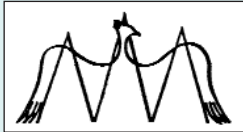


Coventry Homefinder is a partnership  
between the following:



Coventry Homefinder is supported by the Coventry Partnership and its introduction is being funded by the Neighbourhood Renewal Fund.

Any enquiries about the Coventry Homefinder Scheme  
can be made to:

**Coventry Homefinder**

The Housing and Benefits Advice Centre  
Spire House, New Union Street  
Coventry CV1 2PW

Telephone Number: ☎ 024 7683 4024

Fax Number: 024 7683 2108

E-mail address: [coventryhomefinder@coventry.gov.uk](mailto:coventryhomefinder@coventry.gov.uk)

Website: [www.coventryhomefinder.com](http://www.coventryhomefinder.com)

24 hour automated telephone line for bids: ☎ 0845 270 1274

Text bidding number: ☎ 0778 148 6922

# Summary of our Lettings Policy



Coventry  
**HOMEFINDER**

Letting you choose

## Coventry Homefinder

Coventry Homefinder provides a service to those looking for housing association homes by advertising available properties each week.

Coventry Homefinder is a partnership between Coventry City Council and housing associations in the city.

It aims to provide improved services and more choice for customers in deciding where they want to live.

## Coventry Homefinder Register

The Coventry Homefinder Register is a single point of access for people applying for accommodation with the participating housing associations in Coventry. Applicants will only be required to complete one application.

## Who can register?

Applicants must be aged 18 or over to be eligible to register with Coventry Homefinder.

## Who cannot register?

Applicants who are subject to immigration control or people from abroad, unless they are classed as a "qualifying person" will not be able to register.

Applicants, where there is evidence of anti social behaviour serious enough to make them unsuitable to be a tenant will not be able to register

## Registration Information

Once an application is received by Coventry Homefinder, the application will be assessed and placed in one of three bands. A letter will be sent to the applicant giving them the following information;

- ❖ Registration number and password
- ❖ The size of property they are eligible for
- ❖ The priority band they have been placed in
- ❖ The date of registration

## Changes in Circumstances

Applicants need to tell us of any changes in their circumstances, which may affect their application. This includes changes of addresses, contact telephone numbers and who is to be housed.

## Eligibility for size and type of accommodation

Applicants will be informed about what properties they will be eligible for. When advertising individual properties each landlord will advise of the eligibility criteria.

Applicants will only be eligible for a house if they have a child under the age of 16 permanently residing with them.

All properties will be classified according to the level of accessibility.

- 1 Purpose built wheelchair housing
- 2 Partly adapted houses
- 3 Partly adapted flats
- 4 Ground floor flats
- 5 Life Time Homes
- 6 General Housing

Applicants requiring adapted properties will be assessed and advised of the category of property they need.

Coventry Homefinder have agreed with its partners the following guide to eligibility. Upon registration, applicants will be informed about what properties they will be eligible

Household size	Bedroom need
Single person	Bedsit or 1 bedroom
2 adults living together as a couple	1 bedroom
2 adults living together not as a couple	2 bedroom
1 or 2 adults with one child	2 bedroom
1 or 2 adults with two children	2 or 3 bedroom
1 or 2 adults with three children	3 bedroom
1 or 2 adults with four children	3 or 4 bedroom
1 or 2 adults with five or more children	4 or more bedrooms

for. When advertising individual properties each landlord will advise of any variations to these guidelines.

## How we prioritise applications

The Coventry Homefinder Scheme aims to ensure that those with the most need for housing are given priority. It also recognises those that have waited longest for accommodation.

75% of the vacancies advertised will prioritise bidders by banding.

- ❖ An applicant in band 1 bidding for a property will be given preference over an applicant in band 2 or 3.
- ❖ If two applicants are in the same band, the applicant with the earliest date of registration will be given preference.

25% of the vacancies advertised will prioritise bidders by registration date only.

## Priority Banding

Coventry Homefinder Scheme has three bands.

**Band 1** - very urgent need

**Band 2** - urgent need

**Band 3** - all other applicants

### BAND 1

Applicants will be placed in this band if:

**Statutory Homeless** - applicants who have been accepted as statutory homeless by Coventry City Council. This priority will be for one bidding round only.

**Decants** - applicants who are required to move by their housing association landlord due to the redevelopment or refurbishment of the property

**Violence or Harassment** - applicants who are suffering from violence or threats of violence and/or harassment and whose landlord cannot resolve the issues involved. This priority is only awarded where there is evidence supplied by agencies such as the Police confirming that rehousing of the household is the only option to avoid further incidents.

**Severe Overcrowding** - applicants who have been assessed as lacking two bedrooms for their household needs.

**Severe Medical Issues** - applicants who have a serious medical condition within the household, the condition is related to the current housing situation and the condition will be eased or alleviated by the provision of suitable alternative accommodation.

Applicants will need to complete the medical form and return this to Coventry Homefinder.

**Releasing Specialised Accommodation** - applicants who are a housing association tenant and currently live in specialised accommodation i.e. disabled persons bungalow but the need for the specialised accommodation no longer exists in the household and they wish to move.

**Two or more priorities in Band 2** - applicants who can demonstrate that they have two or more priorities from Band 2.

### BAND 2

Applicants will be placed in this band if:

**Medical Issues** - applicants who have a medical condition within the household, the condition is related to the current housing situation and the condition will be eased or alleviated by the provision of suitable alternative accommodation.

Applicants will need to complete the medical form and return this to Coventry Homefinder.

**Overcrowding** - applicants who have been assessed as lacking one bedroom for their household needs.

**Insanitary Conditions** - applicants who occupy accommodation that lacks essential facilities that could be detrimental to health and well-being. These are:

- ❖ Lacking access to a bath / shower or a toilet.
- ❖ Property is in serious disrepair where the City Council has taken enforcement action and confirms that they have been unable to resolve the situation.

**Substantial Under-Occupation** - applicants who occupy 4 or 5 bedroom accommodation with a housing association; the household need for accommodation has changed and only 3 bedroom accommodation or less is now required.

**Social / Welfare needs** - applicants who have significant welfare needs that are supported by the local authorities social care services or supporting people agencies.

**Homeless Prevention** - applicants who have been housed as statutory homeless in private rented accommodation in an Assured Shorthold Tenancy by the City Council. This priority will be provided for one year.

### BAND 3

All others applicants.



## Time limiting of priorities

Applicants will only be able to retain Band 1 membership for a period of 3 months. After that time the case will be reviewed. Applicants may lose their priority or move to Band 2 if they have not actively bid during this period.

## Bidding for a property

The bidding will open on Wednesday and applicants can place a bid until the following Tuesday.

Applicants can place a bid by the following methods:

- ❖ On the Website, [www.coventryhomefinder.com](http://www.coventryhomefinder.com)
- ❖ By text bidding  
☎ 0778 148 6922
- ❖ Or by telephone  
☎ 0845 270 1274

Applicants will be able to bid for three properties each week.

Once the bidding closes, each housing association will arrange for the successful bidders to provide any documentation required and invite the applicant to view the property.

## Feedback/Results

All let properties will be listed on the results page, showing the number of bids for each property and the band and registration date of the successful applicant.

## Registration Review

There will be an annual review of all applicants on the register. If an applicant does not reply to the review within 28 days, their application will be cancelled.

## Suspension of applicants

Applicants on Coventry Homefinder may have their application suspended for the following reasons;

- ❖ Owe any registered social landlords or local authority monies on a current or former tenancy
- ❖ Have assaulted or harassed an employee of Coventry Homefinder or partner landlords.
- ❖ Inspection of their present Registered Social Landlord tenancy is not up to standard.
- ❖ Anti Social Behaviour

Applicants with rent arrears or other housing debts will be able to register, however they will not normally be housed unless the arrears have been cleared prior to being made an offer.

If there are arrears at the time an applicant bids for a property, the application will be suspended. The applicant will be advised that they need to clear the debt before the suspension is lifted.

## Cancellation of applications

An application will be cancelled once the applicant has been rehoused by one of the partner landlords within Coventry Homefinder.

If an applicant gives false information or does not tell Coventry Homefinder of any important changes in their circumstances, this may result in their application being cancelled.

## What if you are not happy with any decision made about your Coventry Homefinder application?

If you disagree with any decision made in respect of your application please contact us in writing stating the reasons why.

### Right of review

Applicants also have a right of review of:

- ❖ A decision that the applicant is ineligible on the grounds of unacceptable behaviour.
- ❖ A decision that the applicant does not deserve a reasonable preference due to unacceptable behaviour.
- ❖ Any decision about the facts of a case that is likely to be or has been taken into account in considering whether or not to make an allocation.

You should request the review in writing within 28 days of receiving our written decision. We will reply to you in writing with our decision.

If you require a copy of the full lettings policy please contact the Coventry Homefinder team.

