

Haringey's Housing Allocations Policy

Frequently Asked Questions

1. Why has the Council changed the Housing Allocations Policy?

The previous policy was based on a complicated points system which was confusing for applicants and did not always give applicants a realistic view of their chances of securing rehousing.

The supply of social housing is very limited and in December 2010 there were more than 21,000 applicants on the Housing Register. The Council usually only has about 1,000 homes to let per year. For example, in 2010 in Crouch End, we let only **3** two bedroom properties and in Seven Sisters we let only **11** three bedroom properties. Our Social Housing map shows you where all the lets in the Borough were made. This can be found at

www.haringey.gov.uk/housingoptions

The 2011 policy was introduced to ensure that housing allocations are made to those in greatest need and to give applicants a clearer and more realistic view of their chances of being allocated social housing.

The new policy came into effect on 1 March 2011.

2. How does the 2011 Housing Allocations Policy work?

The Housing Allocations Policy is based on five Housing Needs Band from A to E, with A being the highest and E the lowest. Instead of receiving points, applicants for housing will be placed in the band which reflects their level of need and priority as follows:

Band A is for those applicants who have the most urgent or critical housing need.

Band B is for those applicants who have a high priority housing need.

Band C is for those applicants who have an identified housing need.

Band D is for those applicants who have an identified housing need but have a lower priority than Band C or do not have a local connection.

Band E is for those applicants who do not have an identified housing need or a local connection, or those applicants who have an identified housing need that meets Band D criteria but do not have a local connection.

For an explanation of local connection, refer to the answer to question 14 below.

3. How will you decide which Band to place applicants in?

Banding decisions are made according to which banding criteria you meet. We will assess the individual circumstances of your application and, using the information you have provided us with, match you to the banding criteria set out in the policy. This will enable us to decide which Band you are in. The banding criteria are set out in full in the Allocations Policy at

www.haringey.gov.uk/allocations-policy

4. How will you decide the priority of applicants within each Band?

The priority of applicants within each Band is determined by the date when you first applied. This is called your 'effective date'. All applicants within the same Band are prioritised in date order. This means that if you applied on 31 March 2008 you will be lower priority than someone in the same Band who applied on 6 June 2006.

5. Will I always be in the same Band?

Yes, unless your circumstances change. If you notify us of a change in your circumstances we will re-assess your case in accordance with the criteria set out in the policy. This could result in you moving up or down to another Band, or could mean you stay in the same Band. Whatever we decide, you will be informed of the outcome.

6. If I move up a Band do I keep my previous effective date?

No, your effective date (this is the date you joined the Housing Register) will change. If you move up a Band because of a change in your circumstances, your effective date will be the date the Council accepted this change in circumstance.

7. If I move down a Band do I keep my previous effective date?

No, your effective date will change. If you move down a Band because of a change of your circumstances, your effective date will be the date the Council accepted this change in circumstance. In exceptional cases, you may be able to retain your previous effective date depending on the particular circumstances and merits of your case.

8. What if I disagree with the decision on which Band I am placed in, or think the effective date in my letter is wrong?

It is very unlikely that we will place you in the wrong Band or give you the wrong effective date. However, if you disagree with us you can ask us to look at our decision again. You can do this by e-mailing us at housing.registration@haringey.gov.uk quoting your application reference number. If it is not possible to use e-mail, please contact us on 020 8489 1000. You will need to explain the reasons why you disagree and may be asked to provide evidence to support your case. We may need to contact you to check and confirm this information.

9. How do I apply for housing?

From 27 June 2011 you can apply using the new online form which can be found on

www.haringey.gov.uk/housingapplication

10. I am already a Council or housing association tenant. How do I apply for a transfer?

The answer to question 9 above applies.

11. How do I apply for housing if English is not my first language?

If you are unable to complete the application or transfer form with the assistance of family, friends or a community worker you are dealing with, contact us on 020 8489 1000.

12. What will happen after I have applied?

We will assess your application and consider all your circumstances. We will let you know if we need you to provide more information. Based on your circumstances, we will decide which Band you have been placed in and notify you of this, within 28 days subject to the information provided. Please also see the answer to question 3 above.

13. How do I notify you of a change in circumstances after I have applied?

If any of your circumstances change from those in your application, you must complete the Change of Circumstances form available from Customer Service Centres and on the Council's website at:

www.haringey.gov.uk/housingregister

The completed form can be returned to us by post, by email at housing.registration@haringey.gov.uk or in person at one of our [Customer Service Centres](#).

14. Banding includes local connection. What does this mean?

Local connection is how we describe any links or associations you may have with Haringey. If you do not have a local connection with Haringey, your application will be given less priority than an applicant that does have that connection. For most people, local connection means that at least one of the following applies:

- You have been living in the borough continuously for at least 12 months, or are temporarily residing outside Haringey and were living in the borough for at least 12 months before moving out;
- You have a son, daughter, brother, sister, mother or father, who is over 18 and lives in Haringey, and has done so for at least 5 years before the date of your application;
- You have been accepted as homeless by Haringey Council.

There are a number of other special circumstances to which local connection could apply. These are set out in full in the Allocations Policy available on our web page.

15. Do I have to renew my application at a later date?

Yes. All applicants on the Housing Register will be required to confirm their details at least once a year including whether they wish to remain on the Register. We will contact applicants to tell them how to do this. This will enable us to keep the Housing Register up-to-date and ensure applicants are in the correct Band in line with their needs and circumstances.

16. How do I apply for supported housing for older people?

The new Housing Needs Bands do not apply to supported housing and the existing priority system will continue to operate. An application form can be obtained from our web page at www.haringey.gov.uk/supportedhousing.

The completed form can be returned as follows:

- by post to the Vulnerable Adults Team, 1st Floor, Apex House, 820 Seven Sisters Road, London N15 5PQ
- by handing in at one of our [Customer Service Centres](#)
- by email to the SupportedHousing.OlderPeople@haringey.gov.uk.

17. If I had a high number of points, will I lose out under the new system?

No. Generally the applicants with the highest points will move into the higher bands.

The new Bands system is clearer and simpler to operate. Once you are placed in a Band you know that people who join after you and are in the same Band cannot be placed ahead of you. We know this is fairer and applicants already on the Housing Register have told us this too. Applicants will also know that if they are in Bands C, D or E they are very unlikely to ever get a property from the Council and even applicants in Band B may have to wait many years.