



# How to apply for a home



INVESTOR IN PEOPLE

# How to apply for a home



To contact us please call:

**0300 555 6666**

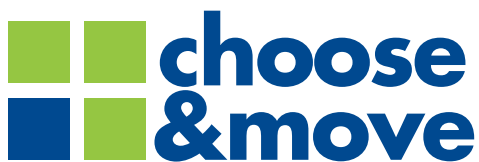
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**whg is committed to providing affordable, good quality, community based homes and housing services. This leaflet explains how you can apply for a home in Walsall through whg's letting scheme, choose & move, and aims to answer any questions that you may have.**

## **What is choose & move?**

choose & move is a way for you to find a whg home to rent. It offers you more control over where you choose to live and aims to match you with a suitable property. Each week, we advertise properties that we have available to let. If you see a home that you are interested in and you meet the letting criteria, you can bid for those properties you want to be considered for.

# How to apply for a home



## Getting started

If you want to bid for a home, you need to register with choose & move first by filling in a registration form.

You can:

- register on-line at [www.chooseandmove.co.uk](http://www.chooseandmove.co.uk)
- download a form from our website
- telephone or e-mail the choose & move team (see page 12) and we will send you a form
- call in to the property shop or your local housing office.

We will be happy to help if you need any help with filling in the form. Home visits can be arranged for customers with disabilities or severe medical conditions.

An interpreter service is also available for applicants who do not speak English.

Access to a British Sign Language interpreter can also be arranged if needed.



# How to apply for a home

## Who can register?

You should be over 18 and meet UK residence requirements to register with choose & move. If you are aged 16 -18 you can only register if you are currently receiving help and support from an agency such as Social Services or Sure Start. If you do not currently receive support you may qualify for a support package delivered by whg – please ask us for more information. You would also need a guarantor. This could be your support worker, your employer, or someone else who is over 18 and who would be willing to sign an agreement that you would meet your responsibilities as a tenant if you were offered a property with us.

We will ask you to provide proof of identity and proof of your current address. We will also ask for references about your suitability as a tenant.

Some people will be restricted from joining choose & move due to government immigration rules or whg's own access policy. Examples of this include someone who does not have permission to stay in this country, applicants who have rent arrears or have been served with a legal notice by whg or another landlord. If you think this may apply to you, please speak to us and we will give you further advice.



# How to apply for a home

## How to bid for properties

Once we have accepted your registration, we will send you your membership number which you will need when you bid for properties. You can look at properties which are available to let from choose & move on-line at [www.chooseandmove.co.uk](http://www.chooseandmove.co.uk) or by calling in to our property shop. We also advertise in the Walsall Advertiser and Walsall Chronicle every Thursday.

If you see a property that you are interested in and you meet the letting criteria, you can then place a bid:

- on-line at [www.chooseandmove.co.uk](http://www.chooseandmove.co.uk)
- by telephone (see page 12)
- in person at any of our offices.

Properties will be advertised on Thursday and the bidding list will close on the following Tuesday. If you are interested in a property, you must place your bid before the bidding list closes. Bids by telephone and in person must be received by 5pm. If you are bidding online, you have until midnight. It does not matter if you bid on the first day that the properties are advertised or the last.

# How to apply for a home

## How many bids can I make?

You can make up to three bids each week but you will only be considered for properties if you match the letting criteria.

## What kind of property can I bid for?

Each property will have its own letting criteria. For example, a four bedroom home would only be offered to a larger family with children.

We categorise applications into three bands: gold, silver and bronze. When we accept your registration with choose & move, we will tell you which band you are in. When we advertise a property, we will clearly state which band(s) can bid for it.

### Gold band

- Applicants who are homeless.
- Applicants with a proven disability, impairment, or a medical need for housing.
- Applicants with a proven and urgent reason for re-housing such as a need to provide or receive support.

# How to apply for a home

## Silver band

- Applicants who are aged over 60 who live in properties with stairs and need to have accommodation on the ground floor.
- whg tenants living in flats with dependent children.
- whg tenants where there is a joint tenancy and the relationship between tenants has broken down – our aim is to re-house the tenant who will not have full time care of the children.
- Applicants who do not have a bedroom or who are sharing a bedroom with their children.

## Bronze band

- Applicants who do not live, work or study within the Borough of Walsall.
- Single applicants or couples who already have a bedroom of their own.
- Families with one child who already have two bedrooms.
- Families with two or more children who already have three bedrooms.



# How to apply for a home

## How does whg decide who is offered a property?

There will be other people who bid for the same property as you. We will check that all bids meet the letting and band criteria and offer the property to the bidder who has the earliest effective date, i.e. became a member of choose & move first.

## If I am offered a property, can I view it before making up my mind?

Yes. We will show you around so that we can answer any questions you may have there and then. If you like it, we will let you know when you can move in and make arrangements for you to sign the tenancy agreement.

## What if I do not like the property when I have been to view it?

It is best only to bid for properties that you are really interested in. Taking a look at where the property is before bidding may help. If you refuse a property that you have bid for, your bidding will be suspended until we have had an opportunity to talk to you about your housing requirements. If you refuse three offers in a 12 month period we will suspend your application for 12 months.



# How to apply for a home

## How will I know whether my bid has been successful?

Unfortunately, it is not possible for us to let every individual know if their bid has been successful or not. If, however, you are successful we will let you know. We let applicants know what happened by publishing results on our website, in our property shop and housing offices. We show the number of bids received for each property, the band of the applicant at the top of the list and their effective date.

## What if I am homeless or threatened with homelessness?

You will be asked about your circumstances and if you have an urgent need for re-housing, Walsall Council's Homeless and Housing Advice Team will investigate. They will provide you with the advice and support you will need and they will ask us to help you find a home quickly if they decide that you are homeless and in priority need. Please contact Walsall Council on [01922 653405](tel:01922653405).

# How to apply for a home

## **What if I am disabled or my reason for needing to move is due to ill-health?**

We will ask you to complete a medical application form and we will decide whether your application should be placed in the Gold band. In making this decision we consider your disability, impairment or medical condition in relation to the type of property you occupy. If your application is approved, we will advise you about the type of property you can apply for. If we need specialist medical advice, we may refer your application to the Consultant in Public Health Medicine on Housing Related Health Problems.

## **Will every property be advertised?**

Most properties will be advertised but sometimes we have to allocate a property urgently without inviting applications for it. For example, where re-housing is necessary as a result of a fire or flood or where someone cannot return home from hospital or in other circumstances where housing is critical.

## **What if my circumstances change?**

Please let us know if there are any changes as this may affect your banding or the type and size of properties you can bid for.

# How to apply for a home

## How do I cancel an application?

If you are no longer interested in a choose & move home, please let us know. If you cancel your application and then decide that you want to re-join, you will need to make a fresh application using a new registration form. Your effective date will be the date of the new application and your banding will be based on your circumstances at that time.

## What if I am not happy with a decision made by choose & move?

You can ask for a review of your case. Contact us for further information and advice.



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To contact us please call:

**0300 555 6666**

Always charged at **local rate**  
– including from mobiles

## **Brownhills Housing Office**

13 Silver Court  
High Street  
Brownhills WS8 6HA

## **Bloxwich Housing Office**

Bloxwich Hall  
Elmore Court  
Elmore Green Road  
Walsall WS3 2QW

## **Blakenall Housing Office**

Blakenall Village Centre  
Thames Road  
Blakenall  
Walsall WS3 1LZ

## **choose & move Property Shop**

10-12 Bridge Street  
Walsall WS1 1EW

## **Darlaston Housing Office**

45 King Street  
Darlaston WS10 8DE

## **Willenhall Housing Office**

Beechwood House  
New Road  
Willenhall WV13 2BG

Website: [www.whg.uk.com](http://www.whg.uk.com)

Email us at [chooseandmove.enquiries@whgrp.co.uk](mailto:chooseandmove.enquiries@whgrp.co.uk)

# How to apply for a home

## English

For interpretation, translation, large print, Braille or audio formats, ask an English speaking friend to help you contact your local housing office.

## Bengali

ভাষান্তর, অনুবাদ, বড় হরফ, ব্রেল কিংবা অডিও ফরম্যাটের জন্য, ইংরেজী বলতে পারেন আপনার এমন কেমন বন্ধুকে আপনার স্থানীয় হাউজিং অফিসের সঙ্গে যোগাযোগ করার জন্য সাহায্য করতে বলুন।

## Punjabi

ਵਿਆਖਿਆ, ਅਨੁਵਾਦ, ਵੱਡੇ ਪ੍ਰਿੰਟ, ਬ੍ਰੇਲ ਜਾਂ ਆਡੀਓ ਫਾਰਮੈਟਾਂ ਲਈ, ਅੰਗ੍ਰੇਜ਼ੀ ਬੋਲਣ ਵਾਲੇ ਕਿਸੇ ਦੋਸਤ ਨੂੰ ਕਹੋ ਕਿ ਉਹ ਤੁਹਾਡੀ ਸਹਾਇਕ ਹਾਊਸਿੰਗ ਟ੍ਰਸਟ ਨਾਲ ਸੰਪਰਕ ਕਰਨ ਵਿਚ ਤੁਹਾਡੀ ਮਦਦ ਕਰੇ।

## Gujarati

અર્થઘટન, ભાષાંતર, મોટી પ્રિન્ટ, બ્રેઈલ અથવા ઓડિયો ફોર્મેટ માટે, તમારા ઈંગ્લીશ બોલતા મિત્રને તમારા સ્થાનિક હાઉસિંગ ટ્રસ્ટનો સંપર્ક કરવા માટે કહો.

## Hindi

भाषांतरण, अनुवाद, बड़े प्रिंट, ब्रेल अथवा ऑडियो प्रारूपों के लिए, अंग्रेजी बोलने वाले किसी दोस्त से कहें कि वह आपकी स्थानीय हाउसिंग ट्रस्ट से सम्पर्क करने में आपकी मदद करे।

## Urdu

ا تشریح، ترجمہ، بڑے چھاپے، بریل یا آڈیو فارمیٹ کے لیے انگریزی بولنے والے کسی دوست سے دریافت کریں کہ وہ آپ کے مقامی ہاؤسنگ ٹرسٹ سے رابطہ کرنے میں آپ کی مدد کرے۔

## French

Pour toute demande d'interprétation, de traduction, de document en gros caractères, en braille ou en format audio ; veuillez demander à une de vos relations parlant anglais de contacter le bureau local de l'association de gestion de votre logement.

## Turkish

Sözlü ya da yazılı tercümesini, ya da büyük puntuyla, korfer alfabesiyle ya da sesli kayıt halinde edinmek için İngilizce bilen bir tanıdığınızdan bölgenizdeki konut vakfıyla temas kurmanız yardımcı olmasını isteyin.



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Walsall WS1 1JZ  
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