

Translations

This leaflet tells you about council interest priorities. If you would like this information in your own language please tick the box and return it to the Freepost address below.

Bengali

এই দলিলে কি লেখা আছে সে সম্পর্কে যদি আপনি জানতে চান তাহলে অনুগ্রহ করে উপযুক্ত বাক্সে টিক দিন, এই পাতার নীচে আপনার নাম, ঠিকানা ও ফোন নম্বর লিখুন এবং এটি নীচের ঠিকানায় ফেরত পাঠান।

Somali

Haddii aad jeclaan lahayd in aad ogaato waxa dokumeentigani sheegayo fadlan calaamadi godka ku haboon, ku qor magacaaga, cinwaanka iyo telefoon lambarkaaga boggan dhankiisa hoose ka dibna ku celi cinwaanka hoose.

French

Si vous désirez connaître le contenu de ce document, veuillez cocher la case appropriée et indiquer votre nom, adresse et numéro de téléphone au bas de cette page et la renvoyer à l'adresse indiquée ci-dessous.

Spanish

Si desea saber de lo que trata este documento, marque la casilla correspondiente, escriba su nombre, dirección y número de teléfono al final de esta página y envíela a la siguiente dirección.

Kurdish

Ger hun dixwazin bizanibin ku ev dokument çi dibêje, ji kerema xwe qutika minasib îşaret bikin, nav, navnîşan û hejmara telefona xwe li jêrê rûpel binivîsin û wê ji navnîşana jêrîn re bişînin.

Turkish

Bu dökümanda ne anlatıldığını öğrenmek istiyorsanız, lütfen uygun kutuyu işaretleyerek, adınızı, adresinizi ve telefon numaranızı bu sayfanın alt kısmına yazıp, aşağıdaki adrese gönderin.

Polish

Jeśli chcesz dowiedzieć się, jaka jest treść tego dokumentu, zaznacz odpowiednie pole, wpisz swoje nazwisko, adres i nr telefonu w dolnej części niniejszej strony i przeslij na poniższy adres.

Vietnamese

Nếu bạn muốn biết tài liệu này nói gì hãy đánh dấu vào hộp thích hợp, điền tên, địa chỉ và số điện thoại của bạn vào cuối trang này và gửi lại theo địa chỉ dưới đây.

Urdu

اگر آپ یہ جاننا چاہتے ہیں کہ دستاویز میں کیا لکھا ہے تو ازراہ کرم مناسب باکس میں صحیح کا نشان لگائیے اور اپنا نام، پتہ اور فون نمبر اس صفحہ کے نیچے لکھئے اور اسے نیچے دیئے گئے پتہ پر واپس بھیج دیجئے۔

Chinese

如果你想知道這分文件的詳細內容，請在方框內打鉤，在本頁下面寫下你的名字、地址和電話號碼並寄到下面的地址。

If you would like this document in any of the following formats or in another language not listed above, please complete and send the form to the address below.

In large print

In Braille

On Disk

On audio tape

In another language, please state:

Name:

Address:

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Return to:

FREEPOST – RRAL – RBSK –SCBJ, Choice Based Lettings,
2nd Floor Christopher Addison House, Wilton Way E8 1BJ

Hackney Council Lettings Policy

How many bedrooms

December 2007

Introduction

Hackney Council has published a guide to its lettings policy. It explains the scheme and covers the policies both for tenants looking for a transfer and for all those joining the housing register.

There are six easy to understand publications, each explaining the separate parts of the scheme:

- How to apply for housing in Hackney
- How we assess your application
- How many bedrooms
- Medical priority
- Harassment and domestic violence
- Council interest priorities

We hope you find this guide useful. Staff at our local housing offices, and Christopher Addison House, are available to explain the policy further. The full policy document “How we let our homes” is available on the Council’s website at www.hackney.gov.uk/ under Housing Needs.

How many bedrooms

The Council has to decide how many bedrooms a household needs and who should be included as part of any household. We must make sure that the supply of larger homes goes to those who need them. The general bedroom standard that we use in assessing the number of bedrooms households need is explained below:

General bedroom standard

- A studio or bedsit flat is considered suitable housing for a single person, unless they have regular access to a child or children when they would usually be considered for a one bedroom property;
- Children and people of the same sex and generation (and where the age difference is 16 years or less) are expected to share a bedroom irrespective of their actual relationship to each other or the main applicant;
- Children of different sexes will be considered to require separate bedrooms.

The examples below are a guide to bedroom standard, advice on individual applicant's circumstances is available from housing staff:

- Single adult – bedsit or one bedroom accommodation;
- Couple without children – one bedroom accommodation;
- Couple/adult with one child or two children of the same sex – two bedroom accommodation;
- Couple/adult with three children/ or one boy and one girl – three bedroom accommodation;
- Couple/ adult with five or six children – four or five bedroom accommodation.

Hackney has a significantly high level of overcrowding. It is a key priority for us to tackle this problem in the borough. The Council has decided there are two levels of overcrowding:

- Those households assessed as lacking two bedrooms or more. These applicants are awarded 'A' Overcrowded status and placed in the Urgent band;
- Those households assessed as lacking one bedroom. These applicants are awarded 'B' Overcrowded status and placed in the General band.

In rare circumstances applicants may be considered for an additional bedroom on medical grounds. This must be approved by the Council's Medical Advisor following completion of the medical form and assessment.

You cannot bid for more bedrooms than you need, based on the information given on your application form. You may bid for a property that has one bedroom less than you have been assessed for, but only if Hackney is the landlord.

Reviews and appeals

There are some situations where there is a right to review:

- any decision made by the Council on the facts of a housing application
- a decision regarding eligibility for housing
- on the Council's decision on a homelessness application, including a decision to discharge duty after an offer is refused

There are other circumstances when we provide an appeal or review process:

- against a decision that an offer we have made is reasonable
- against a grade or recommendation by our medical adviser
- against a decision to remove an 'A' priority grade

Complaints

The Council complaints procedure should be used if it seems that the Council has not dealt with a case properly. Complaints are looked at initially by the staff dealing with the case and if needed, by their managers. They will try to resolve the issues directly and quickly.

If this does not resolve the matter, the complaint will be considered by the Council's corporate complaints staff. Complaints that are not resolved using the Council's own complaints procedure can be referred to the Local Government Ombudsman. The ombudsman will check to make sure that the Council is conducting its published policies fairly and efficiently and that there has been no disadvantage to an applicant by a failure in the process.