

YOUR GUIDE TO DIRECT/TRANSFER APPLICATIONS

**I WOULD LIKE TO LIVE IN A C&C PROPERTY; WHAT DO I DO?**

You will need to complete a C&C Direct Application form for Sheltered Housing or General Needs Accommodation. If you would like a form, please call us on 0207 922 5300 or [Contact-Us@ccht.org.uk](mailto:Contact-Us@ccht.org.uk)

**DO I HAVE TO SEND ANY EVIDENCE REQUIRED WITH MY APPLICATION?**

You will need to provide copies of the required evidence with your application for direct and transferred applications. You will also need to show the original documentation during your assessment and/or sign up. Below is the list of documentation needed:

**Right to Rent Verification:**

Please provide proof of Identification, overseeing right to rent eligibility.

Please refer to this document via <https://www.gov.uk/government/publications/right-to-rent-document-checks-a-user-guide> for in-depth guidance. (Below are some examples which are required).

**Single documents accepted**

* British/European passport
* Residence card(Biometric card)
* Visa

**Two Documents accepted:**

* British Birth Certificate
* Driving licence or provisional Licence
* Letter from Higher Education or Further Education
* Letter from Benefits provider(Job Centre plus letter)
* DBS

**Proof of Address:**

Please provide documentary evidence confirming residency for all the people declared to be at the address (if all are applying). Valid evidence includes:

• A letter or bill from a bank, utility company or similar confirming the name and address of the person concerned

• A letter from the Department for Work and Pensions or from HM Revenue and Customs

• For dependent children it could be Child Benefit, a letter from a school or nursery or a medical card

**Proof of income**

Earnings - this means your last five payslips if you are paid every week, your last three payslips if you are paid every two weeks, or your last two payslips if you are paid monthly and includes cash payments received in the form of tips. If you or your partner are self-employed you will need to complete a separate self-employed form. We will send this to you.

**Other unearned income** **-** Such as pension advice slips from a former employer, a maintenance order or income received from an annuity. We will also need to see proof of any money you receive from boarders, lodgers or sub tenants.

**Benefits, allowances, tax credits or pensions** - Such as a current award notice or letter from the Department for Work and Pensions or HM Revenue and Customs confirming how much you get.

**Proof of savings, capital and investments**

We need to see evidence for all savings, capital and investments that all occupants have:

* latest full bank statement
* building society or post office books
* National Savings Certificates, ISAs, stocks, shares and unit trusts

If they have an online bank account, a printed statement will be acceptable

The evidence that you send must show details for at least the last two months.

Although we need to know the value of any Premium Bonds, cash or capital bonds that you may have you do not need to send proof of these.

**HOW WILL MY APPLICATION BE DECIDED?**

**Direct applications:**

We will confirm receipt of your application in writing or email. The confirmation will state whether you will require an assessment. Assessments are dependent on your needs, and not all applicants will require an assessment.

Applications will be assessed using a 1 to 8 point system, to create a fair and transparent priority waiting list.

Please note that: the ranking is provisional and can change at any time.

**Transfer Applications only:**

To be able to apply for a transfer currently (a current C&C tenant), you need to reside as a tenant for at least 1 year prior to any consideration being made. Whilst being eligible, you will be on a separate transferred list. Further to this any management transfers, is due to the discretion of the current Housing Officer or Portfolio manager. Transfers are currently due to suitability of accommodation and subject to our ranking system. Whilst applying in arrears of any kind, this will affect your application and you may not be considered.

**HOW ARE POINTS AWARDED?**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | | **REASON** | | **POINT SYSTEM** | |
| 1 | | **Domestic Violence**  Applicants who have been subject to domestic violence or abuse, (registered and investigated by the police). We realise this is sensitive information and we require evidence of this in order to award points for this. | | 8 | |
| 2 | | **Crimes**  Applicants that have been Victims of crime, hate crime or threats of violence from outside the home which prevents the individual(s) from remaining in their property (supporting evidence will be required, such as court letters and police letters). As above we understand this is sensitive information but we need supporting documentation in order for us to allocate points. | | 8 | |
| 3 | | **Medical/Mobility**  If the applicant cannot remain in property due to medical/mobility reasons*. (Examples of evidence include a Letter/Assessment from a Nurse or Doctor, or Occupational Therapist)*. | | 8 | |
| 4 | | **Homelessness**   * Street/ Hostel Homeless (a supporting letter from a local charity or a support worker for example would be beneficial). * Sofa Surfing/Staying with friends and family. | | 8  4 | |
| 5 | | **Supported Housing to General Needs** | | 5 | |
| 6 | | **Overcrowding** in accordance with Local Authority Guidelines. *(For example, more than 3 people in one room).* | | 4 | |
| 7 | | **Unsolved ASB/Neighbour dispute.**  Evidence which shows that this has been reported to a relevant authority (eg housing association, police) is necessary in order to award points for this. | | 2 | |
| 8 | | **Nuisance**  A nuisance will be an ongoing issue as opposed to a one off incident, which we would classify as a neighbour dispute. Again, evidence which shows that this has been reported to a relevant authority (eg housing association, police) is necessary in order to award points for this. | | 4 | |
| 9 | | **Accommodation**   * Downsizing property * Up to 10 years in previous accommodation * More than 10 years in accommodation | | 2  1  2 | |
| 10 | | **Rent affordability**  Unable to pay current rental rates. According to the Targeted affordability fund. The Target is to reduce rates of rent, every year. Homelessness Reduction Act 2017 will increase support needed for all that are homeless. | | 5 | |

**If multiple reasons apply to your application, the points are added together. If points total 8 or above, the application will be considered as top priority, subject to appropriate property and availability.**

**CAN MY APPLICATION BE REFUSED?**

If no C&C properties match your requirements, we will let you know, and we will hold your details for no longer than 6 months.

There are also a number of C&C properties that cannot accept applicants direct. These are where nomination agreements are in place with the Local Authorities or other agency managed properties. If your requirements are for one of these properties, we will inform you, and we will not be able to hold your details.

**IF I NEED AN ASSESSMENT, WHEN WILL IT HAPPEN?**

It may take a while before an assessment is arranged. This is because assessments will only be carried out if the required property is soon to be available.

**HOW LONG WILL I HAVE TO WAIT FOR THE MOVE?**

When your application is accepted C&C are not able to provide a timeframe. You may have to wait depending on the availability of a suitable property. It also depends on whether there are other applicants, with a higher priority listing.

**WHAT IF I AM NOT HAPPY WITH THE DECISION MADE?**

If you wish to appeal the decision made, you must write to C&C with a full explanation as to why the decision requires a review.

The postal address is as follows –

C&C, Cecil House

266 Waterloo Road

London SE1 8RQ

**WILL I HAVE TO REMIND YOU OF MY APPLICATION?**

C&C will only keep applications for up to 12 months. It is recommended that you contact the Housing Department on a monthly basis if you are still looking for accommodation on 020 7922 5300 or Housing.Adminstrators@ccht.org.uk.