



Castle Vale
Community Housing
Part of The Pioneer Group



Your Next Home

*Your guide to how we
allocate and let homes*



Your Next Home

Voids and Allocations

What is the service we are offering?

Our commitment to providing excellent homes and housing services means that we want to provide great homes where you are happy to live. We aim to provide as wide a choice as possible about where you live in Castle Vale and to make the process of applying for a home or transferring to another property on Castle Vale as simple, accessible and fair as possible.

If you are unhappy with the decisions we make about your application or transfer we aim to provide a clear and easily accessible appeals process.

We are required to make a percentage of homes available to Birmingham City Council so they can house people from their waiting list. To get on their list, you must apply on line, should you require assistance completing the application form in on-line you can attend your nearest neighbourhood office and ask for assistance or if you are a CVCH resident an appointment can be made with a member of staff to assist you.

What type of accommodation could I apply for?

| Applicant Type | Bedroom Eligibility | Property Type |
|---|-----------------------------|--|
| Single Person/Childless Couple | 1 or 2 Bedroom | Ground Floor Flat Low Rise Flat High Rise Flat |
| Single Person and/or with a carer/ Couple 50+ <i>(if applying for sheltered accommodation)</i> | 1 or 2 Bedroom | Chivenor House Phoenix Court Whittle Croft Bungalow |
| Single Person/Couple with access requirements evidenced | 1 or 2 Bedroom | Ground Floor Flat Low Rise Flat 1st floor only Mews Flat (2 bed only) |
| Single Parent/Couple with 1 child | 2 Bedroom | Ground/ 1st floor or Mews Flat House |
| Single Parent/Couple with: 2 children of same gender under 18 2 children of mixed gender under 10 | 2 bedroom | Ground/1st floor or Mews Flat House |
| 2 children of mixed gender (one aged under 10, other under 18) 2 children of mixed gender both over 18 | 3 bedroom | House/Flat |
| Single Parent/Couple with 3 children | 3 bedroom | Ground Floor Flat House |
| Single parent/ couple with 4 children* <i>*See bedroom eligibility</i> | *3 bedroom or *4 bedroom | House |
| Single parent/couple with 5 children* <i>*See bedroom eligibility</i> | 4 bedroom | House |
| More than 5 children* <i>*See bedroom eligibility up to</i> | 5 bedroom | House |

How do I apply for a home?

Acceptance on the waiting list is not automatic because there is a very high demand for our properties so we have to close the list when it is clear that some applicants will never get to the top of the list and be offered a new home.

If you are an existing CVCH tenant the list is open as long as you qualify – please see below for more information.

If you are not a CVCH tenant, the waiting list is closed.

Our list for older persons accommodation is open to applicants who are over 50 years old.

The first step is to complete an application to go on to the waiting list. Forms can be obtained by visiting, telephoning or writing to the CVCH High Street office.

Existing CVCH Tenants

If you are an existing CVCH tenant, you can apply for a transfer to another home in Castle Vale through our waiting list. For existing CVCH tenants, access to the waiting list is guaranteed, as long as you qualify. To qualify for a transfer you must ensure:

- There are no county court judgement's for rent arrears and other debts owed to CVCH including rechargeable repairs, or other breaches of the tenancy conditions
- There is no evidence of serious anti-social behaviour, harassment, domestic abuse, hate crime and threats of violence
- There is no evidence that the condition of the property is not of a reasonable standard including gardens, lofts outhouses
- There is no evidence of unlawful subletting/fraud
- There is no overcrowding due to taking in lodgers and/or subletting without consent

You may be asked for other information about your circumstances to support your application.

General Applicants – non CVCH Tenants

If you are not a CVCH tenant, the waiting list is closed. If we open the list, we will advertise when the list opens on the CVCH website.

If we open the waiting list, you may be able to register on the list subject to qualifying criteria. You may qualify if you:

- Have a good track record of maintaining a tenancy. This will be checked with other agencies
- Are over 50 and qualify for over 50's accommodation

Another option to access a home in Castle Vale is through Birmingham City Council.

Once you have registered for rehousing with Birmingham City Council, you will be given your own identification

number and PIN number which you will need to log onto their website and place a bid for properties you may be eligible for. Birmingham City Council will tell you if your bid has been successful.

If you are successful with your bid, Birmingham City Council will tell us and before we accept you as a tenant we will carry out checks with other agencies – the application form also tells you we will do this. We will tell you the outcome of the checks and make arrangements with you to view the property.

If you are not successful, we will tell you why and how you can appeal.

How are applications for housing assessed?

All new applicants are placed into one of three bands, according to their circumstances and needs:

Band 1

- Harassment, Violence, Abuse (Domestic and non Domestic), Serious Anti-social behaviour
- (Efficient use of stock) Under occupancy/downsizing
- Severe Medical and Mobility need

Band 2

- Overcrowding
- Lacking facilities and sharing facilities with people other than members of own household
- To give or receive care and support
- Victim of Anti-social behaviour (applicant/member of household)
- Urgent medical or mobility issues impacting on the way property is used
- Applicants with children living in a flat who request a house subject to the eligibility criteria

Band 3

- Existing transfer applicants – No need assessed in band 1 or 2
- No housing need
- Applicants with children living in a flat who are listed for a flat

Within each Band, the applicant who has been waiting the longest will be considered for the next available CVCH property. Unless individual circumstances change, an applicant cannot move from Band to Band. If an applicant moves to another band, it will be because there has been a change in circumstances, which may mean your need is greater, lesser or has not changed. It is important you keep us updated so we can ensure you are in the right band.

If your needs have changed and you move into a higher band, the date when you tell us and provide proof about the change this will determine your position on the list within that band (and your waiting time will be calculated from this date). If you move to a lower band, you will retain the date you moved to the previous band as the date your application will be assessed from.

Can you specify the areas within Castle Vale where you would like to live?

We know that it is very important to you to be able to choose where in Castle Vale you want to live and in which type of property.

We always try to match applicants to the right property in the right location. By doing this, we ensure that people stay longer and are happy with their new home. We do this by making you three offers (subject to property availability) so that we can meet your needs as closely as possible.

If you do decide to wait for a property that perfectly suits your requirements, you have to be prepared to wait longer – sometimes much longer than you would like. The more popular types of homes in the more popular areas have many more applicants waiting for them. We will tell you how long you may wait for a home in the area you have chosen. You must choose whether you are prepared to compromise on property type or location, or both, in order to get an offer sooner.

On average, new applicants, whether you are a CVCH tenant or a non CVCH tenant, can wait more than five years for the offer of a home, if you are in housing need. If you are not in housing need, it will be longer.

Can CVCH refuse to allow you on the waiting list?

Yes. We reserve the right not to make offers on applications, or Birmingham City Council nominations. The most common refusal reasons are:

- **Rent Arrears** - if you owe rent to a previous landlord, your application will be suspended. We will actively encourage the repayment of the rent arrears and if an agreement to pay is maintained for 2 years the application will be reinstated
- **Anti-Social Behaviour** - when it is known that an applicant or any household member has been guilty of behaviour that contravenes the Crime and Disorder Act 1998 within 5 years prior to the application being made, we may exclude the applicant from the waiting list
- **Criminal Convictions** - when it is known that the applicant or any household member has a record of criminal convictions that are likely to pose a risk to neighbours or the wider community, the application may be refused
- **Housing Fraud** - false statements made where a property is obtained fraudulently. This means you have applied for housing and withheld information that means you have a fraudulent application

If any of the above comes to light at offer stage, the offer will be withdrawn and your application may be suspended or cancelled.

Applicants have a right to appeal the decisions made concerning their applications.

Can you move home by exchanging with someone else?

Yes you can swap your home with someone else, which is called a mutual exchange.

We update the mutual exchange register every month, and we also put applications on the Homeswapper website www.homeswapper.co.uk to ensure applications for mutual exchanges get the maximum exposure to others who want to swap homes.

For more information contact your Community Coordinator by telephone, letter, e-mail or visit us at our High Street Office.

Help with Downsizing

CVCH offers a scheme for you to move to a smaller home if your home is larger than you need. This helps us release properties that we would not otherwise have to offer, which helps people who are in overcrowded living conditions who have a need for a larger property.

If you have a two, three, four or five bedroom house that you feel you are unable to manage or, you would like to know more about downsizing, please contact your Community Coordinator.

How does CVCH make you an offer?

When you are selected as a suitable tenant for the type of home you have applied for, we will telephone and write to you with details of an available property and ask if you wish to accept the offer. You will be invited to view the property together with your Community Coordinator, who will be pleased to answer any questions you may have.

Should you wish to accept the property after viewing, the final offer will be made and a date for signing will be agreed. Sometimes, this process can happen quickly, but we will tell you when the letting date will be when we make an offer of a property to you.

Why are applications suspended, cancelled or excluded?

Suspensions

We will suspend applications where:

- The assessment of an application is waiting for further information from the applicant, to clarify their requirements
- The applicant has refused a property and the case is being reviewed. We will review each case after the last offer within 10 working days
- The applicant is a CVCH tenant and is the perpetrator of serious anti-social behaviour and appropriate legal action has been applied for. The application will be suspended until the term of the action is expired, or other action is taken that ends their tenancy
- Any current rent arrears from a CVCH tenant, or where there is an outstanding debt to CVCH with an agreement that has not been met for the previous three months, which is confirmed by the Income Team
- Housing fraud, breach of tenancy conditions is being investigated

Should an application be suspended, we will write to the applicant to explain the reason for suspending the application.

Cancellations

Applications may be cancelled where applicants do not respond to the annual review of their application. We will contact the applicant within 10 working days if they fail to re-register their interest to remain on the list. Should there be no further response, we will cancel the application and confirm this in writing, within a further 10 working days.

Applications from applicants who have been referred to us by Birmingham City Council who have refused to accept the property following the bidding process or who have failed to contact us about the property will be withdrawn. We will refer the applicant back to Birmingham City Council.

On the third refused offer, and we are satisfied that the offers have responded to housing need, following review, we may cancel the application as it may be clear that the needs of the customer may not be met.

We may cancel applications from applicants who have had a change in circumstances and no longer require the property type for which they were eligible i.e. application from a single person who now has a family and the list for a house has not been open.

Applications will also be cancelled on the request of the applicant by confirming in writing their intention to cancel their application.

Reinstating an Application

An application may be reinstated as information has been provided and the application has been reassessed, which may include:

- Where an exclusion has expired and an unspent conviction becomes spent;
- A debt owed to CVCH i.e. rent arrears have been cleared, including court costs, or an agreement made to reduce debts owed has been kept to for 2 years and where payments have not been missed for two months;
- Evidence has been provided that shows previous unacceptable behaviour has been addressed; and,
- Any tenancy management issues have been resolved satisfactorily i.e. rechargeable repairs/any sundry debt owed to CVCH

If an excluded applicant is next on the list for an offer, opportunity to clear debts owed will be offered. All applicants have the right to appeal the decision to exclude, cancel or suspend their application. If the applicant is unable to clear debts owed, the property will be offered to the next person on the waiting list.

What kind of tenancy agreement will I get?

If you are a new tenant to CVCH, you will be signed up to a Starter Tenancy. This means that your tenancy will be an assured shorthold tenancy, which will convert automatically to an Assured Tenancy if you comply with the terms of your tenancy agreement.

We will tell you what type of tenancy you will be offered when we write to confirm the offer.

If you are a CVCH tenant and transferring to another CVCH property, you will be signed up to an Assured Tenancy. If you were a tenant before October 2004, your rights will be preserved in your next tenancy agreement.

Complaints and appeals

We know that with the demand for accommodation far exceeding the amount of empty properties that we have available to let, this may lead to long waiting times and this will lead to frustration and disappointment.

If you feel that we have made a decision and have not been reasonable and fair in making that decision you can ask for the decision to be Appealed. (However, you cannot appeal on a point of our policy, such as the bedroom eligibility). To make an Appeal, please contact the Community Housing Team on 0121 748 8100.

How we will make sure this service offer is met

We will always:

- Tell you when our waiting list opens, for what properties, and how long the list will be open for
- If the list is open and you are a general applicant, we will register your application within 10 days – we will tell you how long you will wait and what band you are in
- If we refuse your application, we will tell you the reason and inform you of your right to appeal
- Accompany all prospective customers to view the property offered
- Tell you (annually at the anniversary of your registration date) what your banding is and ask you to tell us of any changes in circumstances so the information we hold about you is accurate

How we will report our service performance

We will produce regular updates on our performance and produce an “Annual Report to Tenants” reporting on performance against all of our standards.

Improving the Service

How you can help us:

- When you leave your home, you must ensure it is left free from any rubbish or belongings, even if you no longer want them
- You must give four full weeks written notice, ending on a Sunday, which you want to leave
- You must hand your keys in by Midday on the Monday after your tenancy ends – we will charge you an extra week if the keys are not handed in by this time
- You must let us in to carry out any repairs for the next person who we let the property to, in the four week period
- Let us know if you are unable to keep to any agreed appointments when moving into your new home

Need more information?

For more information on anything mentioned here, CVCH by Telephone on **0121 748 8100** or by E-mail: **contactus@cvch.org.uk** by Fax on **0121 748 8105** or Visit or write to:
CVCH, 11 High Street, Castle Vale, Birmingham B35 7PR

If you would like this leaflet in Braille, audio or large print, or if English is not your first language and you require help, please call 0121 748 8100.

Arabic إذا كنت ترغب بالحصول على هذه النشرة بخصوص بطريقة البرaille، أو ملف صوتي، أو مطباعة كبيرة، أو إذا لم تكن الإنجليزية لغتك الأم و كنت بحاجة إلى مساعدة، يرجى الاتصال بالأرقام 0121 748 8100

Bengali আপনি যদি এই সংক্রান্ত বিকল্পসেটটি ব্রইল, অডিও বা বড় প্রিন্টে চান অথবা ইংলিশি যদি আপনার মাতৃভাষা না হয় আর আপনার যদি তাই সহায়তা নাশে, তাহলে অনুগ্রহ করে এই নম্বরে 0121 748 8100 কল করবেন।

Chinese 如果您希望获得此宣传手册的布莱叶盲文版本、有声版本或大字印刷版本，或者如果英语并非您的母语并且您需要获得进一步的帮助，那么请致电 0121 748 8100。

Farsi اگر مایل به دریافت این پرشور به خط بریل، بصورت صوتی یا با حروف درشت هستید؛ یا اینکه انگلیسی زبان اول شما نیست و نیازمند کمک هستید، لطفاً با شماره تلفن 01217488100 تماس بگیرید.

French Si vous désirez obtenir cette brochure en Braille, en Audio ou en impression gros caractères, ou si l'anglais n'est pas votre langue maternelle et que vous avez besoin d'aide, veuillez appeler le 0121 748 8100.

Kurdish ئەگەر تۆم نامبێتکە بەت بە شێوازی بریل یان کۆپێران یان لەسەر شێرنی دەنگ یان بە چاپی گەورە دەوێت یاخود ئەگەر ئێشکێژی زمانی ناخفانت ئێه و یارمەتیت پێویستە، تۆکابە پەڕوێندی بکە بە ژمارە تەلەفۆنی 0121 748 8100.

Pashto که تاسو غواړئ چې دا رساله په بریل، غږ او یا لوی چاپ کې ترلاسه کړئ یا که انگلیسي ستاسو لومړی ژبه نه وي او تاسو مرستې ته اړتیا لرئ، مهرباني وکړئ او 0121 748 8100 شمیرې ته تیلیفون وکړئ

Polish Jeżeli chcesz uzyskać niniejszą ulotkę w języku Braille'a, na taśmie magnetofonowej czy w wersji z dużym drukiem, lub gdy język angielski nie jest Twoim językiem ojczystym i potrzebujesz pomocy, zadzwoń pod numer 0121 748 8100.

Punjabi ਜੇ ਤੁਸੀਂ ਇਹ ਲੀਫਲੈਟ ਬਰੈਲ, ਆਡੀਓ ਜਾਂ ਵੱਡੇ ਪਿੰਟ ਵਿੱਚ ਲੈਣਾ ਚਾਹਦੇ ਹੋ, ਜਾਂ ਅੰਗਰੇਜ਼ੀ ਤੁਹਾਡੇ ਪਹਿਲੀ ਭਾਸ਼ਾ ਨਹੀਂ ਹੈ ਅਤੇ ਤੁਹਾਨੂੰ ਮਦਦ ਦੀ ਲੋੜ ਹੈ, ਕਿਰਪਾ ਕਰਕੇ 0121 748 8100 'ਤੇ ਕਾਲ ਕਰੋ।

Russian Если Вы желаете получить брошюру в шрифте Брайля, звуковым формате или крупном шрифте, а также если английский не является Вашим родным языком и Вам необходима помощь, пожалуйста, позвоните по номеру 0121 748 8100.

Somali Haddii aad bug-yarahaan ku rabtid farta indhoolaha Braille, hab la Dhegeysto ama daabacad far waa-wayn ama haddii af Ingiriiska uusan eheen luqadaada koowaad iyo caawinaad u baahan tahay, fadlan soo wac 0121 748 8100.

Urdu اگر آپ سے دوپہر لاء آئی یا ڈیجیٹل سہولتیں چاہتے ہیں یا اگر گھنٹہ بھر آپ کی پہل زبان نہیں ہے اور آپ کو مدد درکار ہے تو براہ کرم 0121 748 8100 پر کال کریں۔



Castle Vale
Community Housing

Contact Details

Visit or write to: **CVCH, 11 High Street, Castle Vale, Birmingham B35 7PR**

Tel: **0121 748 8100**

Email: **contactus@cvch.org.uk** Fax: **0121 748 8105**

Or visit the website: **www.cvch.org.uk**