

ALLOCATIONS POLICY 2020

FAQS

How is the new policy different?

The new policy means applicants will need to prove they have a connection to Castle Vale, such as through living, working or having close family on the estate. Applications will then be prioritised based on community contribution, so people who work or volunteer, or are in education, are given a higher priority.

If you do not meet the criteria to join our waiting list directly you will still be able to access a property with us in Castle Vale through Birmingham City Council's lettings process. 50% of CVCH properties are allocated through this process.

Why was the policy changed?

The changes started with a housing study in Castle Vale which showed changes needed to be made to our policy to keep up with the needs of the community. We then ran feedback sessions to ask our residents what they wanted from a new policy. This consultation lasted for several months, and included forums, face-to-face discussions and social media input.

The feedback from the consultation was that the community wanted to be able to access properties in Castle Vale, and the existing policy meant that properties were just not available. People who had lived on Castle Vale since they were children were unable to have a home here.

Why wasn't I involved in the process?

We ran a large number of consultation groups over the course of several months to speak with as many people across the estate as possible, however due to the size of the estate, we may not have been able to contact everyone who may be affected.

Now that the changes have been agreed, we are working hard to make sure everyone affected is informed as soon as possible.

How was the new policy decided?

After a long consultation process from a large number of residents, applicants and tenants, we took all the feedback and drafted a new policy to reflect this. The changes were then presented to CVCH board who then agreed to launch the new policy.

What do I need to do?

At the moment, you don't need to do anything. We will be in touch in the coming weeks to update you about when the change will happen and what you will need to do.

When is this going to happen?

The changes will be coming into place soon, however we are still getting our systems and procedures ready. We will keep you informed at every stage about what you need to do and when.

What will happen next?

Currently we are working on the procedures and the systems, then once everything is set up we will let you know so you can re-apply under the new policy.

Will I get an offer before it changes?

It depends on what properties come up between now and then, and where you are on the list. On average we let about one property a week from our waiting list, which we will continue to do until the changes go live.

Will the waiting list be re-opened?

The waiting list will be open for new applicants, however, we want to make sure everyone who is already on the waiting list has a chance to re-apply first.

Will I need to reapply?

Yes, everyone who is currently on the list will need to re-apply, as soon we won't be able to allocate properties based on the old policy. These changes are big, so we need to make sure everyone on the waiting list is eligible under the new policy.

We understand this can cause an inconvenience, however the changes needed to be made to support the needs of the Castle Vale community, and our team will be available to support you with the process.

Does this mean I will lose my position on the list?

Yes everything will be refreshed, however, this is why everyone who is currently on the waiting list will have a chance to reapply before the list is opened up again.

What if I'm going to be away?

Please let us know as soon as possible by contacting us on **0121 748 8100** or applications@cvch.org.uk

Be sure to let us know if there is a better way of contacting you so that we can make sure you are aware of any updates.

Will I still be eligible?

Not everyone will still be eligible, because the new criteria means that you need to have a local connection to Castle Vale. People who are already tenants won't be eligible unless they have a housing need, such as overcrowding.

What is a 'housing need'?

'Housing need' is the term used to define whether someone needs to move house because where they currently live impairs their way of living, as opposed to someone who would like to move because they don't like the house regardless if it's suitable.

'Housing need' covers examples such as:

- Needing to move because the resident suffers from antisocial behaviour, harassment or abuse, and moving will stop that from happening
- Needing to move because the property is too small and residents are overcrowded
- Needing to move because the resident needs a ground floor property due to mobility issues

What if I'm not eligible?

If you are an existing CVCH tenant, there are other options for moving if you are not eligible – we can help you look at mutual exchanges, or provide you with more information about our partner [Pioneer Places](#).

If you're not a CVCH tenant at the moment, and have a housing need, you can still access properties on Castle Vale through Birmingham City Council, as 50% of our properties are allocated through them.

Who decides if I'm eligible or not?

The new policy dictates the eligibility. This decision is not made by an officer – it is down to whether you are eligible or not under the policy. If it is not clear whether you're eligible or not, the case can be reviewed individually.

How do I appeal?

You can contact the Customer 1st team on **0121 748 8100** or email us at applications@cvch.org.uk