

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 we assess your
housing application

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.

Lettings: Points, bands and plans

Everyone applying to the Council for housing will initially have their housing needs priority assessed within a very simple point scheme.

Having calculated the total points the application attracts, each application is placed within one of five bands, in date order. The priority or band date used will usually be either the application date or the date on which the current level of housing need began, whichever is the later.

Who is in the letting bands?

Every applicant will be placed in one of the following bands based upon their points:

Emergency band (250 + points)

- emergency hospital discharge cases, unable to accept temporary housing;
- fire and flood in Council homes;
- emergency re-housing for police witnesses under threat.

Urgent band (100 – 240 points)

- overcrowded households - needing two or more extra bedrooms;
- urgent health needs – ‘A’ Medical;
- urgent domestic violence or serious harassment – ‘A’ Social;
- Council tenants moving to smaller homes;
- Council Interest tenants being moved to allow for redevelopment;
- Council Interest tenants giving up adapted and wheelchair standard homes;
- Council Interest tenants in individual council properties in disrepair;
- Council Interest tenants in temporary housing to facilitate works.

Priority (non homeless)/Homeless band (40 – 90 points)

- single young people leaving care or supported housing;
- households accepted under mobility schemes;
- statutory homeless households.

General band (10 – 30 points)

- people with less urgent health needs – B Medical;
- agreed ‘non priority homeless’ households – ‘B’ Insecurity;
- overcrowded households - needing one extra bedroom;
- people suffering harassment but not life threatening – ‘B’ Social.

Reserve band (0 points)

- households with no significant housing need.

All applicants may bid for advertised properties, however, a majority of our homes will go to people in the Priority and Urgent bands. Any remaining properties will usually be offered to General band applicants.

How much housing will go to each band each year?

The critical decision in planning our lettings is deciding how much housing should go to each group and band each year. Our plan starts with an estimate of the supply of homes, including their anticipated size, that we expect to get during the year.

We then use this estimate of supply to set targets for the main categories of housing applicants. The result is an annual Lettings Plan. Copies are available from any housing office and the Council’s website under Housing Needs.

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.