

ALLOCATIONS POLICY 2021

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 within Castle Vale or have a caring responsibility for someone that lives on Castle Vale, are given a higher priority.

If you do not meet the criteria to join our waiting list directly you may 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.

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?

If you were on our old waiting list then you would have been contacted and asked to re-register. If you have been invited to re-register and/or we have asked for more information it is important you reply straight away to secure your place on the list.

Why do I need to re-register?

Everyone who was on the old list will need to re-register, as 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 has been refreshed, however, this is why everyone who was on the old waiting list will have a chance to re-register before the list is opened up again.

When is the new policy effective from?

All lettings from 8th February 2021 will be under the new policy arrangements

Will the waiting list be re-opened?

Yes the waiting list will be open to all new applicants from 8th February 2021.

Will I be eligible?

Not everyone will 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.

If you do not have a local connection to Castle Vale, you can build up your connection by renting one of our market rent properties continuously for two years. They are rented on a slightly different basis, but often have no waiting list. Give us a call on 0121 748 8100 to find out more about our market rent properties.

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 application@cvch.org.uk

