services Team before your interview for advice. The contact details are on the front of this leaflet.

Q6. What if I don't bring the necessary documents to my interview?

We'll have to re-arrange your interview so your application for housing can be processed. It's better to re-arrange your appointment rather than turn up without the documents we've asked for.

Q7. What happens during the housing options interview?

We'll discuss your situation in detail and see how we can help you. We'll tell you if you're likely to qualify for social housing. We'll also tell you if waiting for social housing is realistic in your particular situation. We'll ask you for information about your situation so we can decide if you can go on the Housing Register and what priority you're entitled to. We may also advise you on your other housing options, eg if you're unlikely to qualify for social housing or if you'll have to wait a long time to be offered housing.

Q8. What if I need support to apply for housing?

We'll provide you with any support you need to apply for housing. For example if you're disabled and need support please contact us so we can help you.

Q9. What if I need a physically adapted property?

We'll discuss any need you have for adaptations at your housing options interview. We'll assess what adaptations you need.

Q10. What happens if my situation changes?

You must always tell the Council in writing of any changes as it could affect your band status and whether you're entitled to housing. For example you must tell us if:

- You move home.
- Someone leaves or joins your household.
- Your income or financial situation changes.

We may cancel your application if you don't tell us about your situation changing.

Q11. Can I ask for a joint tenancy with my partner?

Yes. But you should be aware that:

- A joint tenant would have the same rights as you under the tenancy, including the right to occupy the whole of the property (because there would only be one tenancy, which you'd jointly hold).
- There's no legal right to 'convert' a joint tenancy into a sole tenancy, eg if your joint tenant moves out and you want a sole tenancy in just your own name.
- Your joint tenant can end your tenancy without your permission by giving the landlord a notice to quit. Your joint tenant doesn't even have to tell you before they do this.
- If your joint tenant ends your tenancy you won't have a tenancy. If you're left living at the property it won't always be possible to give you a new tenancy, eg if you have more bedrooms than you need.
- Joint tenants are 'jointly and severally responsible' for all of the rent and all other obligations under the tenancy agreement until the tenancy ends. If you're a joint tenant you'll continue to be responsible for rent and all tenancy obligations, even if you move out of the property, as long as the tenancy continues.

- If your joint tenant dies you become a sole tenant automatically. However if you then die your family members cannot ‘succeed’ to the tenancy. The position if you’re given a sole tenancy is different: members of your family who are living with you may succeed to the tenancy when you die.

The landlord will make a decision about whether to grant a joint tenancy if you’re offered a property.

Q12. What address should I give if I don’t have a permanent address?

If you only have temporary housing you should give us that address. If you don’t have any accommodation at all you’ll need to provide a c/o address so we can write to you. This can be the address of a family member or a friend who’s willing to receive post for you. We can also email you.

What if I’m homeless?

Q13. What if I’m homeless or I’m going to lose my home?

If you’re homeless or may become homeless we’ll arrange an appointment so we can decide what help the Council has to give you under the homelessness legislation. We’ll also help you apply for social housing if this is appropriate in your particular situation.

Q14. Will I get more priority if I apply as homeless?

If you’re homeless you’ll be awarded a band reflecting your priority for housing (see **Q19**). However, applying as homeless doesn’t usually make an offer of social housing more likely. This is because we can end homelessness duties by arranging privately rented housing. Also, if you’re owed a homelessness duty you’ll have less choice about:

- where you’re offered housing (see **Q24**), and
- the type of properties you’ll be offered (see **Q27**).

How are applications prioritised?

Properties are usually offered to the applicant with the highest band priority who’s been waiting the longest according to their ‘waiting time date’.

Q15. How do you decide what priority I have for housing?

Every applicant who’s entitled to go on the waiting list is awarded one of four priority ‘bands’ (we don’t award points anymore, you’re given a band instead). Your band status is based on:

- whether you have a local connection (see **Q18**), and
- how urgently you need housing (see **Q19**).

The bands, in descending order of priority, are:

| Band | You qualify if you have: |
|----------------------|---|
| Urgent | An urgent housing need + A local connection |
| Band 1 | A housing need + A local connection |
| Band 2 | An urgent housing need but No local connection |
| Band 3 | A housing need but No local connection |
| No band award | No housing need |

See **Q19** for more details of who qualifies for each band.

Q16. Where will I be placed when I'm first entered onto the list?

If you're a new applicant your application you'll be entered at the bottom of the band that you're entitled to. This is because all applicants are awarded a 'waiting time date' and other applicants in your band have been waiting longer to be re-housed.

'Waiting time date' – the date you were awarded your current band status.

People after you will be placed below you on the waiting list (assuming they need the same type of housing in the same area).

Q17. When will I get to the top of the waiting list?

You'll gradually move up the waiting list as other applicants with the same band priority and earlier waiting time dates are re-housed or come off the list. We can give you advice about how many properties of the type you need have previously become available and how many people are ahead of you on the list – for the same type of housing in the same area (see **Q35**). This can help you decide if you want to wait for social housing, consider other options, or consider other letting areas or other types of housing.

Q18. What counts as a local connection?

You have a local connection if any of the following apply:

- You've lived on Anglesey for the past 5 years.
- You've lived on Anglesey for 5 out of the previous 10 years.
- You have relatives who've lived on Anglesey for the last 5 years who want you to live near them.
- You've been continuously employed on Anglesey for the past 5 years.
- You're a social housing tenant on Anglesey who is under-occupying your home, and you're experiencing financial hardship.

- You provide or receive essential support from someone on Anglesey.
- You're disabled and can't take up an offer of employment because you don't have accessible housing.
- You're serving in the Armed Forces and are employed or live on Anglesey.
- You're serving (or have served) in the Armed Forces and have previously lived on Anglesey.
- You've been approved to 'move on' from care or supported housing on Anglesey.
- You're homeless as a result of domestic abuse and owed a homelessness duty by Isle of Anglesey County Council.

Q19. Who qualifies for each band?

The boxes below give an indication of your likely priority. However, you should always wait for written confirmation from the Housing Options Team. The information below is only a summary; the full banding criteria are set out in the Housing Allocation Policy, which is available online at [www.anglesey.gov.uk/\[??\]](http://www.anglesey.gov.uk/[??]).

| | |
|--|---|
| Urgent Band | To qualify: <input type="checkbox"/> you must have a local connection (see Q18) and <input type="checkbox"/> one of the following must apply |
| <ul style="list-style-type: none"> ▪ You have a very urgent medical, welfare or disability related need for housing ▪ You have permanently lost your home as a result of a disaster ▪ You are leaving the armed forces and losing military accommodation, or you've suffered a serious injury while serving in the armed forces and need adapted housing ▪ You're in care or supported housing and need to 'move on' ▪ You need housing urgently to prevent a child being taken into care or remaining in care ▪ You have a social housing tenancy on Anglesey, are under-occupying, and are suffering financial hardship ▪ You're homeless because of abuse or a threat of abuse ▪ Your need for housing is exceptional | |

| | |
|--|---|
| Band 1 | To qualify: <input type="checkbox"/> you must have a local connection (see Q18) and <input type="checkbox"/> one of the following must apply |
| <ul style="list-style-type: none"> ▪ You're homeless or threatened with homelessness (but not intentionally) ▪ Your accommodation is overcrowded | |

- Your accommodation lacks essential facilities, eg bathroom, kitchen, toilet, hot or cold water supply, electrical supply.
- You share a kitchen, bathroom/shower or toilet with other people who aren't part of your household (this doesn't usually include sharing with family)
- You live in insanitary housing or in unsatisfactory housing conditions resulting in Category 1 hazards under the Health and Housing Safety Rating System (HHSRS), which are unlikely to be resolved, and you've been recommended for re-housing by the Council's Housing Enforcement Team
- You need to move on medical or welfare grounds
- You need to move to a particular part of the district, and not doing this will cause hardship

Band 2

To qualify: you **don't** need a local connection (see **Q18**) but
 one of the following **must** apply

- You have a very urgent medical, welfare or disability related need for housing
- You have permanently lost your home as a result of a disaster
- You are leaving the armed forces and losing military accommodation, or you've suffered a serious injury while serving in the armed forces and need adapted housing
- You need housing urgently to prevent a child being taken into care or remaining in care

Band 3

To qualify: you **don't** need a local connection (see **Q18**) but
 one of the following **must** apply

- You're homeless or threatened with homelessness
- Your accommodation is overcrowded
- Your accommodation lacks essential facilities, eg bathroom, kitchen, toilet, hot or cold water supply, electrical supply.
- You share a kitchen, bathroom/shower or toilet with other people who aren't part of your household (this doesn't usually include sharing with family)
- You live in insanitary housing or in unsatisfactory housing conditions resulting in Category 1 hazards under the Health and Housing Safety Rating System (HHSRS), which are unlikely to be resolved, and you've been recommended for re-housing by the Council's Housing Enforcement Team

- You need to move on medical or welfare grounds
- You need to move to a particular part of the district, and failure to do this will cause hardship

Q20. What if I don't qualify for any of the priority bands?

If you don't qualify for any of the bands you won't be allowed onto the Housing Register. We'll send you our decision in writing, explain why you don't qualify for the waiting list, and tell you about your right to ask for a review of the decision (see **Q40**). We'll also advise you about your other housing options if you need it.

Q21. Can my priority be reduced?

Yes. In some situations we can reduce someone's priority by awarding a lower band, eg if:

- you have enough money or financial resources to obtain housing for yourself
- your behaviour or the behaviour of someone in your household makes you unsuitable to be a tenant, or
- you have housing-related debts, eg rent arrears, council tax arrears or a former tenancy debt.

What choices do I have?

Q22. Can I choose which landlord I want?

No. If you're accepted onto the Housing Register you may be offered a tenancy with any of the four partner landlords:

- Clwyd Alyn Housing Association.
- Grŵp Cynefin.
- Isle of Anglesey County Council.
- North Wales Housing.

Q23. Can I choose the areas I want to live in?

Yes. You can choose as few or as many areas from the list [opposite/overleaf] as you like. However, make sure you only choose an area if you genuinely want to live there. Your application will be removed from the Register if you refuse two offers of housing (see **Q39**).

Q24. Are there any situations where my chosen areas won't be accepted?

Yes. We reserve the right not to register you for an area if we think it's unlikely you'll be offered housing there. Also, if you're owed certain homelessness duties special rules apply. If you're homeless you'll be asked to choose at least six letting areas, and after two months we may widen the areas you're registered for.

Q25. Can I choose which roads or estates I want within a letting area?

No. If you choose an area you could be offered a property in any part of that letting area. This helps us be fair to everyone who needs housing.

Q26. What letting areas can I choose?

[insert map of island with numbers for towns and villages listed below]

Key to letting areas

| No. | Letting area | No. | Letting area | No. | Letting area |
|-----|---------------------|-----|------------------------|-----|----------------------|
| 1 | Aberffraw | 28 | Llanddaniel | 55 | Niwbwch / Newborough |
| 2 | Amlwch | 29 | Llanddeusant | 56 | Penmynydd |
| 3 | Beaumaris | 30 | Llaneilian | 57 | Penrhoslligwy |
| 4 | Benllech | 31 | Llanerchemedd | 58 | Pentraeth |
| 5 | Bodedern | 32 | Llaneugard | 59 | Pentre Berw |
| 6 | Bodorgan | 33 | Llanfairynghonwy | 60 | Penysarn |
| 7 | Boddfordd | 34 | Llanfairyneubwll | 61 | Rhodogeidio |
| 8 | Bryngwran | 35 | Llanfachraeth | 62 | Rhoscolyn |
| 9 | Brynsiencyn | 36 | Llanddaniel | 63 | Rhosgoch |
| 10 | Brynteg | 37 | Llanfaethlu | 64 | Rhosmeirch |
| 11 | Caergeiliog | 38 | Llanfechell | 65 | Rhosneigr |
| 12 | Caergybi / Holyhead | 39 | Llanfairpwll | 66 | Rhostrehwfa |
| 13 | Capel Coch | 40 | Llanfihangel Ysgeifiog | 67 | Rhosybol |
| 14 | Carmel | 41 | Llangaffo | 68 | Rhydwyn |
| 15 | Carreglefn | 42 | Llangefni | 69 | Soar |
| 16 | Cemaes | 43 | Llangoed | 70 | Star |
| 17 | Coedana | 44 | Llangristiolus | 71 | Talwrn |
| 18 | Dwyran | 45 | Llanidan | 72 | Trearddur |
| 19 | Fourmile | 46 | Llantrisant | 73 | Trefor |
| 20 | Gaerwen | 47 | Llanynghenedl | 74 | Tregaian |
| 21 | Gwalchmai | 48 | Llanddona | 75 | Tregele |
| 22 | Hermon | 49 | Llansadwrn | 76 | Ty Croes |
| 23 | Llanfaes | 50 | Llynfaes | 77 | Tyn Lôn PO |
| 24 | Llanbabo | 51 | Maenaddwyn | 78 | Tynygongl |
| 25 | Llanbedrgoch | 52 | Malltreath | 79 | Valley |
| 26 | Llandegfan | 53 | Menai Bridge | | |
| 27 | Llandyrfrydog | 54 | Moelfre | | |

Q27. Can I choose the types of property I want?

Yes. You can choose the type of properties (houses, flats etc) and the floor levels you want (i.e. ground floor, first floor etc). However, the type of property you're eligible for is decided not only by what you'd like, but also by your household type (see **Q28** below). Also, your preferences may be overridden if you're owed a homelessness duty. Some properties are only let to certain groups, eg older persons or people needing physically adapted homes.

Q28. How many bedrooms am I entitled to?

You qualify for one bedroom for each of the following people in your household:

- A single person or couple aged 16 or over.
- Two children of the same gender, if both of the children are aged under 16.
- Two children aged under 10, regardless of gender.
- Any remaining child.

The table [below / on the opposite page/ overleaf] provides a guide to the size of properties common household types are usually registered for:

HOUSEHOLD & PROPERTY SIZE

| Household make-up | Number of bedrooms | | | | |
|---|--------------------|---|---|---|---|
| | 1 | 2 | 3 | 4 | 5 |
| Single person | | | | | |
| Couple | | | | | |
| Pregnant woman (single or in couple) | | | | | |
| Couple or single parent with one child under 16 | | | | | |
| Couple or single parent with two children under 16 of the same sex, or with two children of opposite sex who are both under 10 | | | | | |
| Couple or single parent with two children under 16 of opposite sex where one child is at least 10 | | | | | |
| Couple or single parent with three children under 16 | | | | | |
| Couple or single parent with four children under 16, in any of the following cases: <ul style="list-style-type: none"> ▪ all of same sex; ▪ 2 boys and 2 girls; ▪ 3 of one sex, where at least 2 children of different sex are under 10. | | | | | |
| Couple or single parent with four children under 16, 3 of one sex, where either 3 of one sex are all over 10, or the child of the other sex is over 10. | | | | | |
| Couple or single parent with five children under 16 | | | | | |
| Couple or single parent with more than five children under 16 | | | | | |

When is someone not allowed onto the waiting list?

Q29. When are applications rejected?

Your application won't be placed on the Housing Register if:

- you haven't had a housing options interview

- you haven't provided the information and documents we've asked you to provide
- you haven't allowed us to visit you at home (if we've decided a home visit is needed)
- you don't qualify for any of the bands (see **Q19** for which situations qualify)
- you have enough money or financial resources to obtain housing for yourself
- you're ineligible because of your immigration status
- you're unsuitable to be a tenant because of past behaviour or the behaviour of someone in your household, or
- you've applied before, had your application refused, and your situation hasn't materially changed since the previous decision.

Q30. What if I have rent arrears or another type of housing-related debt?

If you have a housing-related debt of over £100 this could result in:

- your priority being reduced (i.e. given a lower band, see **Q21**), or
- you not receiving an offer of tenancy, even if you're admitted onto the waiting list.

We suggest you clear the debt or arrange to make regular payments and keep to the arrangement.

Q31. How would I know my application has been rejected?

We'll write and tell you if we decide your application can't be included on the Register. We'll give you reasons for our decision, and tell you that you can ask us to reconsider the decision (see **Q40**)

Getting a decision on your application

Q32. What happens once I've had my housing options interview?

We'll write to you within 21 days of your interview with a decision on your application, providing you've given us all the information and documents we need.

Q33. What will the decision letter tell me?

We'll write to you and tell you:

- if you've been accepted onto the Housing Register, and if so
- what priority (band) you've been awarded
- the type (or types) of housing you're registered for, and
- the size of properties you qualify for.

We'll give you reasons for any negative decisions. We'll also tell you that you can ask us to reconsider the decision. (see **Q40**).

Q34. What if I disagree with the decision?

You can ask us to look again at a decision, providing you ask within 21 days (see **Q41**).

How long am I likely to have to wait for housing?

Q35. Can you tell me how long it'll take for me to receive an offer of housing?

We can't tell you how long you'll have to wait for housing. This is because we don't know in advance what properties will become available. However, we can give you a summary of:

- What housing of your type and size is available in each area
- How many properties have previously become available for an allocation in each area during the past year
- What band the successful applicant had, and
- How long the successful applicant had to wait in that band before being allocated the property they accepted.

This information gives you a general idea of how long you're likely to have to wait. It also helps us suggest other areas you may want to consider, eg because you're likely to be re-housed quicker there.

Being offered a tenancy

Q36. What happens when a property becomes available?

When a property becomes available for letting we decide:

- how the property is going to be let (some properties are let to particular groups, eg older persons or people needing physically adapted homes)
- which applicants meet the criteria and qualify for that type and size of property, and
- which applicant has the highest priority. The property is usually offered to the applicant with the highest band priority (see **Q19**) who's been waiting the longest according to their 'waiting time date' (see **Q16**).

Q37. Can I view the property when I receive an offer?

Yes. The landlord will give you a time when you can view the property. A housing officer will be present to answer any questions you have about the property. You will usually be expected to accept or refuse the offer at the viewing (we must make sure we let properties quickly and make it available for someone else if you don't want it).

Q38. How many offers can I receive?

You can receive a maximum of **two** offers of accommodation if you have Band 1, Band 2, or Band 3 priority.

If you've been awarded the Urgent Band you'll receive **one** offer before losing the Urgent Band award. You'll then be placed in Band 1 and your waiting time date will be amended to reflect your new band award (see **Q16** about the waiting time date).

Q39. What happens if I refuse two offers of housing?

Your application will be removed from the Housing Register if you refuse two offers of housing. This helps us to be fair to everyone who needs housing. You won't get a third offer. You can re-apply to go on the waiting list after one year.

What if I'm unhappy with a decision?

Q40. What decisions can I ask the Council to reconsider?

You can ask us to reconsider a decision that:

- you're not entitled to a higher priority band status.
- you're not entitled to go on the Housing Register.
- your application will be taken off the Housing Register.
- your priority has been reduced.
- you refused an offer of housing.
- a refusal of housing should count as one of your two offers.

You can also ask us to review:

- a decision about the facts of your case that are likely to be, or have been, taken into account when considering whether to allocate accommodation.

Q41. How do I ask for a review?

If you want us to review a decision you must ask us within 21 days of being notified of the decision. You'll need to make sure you clearly ask for a review and tell us which decision you want us to look at again.

Complaints

Q42. What if I'm unhappy with the way my application has been dealt with?

You should contact us to discuss your concerns. You can contact the person who's dealing with your case or ask to speak to their manager. We may make an appointment for you so we can discuss the issue in person. If the matter isn't resolved to your satisfaction you can make a formal complaint. If you want to complain:

- ask for our concerns and complaint form from the person who's dealing with your case, or
- contact our Customer Care Officer:
 - Email: complaints@anglesey.gov.uk
 - The website: www.anglesey.gov.uk - complaints
 - Phone: 01248 752588
 - Writing to: The Customer Care Officer, Legal Section, Isle of Anglesey County Council, Council Offices, Llangefni, Anglesey LL77 7TW.

If you're unhappy about a decision that carries a right of review, you can ask us to review the decision (see **Q40** and **Q41**).

More information about your housing application

Q43. What information about my application do I have a right to ask for?

Please refer to paragraphs **4.4**, **4.5** and **16.5** of the Housing Allocation Policy, which is available online at [www.anglesey.gov.uk/\[?\]?](http://www.anglesey.gov.uk/[?]?).

Q44. What if I want more information about how social housing is allocated?

If you need more information please contact Housing Services' Customer Services Team by:

- telephoning (01248) 752200
- emailing housing@anglesey.gov.uk
- or calling in person at Housing Services at the Council Offices in Llangefni (see the front page of this booklet for our opening times).

If you want more information in writing you can:

- see a full copy of the Housing Allocation Policy online at [www.anglesey.gov.uk/\[?\]?](http://www.anglesey.gov.uk/[?]?).
- ask for see a full copy of the housing allocation scheme at the Council Offices in Llangefni.
- pay £10 for a full copy of the allocation scheme to be sent to you.

Receiving information in other formats

Q45. Can you provide information in large print, in braille, on audio tape, or in another language?

Yes. If you need information in these other formats please let us know.