

IMPACT HOMEFINDER



Guide to Impact's Choice Based Lettings Scheme

In April 2007 we started a new way of letting our housing. We now operate what is known as a Choice Based Lettings Scheme. This scheme replaces the way we previously let our housing including any waiting or transfer lists.

What is Choice Based Lettings

The scheme is known as choice based as it allows people who are looking for housing with Impact to choose the properties they wish to be considered for. This is achieved by advertising any empty properties and allowing people to bid, or put their name forward for them. Many housing associations and councils now run this type of scheme.

Housing Register

A new Housing Register has been set up. To bid for housing people have to put their name on this Register. People join the Register by filling in a Registration Form and providing references. Anyone aged 16 or over can apply to join the register including people who currently own their own homes.

Assessing Housing Need

We aim to house people with a serious housing need and the information on the Registration Form is used to assess people's need.

Previously we used a points system to do this. In the new scheme, points have been replaced by a banding system. People who join the Register are placed in one of three bands. These are:

Band 1 - Highest Need

People are put in this band if:

- They are statutory homeless and in priority need.
- They have an acute medical need.
- Their home is due to be demolished or is unfit to live in.
- They are a young person leaving care.
- They are moving on from a supported housing scheme providing temporary accommodation.

- They are victims of serious harassment or hate crime.

Band 2 - Medium Need

People are put in this band if:

- They are homeless but not in priority need.
- They have an urgent medical need.
- Their current housing is overcrowded.
- They live in housing with no secure tenancy.
- Their home is in serious disrepair.
- They live in housing where they have to share some amenities (e.g. bathroom, kitchen etc) with members of another household.
- They are suffering serious anti-social behaviour.
- There are social/welfare reasons (e.g. a need to give or provide support, to be near essential amenities, to get affordable housing).

Band 3 – Lower Need

People are put in this band if they don't have the needs in either band 1 or band 2.

Any person put in band 1 is given this banding for six months only. If after this time they have not been rehoused then their banding is reviewed and they may be placed in a lower banding. No time limits apply to anyone in bands 2 and 3.

People Not Accepted On The Register

The information on the Registration form, and other information provided with it, for example references for people who are not existing Impact tenants, is also used to check that the applicant has not done anything which might stop them from getting a tenancy with us. This can include causing or allowing serious anti-social behaviour, damaging property or having large housing debt e.g. rent or mortgage arrears. People will be told in writing if their application is refused.

People Accepted On The Register

When a Registration form has been assessed, and provided no problems have been identified, people will get a letter confirming their acceptance onto the Register. This letter will inform people of the Band they have been placed in, a Registration Date and a Registration Number.

Bidding

When people have joined the Housing Register they can start bidding for housing advertised for letting. To get a new home through this scheme, people have to make bids.

Bidding means putting your name forward for properties you are interested in. Bids are nothing to do with money, just expressing an interest in a property.

Bids can be made by:

- Contacting a local office, in person or by telephone.
- Emailing – bids@impacthousing.org.uk
- Via the Website – www.impacthousing.org.uk

People can bid for up to three properties from any one advert. Bidding is very easy. When making a bid people have to give their Registration Number and the address of the property they are interested in. People have until the closing date given in the advert to make any bids, normally 4.00pm on the Monday following the advert. If you need help with bidding please contact us.

Offers of Housing

Once the bidding is closed properties are normally offered to the person who is in the highest band, unless the advert stated that a property was open to bids from people in a particular band only.

If there is more than one person with the highest banding then the following things are considered to decide who should be offered the property:

- Whether the person(s) have a connection with the area in which the property is located

If this doesn't distinguish between the bidders then the next considerations are either:

- The date that priority (band 1) was given if the top bids are from people in band 1; or
- The registration date if the top bids are from people in bands 2 & 3, or people in band 1 have the same priority date.

If a person is top of the bidding list for a property, they will be contacted within 48 hours of close of bidding and offered the property. Before this offer is made references are quickly checked again by telephone, (existing Impact tenants have a tenancy check made), to make sure that there have been no recent problems which might stop a tenancy being given.

The results of bids are shown on the website each fortnight. People who are not successful with their bids are not contacted directly.

Advertisements

Housing available to let will be advertised every fortnight in Thursdays Evening News & Star, in the Westmorland Gazette (properties in South Lakeland), on our website and in all our local offices. Apart from adverts in South Lakeland, each advert will show all Impact vacant properties in Cumbria. The adverts will usually include a photograph of the property and information about the property and the area it is in.

The advert for a small number of properties will say that only people in

'Band 3' can bid for them. This is done so that people with lower priority have a better chance of getting a property. Some adverts may also say 'for Impact tenants only' or 'only for people with a connection to the area in which the property is located'.

Changes In Circumstances

It is important that if at any time a persons circumstances change they let us know, particularly if they change address. Any changes should be reported to us as soon as possible whether a person is applying to join the Register, or is already on it.

Likelihood of Rehousing/Other Housings Providers

Choice Based Lettings gives everyone the opportunity to bid for housing and the chance of being successful with a bid. However, Impact has relatively few vacancies to let each year. Because of this many people who join the 'Homefinder' Scheme will either not be able to get housing from us or may find that it takes a very long time (many months or even years) before they are successful with a bid, particularly those people with lower priority (ie Bands 2 and 3).

There are a number of other Social Landlords in Cumbria (details of some of these are given below) and to give you the best chance of finding suitable housing it may be worthwhile contacting some of these for further information. Private landlords, many of whom advertise vacancies in the local papers, may also be another option. Some Local Councils keep details of reputable private landlords.

Some Landlords, including Impact, also offer small numbers of homes for sale under schemes which make properties more affordable to buy eg: shared ownership, shared equity etc. Please ask if you would like more details about these schemes.

Other Housing Associations/Social Landlords in Cumbria

Allerdale Area

Derwent & Solway Housing Association
Stoneleigh
Park End Road
Workington


 **01900 607500**

Westfield Housing Association
Minto Centre
Nilsson Drive
Westfield
Workington

 **01900 602906**

Carlisle Area

Carlisle Housing Association
Englishgate Plaza
Botchergate
Carlisle

 **0845 3458500**

Copeland Area

Copeland Homes
The Copeland Centre
Catherine Street
Whitehaven

 **01946 517650**

Eden Area

Eden Housing Association
Blain House
Bridge Lane
Penrith

 **01768 861400**


South Lakeland Area

South Lakes Housing Association
Little Aynam House
Little Aynam
Kendal

 **01539 717717**

Across Cumbria

Home Group
The Copeland Centre
Catherine Street
Whitehaven

 **0800 7836807**

Two Castles Housing Association
3 Castle Street
Carlisle
Cumbria

 **01228 547463**

More information

Please contact any of the housing staff in one of the local Impact offices.

Nook Street
Workington
Cumbria
CA14 4EH

 **01900 842100**

47 Nelson Street
Carlisle
Cumbria
CA2 5NE

 **01228 633600**

The Oval Centre
Salterbeck
Workington
CA14 5HA

 **01946 833100**

You can also e-mail Debbie Fox at debbief@impacthousing.org.uk

More information including the full Choice Based Lettings policy and procedure is available on our website.

This information can be made available in large print, Braille, on audiotape and in other languages.



Use this form to put your name on Impact's Housing Register and have the chance to get housing with us. We provide a range of housing for rent throughout Cumbria and a small number of low cost homes for sale for people in housing need. When on the Register you will be able to bid (put your name forward) for housing advertised by the Association under our Choice Based Lettings (Homefinder) Scheme.

You should have a Reference Form and a 'Homefinder' guide with this form.

If you need any help filling in this form please ask for assistance

Impact Housing Association

Nook Street, Workington
Cumbria CA14 4EH
& 01900 842100

Impact Housing Association

47 Nelson Street,
Carlisle, Cumbria CA2 5NE
& 01228 633600

Impact Housing Association

The Oval Centre,
Salterbeck, Workington,
Cumbria CA14 5HA
& 01946 833100

Website:

www.impacthousing.org.uk

Email:

enquiry@impacthousing.org.uk

If you would like a copy of this document in another format such as large print, Braille, audio or in a different language please ask, or call 01946 839924 or email enquiry@impacthousing.org.uk

Bengali

আপনি যদি এই নথির একটি কপি অন্য কোন মাধ্যমে যেমন, বড় ছাপা, ব্রেইল, ওডিও বা অন্য কোন ভাষায় চান তবে দয়া করে 01946 839924 এ নাম্বারে ফোন করুন অথবা ইমেইল করুন এ ঠিকানা: enquiry@impacthousing.org.uk

Lithuanian

Norėdami gauti vertimą kuria nors kita kalba ar kitu formatu (pvz. audio), Brailio ar dideliu šriftu, prašau susisiekti su mumis telefonu 01946 839924 ar elektoriniu paštu enquiry@impacthousing.org.uk

Polish

Jeśli życzą sobie Państwo kopię tego dokumentu w odmiennym formacie takim jak pisany dużym drukiem, brajlem, jako audio albo w innym języku proszę zadzwonić pod numer 01946 839924 albo e-mail enquiry@impacthousing.org.uk

Portuguese

Se desejar uma cópia deste documento num outro formato, tal como em letras grandes, Braille, áudio ou num idioma diferente, contacte-nos pelo telefone 01946 839924 ou pelo endereço de correio electrónico enquiry@impacthousing.org.uk

Cantonese

如果您需要这个文件用其他格式，比如大印刷字体，盲人识字系统，音像或用另外一种语言，请联系我们：电话：01946 839924

电子邮件地址：enquiry@impacthousing.org.uk

Section 1: Your Details

| | You | Joint Applicant (if applicable) |
|------------------------------|-------------------------------|---------------------------------|
| Gender (male/female) | <input type="text"/> | <input type="text"/> |
| Title (Mr/Mrs/Miss/Ms) | <input type="text"/> | <input type="text"/> |
| First name | <input type="text"/> | <input type="text"/> |
| Surname | <input type="text"/> | <input type="text"/> |
| Address | <input type="text"/> | <input type="text"/> |
| Postcode | <input type="text"/> | <input type="text"/> |
| National Insurance Number | <input type="text"/> | <input type="text"/> |
| Date of birth/Age | /..... /..... Age | /..... /..... Age |
| What is your first language? | <input type="text"/> | <input type="text"/> |
| Home telephone number | <input type="text"/> | <input type="text"/> |
| Work telephone number | <input type="text"/> | <input type="text"/> |
| Mobile telephone number | <input type="text"/> | <input type="text"/> |
| Email address | <input type="text"/> | <input type="text"/> |

Household Details

Please list all the people who are living with you and anyone else not at your current address but to be rehoused with you.

| Title | First name | Surname | Date of birth | Relationship to applicant | Tick if to be rehoused with you | Tick if not living at your address |
|-------|------------|---------|---------------|---------------------------|---------------------------------|------------------------------------|
| | | | | | | |
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What date did you move into your current address?

Are you or anyone who wants rehousing pregnant?

Yes No

If YES, please give name

Date baby due

Section 2: Equal Opportunities for All

We wish to ensure that we provide a fair and unbiased service to everyone looking for housing. Answering this part of the form helps us to ensure that we are treating everyone fairly.

What best describes your ethnic origin?

| | You | Joint applicant | | You | Joint applicant |
|---------------------------|-----------------------|-----------------------|--------------------------------|-----------------------|-----------------------|
| White | | | Black or Black British | | |
| British | <input type="radio"/> | <input type="radio"/> | Caribbean | <input type="radio"/> | <input type="radio"/> |
| Irish | <input type="radio"/> | <input type="radio"/> | African | <input type="radio"/> | <input type="radio"/> |
| Other | <input type="radio"/> | <input type="radio"/> | Other | <input type="radio"/> | <input type="radio"/> |
| Mixed | | | Asian and Asian British | | |
| White/Asian | <input type="radio"/> | <input type="radio"/> | Pakistani | <input type="radio"/> | <input type="radio"/> |
| White/Black Caribbean | <input type="radio"/> | <input type="radio"/> | Bangladeshi | <input type="radio"/> | <input type="radio"/> |
| White/Black African | <input type="radio"/> | <input type="radio"/> | Other | <input type="radio"/> | <input type="radio"/> |
| Other | <input type="radio"/> | <input type="radio"/> | | | |
| Other Ethnic Group | | | | | |
| Chinese | <input type="radio"/> | <input type="radio"/> | | | |
| Other | <input type="radio"/> | <input type="radio"/> | | | |

What is your religion?

| | You | Joint applicant | | You | Joint applicant |
|-------------------------------|-----------------------|-----------------------|-------------------|-----------------------|-----------------------|
| None | <input type="radio"/> | <input type="radio"/> | Muslim | <input type="radio"/> | <input type="radio"/> |
| Christian (all denominations) | <input type="radio"/> | <input type="radio"/> | Sikh | <input type="radio"/> | <input type="radio"/> |
| Buddhist | <input type="radio"/> | <input type="radio"/> | Any other | <input type="radio"/> | <input type="radio"/> |
| Hindu | <input type="radio"/> | <input type="radio"/> | Prefer not to say | <input type="radio"/> | <input type="radio"/> |
| Jewish | <input type="radio"/> | <input type="radio"/> | | | |

How would you describe your sexual orientation? (tick one box only)

| | You | Joint applicant | | You | Joint applicant |
|-------------|-----------------------|-----------------------|-----------|-----------------------|-----------------------|
| Hetrosexual | <input type="radio"/> | <input type="radio"/> | Gay woman | <input type="radio"/> | <input type="radio"/> |
| Gay man | <input type="radio"/> | <input type="radio"/> | | | |

B. Living in rented housing including supported accommodation or shared housing

Please give the name and address of your landlord and tick the appropriate box to tell us the type of landlord you have.

| | | Name, address and telephone of landlord | | |
|-----------------|--|---|---|--|
| You | | | <input type="radio"/> Council | |
| | | | <input type="radio"/> Housing Association | |
| | | | <input type="radio"/> Private Landlord | |
| Joint Applicant | | | <input type="radio"/> Council | |
| | | | <input type="radio"/> Housing Association | |
| | | | <input type="radio"/> Private Landlord | |

What is the total weekly rent for your home?

Do you receive Housing Benefit towards your rent payments? Yes No

If YES, please tell us how much Housing Benefit you receive (weekly amount)

C. Living in housing that you own

What is the current value of the property?

What mortgage is currently outstanding on the property?

In the box below please tell us:

- Why you are looking for housing from Impact
- What you will do with your current property if you get a home from Impact

D. Homeless

Please note that to be regarded as homeless and in priority need for housing, written confirmation is required from the local Homeless Persons Section, which should be attached to this form. You will need to make an appointment with a Homeless Persons Officer (we can help you with this) before written confirmation can be provided.

Are you currently homeless? Yes No

If YES please tick one of the following boxes:

- | | | |
|--|---|-----------------------------|
| <input type="radio"/> Leaving hospital and no home to go to? | <input type="radio"/> Bed and Breakfast | |
| <input type="radio"/> Living temporarily with family/friends | <input type="radio"/> Sleeping Rough | <input type="radio"/> Other |

If you have ticked OTHER, please give further details:

Are you threatened with homelessness?

Yes No

If YES please give further details, including the date that you will become homeless:

E. Supported Housing, Children’s Home or other staffed accommodation

Are you living in any of the following types of accommodation and need to move on to your own home?

Yes No

Hostel/Supported Housing Children’s Home/Foster Home Other

Please give further details:

IMPORTANT: If you live in Supported Housing we need further details of your circumstances and support needs. Please see Section 6, page 8, for information required.

F. Temporary/No Secure Tenancy

If you live in housing with no secure tenancy, please tick one of the following boxes and give further details in the box below. Please do not tick ‘Assured Shorthold’ if your tenancy is a Starter or Introductory tenancy.

Tied Accommodation Licence Agreement Assured Shorthold
 Lodger Other

G. Shared Housing (not supported, children’s home etc.)

Do you live in housing where you have to share any rooms or amenities with people who are not part of your household?

Yes No

If Yes, please give further details:

Section 6: Housing Needs

A. State of Repair

- Has the property you occupy been declared unfit for habitation? Yes No
or
Is the property you occupy in serious disrepair? Yes No

If you have answered yes to either of the above, please give further details:

Note: If you have said your home is unfit, a letter from the Environmental Health Department must be attached to confirm this.

B. Health Problems

If you have a health problem, please answer all questions in this part. If possible, please provide a letter from your doctor, occupational therapist, social worker or other appropriate person to verify any illness or disability.

- Do you consider yourself, or any other person who would live with you to have a disability as defined as follows? Yes No

“You have a physical or mental problem which has a major long-term negative effect on your ability to carry out normal day to day activities”

If YES, please tell us what type of disability:

- Physical disability Mental health condition Deaf or hard of hearing
 Learning disability Visual impairment Other

Please provide further details of any disability, long term condition or illness

Name:

Details:

Name:

Details:

Name:

Details:

Please tell us about any problems you have in your home due to any disability, condition or illness. Please give details of any special adaptations needed.

Please tick the appropriate box if you require ground floor accommodation or wheelchair user accommodation

- Ground Floor Wheelchair User

C. Other Needs

Do you need to move for any of the following reasons?

Please tick any box which applies and give further details in the space provided?

- To be nearer workplace, school or essential amenities
- To give or receive support
- Because your current housing is too expensive/not affordable
- To escape harassment (including racial harassment or other hate motivated harassments), serious anti-social behaviour or fleeing domestic violence

D. Support Needs

Do you, or anyone to live with you, receive any support services (e.g. support linked to your current housing, support provided by a specialist agency etc.), or will you need support in any new home? Yes No

If yes, please give details of this support in the box below, including the name and contact address of your Support Worker, if you have one.

IMPORTANT: Please enclose a letter from your Support Worker giving further details about your support needs and any support that might be needed if you are re-housed.

Section 7: Other Information

A. Pets

Do you intend to keep pets?

Yes No

If Yes, please give further details:

B. Local Connection

For the places listed below the connection that people have with the area is considered. You may have a connection if you, or someone who is moving with you:

- Currently lives in the area
- Previously lived in the area
- Works in the area, or is starting work in the area
- Has close family in the area (mother, father, brother, sister, son or daughter)

Please tick any places listed below with which you, or someone who is moving with you, has a connection, and give further details in the space provided. If you live, or have previously lived in the area, please include dates. If you, or a member of your household, works in an area, please give the name and address of the employer:

- | | | |
|-------------------------------------|---|----------------------------------|
| <input type="radio"/> Ambleside | <input type="radio"/> Bowness on Windermere | <input type="radio"/> Brampton |
| <input type="radio"/> Calderbridge | <input type="radio"/> Cockermouth | <input type="radio"/> Distington |
| <input type="radio"/> Eskdale Green | <input type="radio"/> Fletchertown | <input type="radio"/> Grasmere |
| <input type="radio"/> Great Orton | <input type="radio"/> Hayton (Nr. Brampton) | <input type="radio"/> Kendal |
| <input type="radio"/> Keswick | <input type="radio"/> Longtown | <input type="radio"/> Roadhead |
| <input type="radio"/> Salterbeck | <input type="radio"/> Staveley (Nr. Kendal) | <input type="radio"/> Thirlmere |
| <input type="radio"/> Windermere | | |

Details of connection, including dates:

If you have a connection as defined above, with any of the following local authority areas, please tick the appropriate box(s). Please give more details of your connection in the space provided (for map of Cumbria with district boundaries see the Homefinder Guide).

- | | | |
|--|---|---|
| <input type="radio"/> Allerdale district | <input type="radio"/> Carlisle district | <input type="radio"/> Copeland district |
| <input type="radio"/> Eden district | <input type="radio"/> South Lakeland district | |

Details of connection, including dates:

C. Where are you looking to live?

Please tell us in the space below the area(s) where you would like to live and the type and size of the property you are looking for. You can give particular towns or villages or local authority areas.

Salterbeck

Impact owns some 700 properties on the Salterbeck estate in Workington, a mixture of 2 and 3 bedroom houses, bungalows and flats. A local lettings policy is in place for the estate and any person who is interested in housing there has their application considered by a local lettings panel.

We therefore need to know at this stage if you might be interested in properties in Salterbeck.

I would like to be able to bid for housing on Salterbeck? Yes No
(Please only tick YES if you are definitely interested in housing on Salterbeck)

D. Issues relating to crime, anti-social behaviour, debt and breaches of tenancy conditions

Criminal Convictions

Do you or anyone to live with you have Criminal convictions other than those spent under the 1974 Rehabilitation of Offenders Act. Yes No

If YES, please give further details:

Anti-Social Behaviour

Have you or anyone in your household had legal action started or taken against you (for example Possession Proceedings, Notice of Possession, ASBO, Injunctions, Parenting Order etc.), or any other type of action (e.g. a warning) as a result of causing or allowing anti-social behaviour? Yes No

If YES, please give further details:

Rent/Mortgage Arrears/Other Housing Related Debt

Do you, or any joint applicant, have any outstanding rent or mortgage arrears or other housing related debts (for example charges for damage to property)? Yes No

If YES, please give further details, including the current amount of your debt and any payments you have made to reduce the debt.

Have you or anyone to live with you ever been evicted or had Possession Proceedings taken against you? Yes No

If YES, please give further details:

E. Immigration Status

By law, some people may not qualify for housing. This may be because of their immigration status or because they do not normally live in this country. We must look at every application.

Are you, or anyone who is applying to move with you, under immigration control? Yes No

If YES, please give further details:

F. Help with completing this form

Is an Agency or other person assisting you with this application? Yes No

If YES, please provide the name and address of the agency, and/or the name of the contact person:

Agency: **Contact:**

Address:

Telephone Number: **Email Address:**

Are you agreeable to copies of correspondence relating to your registration and involvement in the scheme being sent to the above Agency/contact? Yes No

G. Communication

Do you require letters and information sent to you in another format (for example Braille, large print or another language etc.)? Yes No

If YES, please give further details:

What is your preferred method of communication? (Please tick)

Letter Telephone Email Other (please state)

Section 8: References

Please note that we will usually only accept Registration Forms that are supported by a reference, which should be included and returned with your form. If this is not possible, your referee can forward the form separately.

Reference Form enclosed:

Yes To follow No

If the Reference Form is to follow, please give the name, address and telephone numbers of your referee in the space below.

Or, if you are not forwarding a reference please state why?

Section 9: Relationship to Interested Parties

Are you, or anyone to live with you, an Impact employee, or a member of Impact's Committee, or a relative of a staff or committee member?

Yes No

If YES, please give further details:

Section 10: Information About Your Need To Move

Please use this space to give any further information about your need to move

Section 11: Declaration

Please read this section carefully, then sign and date the boxes below. If this is a joint application, both applicants must sign the declaration.

Impact Housing needs the information on this form to process your application to join the Housing Register. In line with the Data Protection Act 1998 we will keep the information you have given us on computer and use it to deal with your housing application and for housing management purposes.

- **The information I have given on this form is true and correct.**
- **If I give false or misleading information, I understand this may lead to:**
 - **My application/registration being cancelled.**
 - **Any offer of accommodation that has been made being withdrawn.**
 - **Action being taken to end any tenancy you have given me.**
- **I give permission for you to contact other agencies to check the information I have given, including landlords and previous landlords.**

Your Signature:

Date:

Joint Applicant Signature:

Date:

Section 12: Next Steps

Once you have completed your form:

- Check that you have answered all the questions as best as you are able and have signed the declaration.
- Ensure you have had the Reference form completed and have arranged for it to be returned to you, or to be sent to Impact by your referee.
- Ensure you have attached any supporting information that is required e.g. a letter from the Homeless Persons Section if you are homeless, a letter detailing any support needs etc.
- Return this form, with the Reference form (if you have been given it back by your referee) and any supporting letters, to a local Housing office (addresses on the front of this form).

Providing we receive all the information we need, we aim to process your application and tell you the outcome within 14 days of receiving your form.

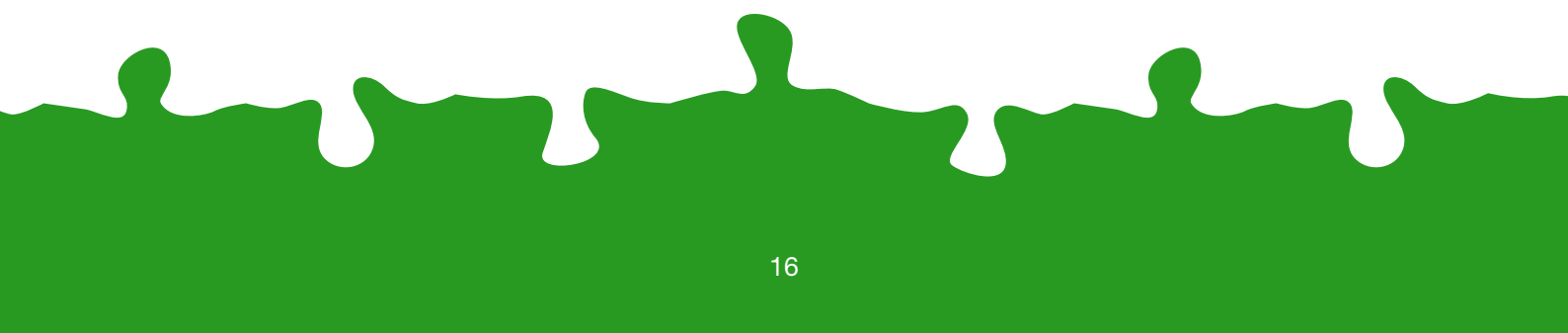
If you have any questions or wish to discuss anything further, please do not hesitate to contact us.

Website: www.impacthousing.org.uk

Email: enquiry@impacthousing.org.uk

For Office Use Only

| Receipt of Form | Assessment |
|---|--|
| <p>Applicants name and address:</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> | <p>Registration accepted? <input type="radio"/> Yes <input type="radio"/> No</p> <p>If NO, refusal reason:</p> <p>.....</p> <p>.....</p> <p>.....</p> |
| <p>Date form Received: /...../.....</p> | <p>Registration date: /...../.....</p> |
| <p>Registration number:</p> <p>.....</p> | <p>Banding: <input type="radio"/> Band 1</p> <p> <input type="radio"/> Band 2</p> <p> <input type="radio"/> Band 3</p> |
| <p>Local Connections (local authority areas and any specific towns/villages):</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> | <p>Housing needs:</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>If band 1, date priority awarded:</p> <p>...../...../.....</p> |
| <p>Communication Needs (record if information is needed in a particular format or different language):</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> | <p>Support requirements if re-housed:</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> |



IMPACT HOUSING ASSOCIATION LIMITED



REFERENCE FORM

Reference for an application to Join Impacts Housing Register.

Notes for Housing Applicant

- Please get this form completed by your referee and either return it to us with your Registration Form or ask your referee to return it directly to Impact. If you have a genuine difficulty getting the form completed, please contact us to speak about this.
- Before giving this form to your referee please complete the sections below and read the notes on page 2.

PLEASE NOTE THE REFERENCES WILL ONLY BE ACCEPTED FROM THE PERSONS/ORGANISATIONS LISTED ON PAGE 2.

SECTION 1

TO BE COMPLETED BY APPLICANT

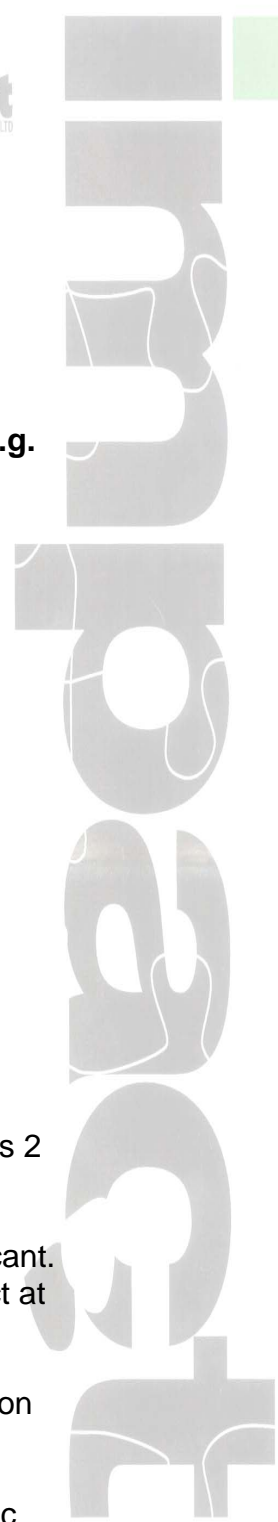
Before giving this form to your referee please complete the following section.

| | <u>SURNAME</u> | <u>FORENAMES</u> |
|--------------------------------|-----------------------|-------------------------|
| <u>APPLICANT</u> | | |
| <u>PARTNER</u> | | |
| <u>ADDRESS</u> | | |
| <u>TELEPHONE NUMBER</u> | | |

I am applying to join Impacts Choice Based Lettings Scheme and need to provide a reference with my application. Could you please complete this reference form and return it either to me, or directly to Impact at the address at the end of this form.

Signed..... Applicant

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Further Notes

- The reference should be provided as follows:
 - If you are currently a tenant – **by your present Landlord.**
 - If you are not a tenant now but have been in the past – **by your Ex-Landlord.**
 - If you are not a tenant now and never have been – **by any of the following.**
 - **A recognized member of the local community in which you live e.g. local councilor, a member of the local residents organization, a member of a local community group or organization.**
 - **A professional person with knowledge of your household.**
 - **Any support agencies with whom you have contact.**
 - **A Current or former (last 5 years) employer.**
- References cannot be accepted from a family relative.
- If your application includes a joint applicant who lives separately from you, a separate reference must be provided for this person.

Notes for Referee

- If you are a current or previous Landlord, please complete Sections 1 (Tenancy Report) and 3 only.
- If you are **not** a current or previous landlord, please complete Sections 2 and 3 only.
- We prefer that you return the completed Reference Form to the applicant. However, if you do not wish to do this you can return directly to Impact at the address given at the end of this form.
- If you have any queries about completing this form please contact us on one of the following contact numbers

Impact Housing Assoc
 Nook Street
 Workington
 Cumbria CA14 4EH
 Tel 01900 842100

Impact Housing Assoc
 47 Nelson Street
 Carlisle
 Cumbria CA2 5NE
 Tel 01228 633600

Impact Housing Assoc
 The Oval Centre
 Salterbeck
 Workington
 Cumbria CA14 5HA
 Tel 01946 833100

FOR COMPLETION BY REFEREE

SECTION 2

Tenancy Report

To be completed if you are the applicants Landlord, or a previous Landlord. If this is not applicable, please go to Section 3.

(1)

| | |
|---|--|
| <u>ADDRESS OF PROPERTY RENTED</u> | <u>LANDLORDS NAME AND ADDRESS</u> |
| | |
| <u>DATE TENANCY STARTED</u> -----/-----/----- | <u>DATE TENANCY ENDED</u> <u>If applicable</u> -----/-----/----- |

(2)(a) Have their been/were there any problems of anti-social behaviour, caused or allowed by the applicant, or any other members of their household?

| | |
|------------|--|
| YES | |
| NO | |

If yes, please provide further details including any actions taken. (legal or other), to resolve the problem.

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(b) Are you aware of any problems with anti-social behaviour prior to this tenancy?

| | |
|------------|--|
| YES | |
| NO | |

If yes, please provide further details.

(3) (a) Is, or has the tenant been in rent arrears, or owed other housing related debt? (e.g. rechargeable repairs)

| | |
|------------|--|
| YES | |
| NO | |

If yes, please give details including the level of any debt (highest level and current level) any legal actions taken to resolve the problem.

(b) If there are currently arrears/other debts outstanding? Is there any agreement in place to repay the debt?

| | |
|------------|--|
| YES | |
| NO | |

If yes, please provide details including whether the agreement is being kept too.

(4) (a) Has the applicant (or members of their household) caused, or did they cause, any significant damage to the property, or failed to keep it in a reasonable condition (including gardens and other external areas)

| | |
|------------|--|
| YES | |
| NO | |

If yes, please provide further details; -----

(5) (a) If a current tenant:

Is any legal action currently being taken against the applicant or member of their household?

| | |
|------------|--|
| YES | |
| NO | |

If yes, please provide details -----

(b) If a previous tenant:

Was any legal action taken against the applicant or any other members of their household?

| | |
|------------|--|
| YES | |
| NO | |

If yes, please provide details: -----

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(6) Generally was, or has the tenancy been conducted in a satisfactory manner?



| | |
|------------|--|
| YES | |
| NO | |

If no, please provide further details:

(7) Are you aware of any medical condition, or other factors that make the applicants current housing unsuitable, or difficult to manage

| | |
|------------|--|
| YES | |
| NO | |

If yes, please provide details:

Section 3

Please complete this section if you are not a current or previous Landlord.

Name of referee.....

Address.....

.....

.....

Position.....

(1) Please tell us how you know the applicant, including the length of time you have known them.

(2) Please provide a written statement in the space allocated on page 8.

The purpose of us asking for this reference is to help us determine whether the applicant or any member of their household might behave in a way that would represent a serious breach of any tenancy given. Areas that we are particularly concerned with include:

- Causing or allowing anti-social behaviour
- Engaging in criminal activity
- Damaging their property or failing to keep it in reasonable condition
- Not paying the rent due

We would be grateful if when writing your statement you could indicate any concerns, or otherwise, in these areas.

Section 4 Referees Signature



Signed Referee:- **Date:-**.....

Contact tel No:-.....

e-mail address.....

Thank you for completing this reference. Please return this form to the applicant or to Impact at the following address:

Impact Housing Association
The Oval Centre
Salterbeck
Workington
Cumbria
CA14 5HA



HOUSING ASSOCIATION