

Your Guide To:

# APPLYING FOR A HOME



# HOW TO CONTACT US

## BY PHONE: 0800 013 2196

All enquiries: Monday to Friday - 8am - 6pm

Emergency repairs: 24 hours a day, 7 days a week

## ONLINE:

 [customerexperience@riverclydehomes.org.uk](mailto:customerexperience@riverclydehomes.org.uk)

 [www.riverclydehomes.org.uk](http://www.riverclydehomes.org.uk)

 [@rivclydehomes](https://twitter.com/rivclydehomes)

 [@river.c.homes](https://www.facebook.com/river.c.homes)

## IN WRITING:

River Clyde Homes  
Clyde View  
22 Pottery Street  
Greenock PA15 2UZ



**When homes become available to rent we advertise them and invite applicants to apply by bidding for the homes they want. This is called Choice Based Letting. It's an easy way to apply for a home.**

### **How do I apply?**

Anyone over the age of 16, or their representatives, can register for housing with RCH by completing a housing application form. This form is available online using our 24/7 online registration service and assistance is available from our Customer Experience Team who can arrange an appointment to complete this with you.

Being admitted to our housing list does not equate to being eligible to being offered housing as any offers of housing are subject to availability of housing and completion of our verification processes.

**[www.riverclydehomeslets.org.uk](http://www.riverclydehomeslets.org.uk)**

### **New Applications**

We will notify you of your log in details within 20 working days of receiving your application. You will be placed in the Needs Group that best reflects your circumstances in accordance with River Clyde Homes' Allocation Policy.

Customers with a housing related health or mobility issue must complete the medical section of our online registration. This will allow us to assess the unsuitability of their current home. A medical priority will only be awarded where a move could significantly alleviate most of the medical needs being experienced.

## Verification

Customers with a specific housing need will be asked to provide verification to confirm their circumstances. This will allow us to place them in the correct housing needs group.

## Bidding

Available homes will be added to our website and advertised for 1 week. You can bid for up to 3 properties per week online or by calling us.

## Change of Circumstances

You must complete a change of circumstances to notify us if your information or contact details change.

Your application will be suspended for up to 10 working days while your new circumstances are assessed. This will mean you cannot bid.

## Viewing

Once bidding closes the successful applicant will be contacted as soon as possible to verify their circumstances and to arrange a viewing.

If you accept the property, 1 week's rent is payable in advance and a move in date will be agreed.

Our Financial Wellbeing Team are available to offer advice or support when required.



**A: CRITICAL B: URGENT C: GENERAL**

GROUPS	NEED	DESCRIPTION
<b>Group 1</b> <b>Sheltered housing</b> <b>(age 55+)</b>	<b>A1</b>	<ul style="list-style-type: none"> <li>• Hospitalised with delayed discharge</li> <li>• Danger to occupy current home</li> </ul>
	<b>B1</b>	<ul style="list-style-type: none"> <li>• Unable to leave home unaided</li> <li>• Access to facilities</li> </ul>
	<b>C1</b>	<ul style="list-style-type: none"> <li>• Internal transfer to improve quality</li> <li>• If social aspects of sheltered housing will improve your wellbeing</li> </ul>
<b>Group 2</b> <b>Statutory homeless referrals</b>	<b>A2</b>	<ul style="list-style-type: none"> <li>• Statutory homeless referrals from Inverclyde Council</li> </ul>
<b>Group 3</b> <b>Urgent housing need</b>	<b>A3</b>	<ul style="list-style-type: none"> <li>• RCH tenants or affected owners losing home due to RCH area regeneration</li> </ul>
	<b>B3</b>	<ul style="list-style-type: none"> <li>• Leaving tied tenancy or care</li> <li>• Intense Support</li> <li>• Veterans facing homelessness</li> <li>• RCH tenants going through a relationship breakdown and facing homelessness</li> <li>• Domestic/Equality Related Harassment</li> <li>• Home is below tolerable standard</li> </ul>
	<b>C3</b>	<ul style="list-style-type: none"> <li>• Aspiring Housing Need</li> </ul>
<b>Group 4</b> <b>Mobility medical</b>	<b>A4</b>	<ul style="list-style-type: none"> <li>• Hospitalised with delayed discharge</li> <li>• Danger to occupy current home</li> </ul>
	<b>B4</b>	<ul style="list-style-type: none"> <li>• Unable to leave home unaided</li> <li>• Condition affecting mobility that is seriously aggravated</li> </ul>

**HOW WILL MY BID BE ASSESSED?**

1 By group    2 By need    3 Length of time registered in a specific group



## FREQUENTLY ASKED QUESTIONS:

### **If I apply, how long will I have to wait to be housed?**

It is impossible to say as it depends on the availability of homes, how many other people are bidding, and the level of housing need you have.

We recognise that the demand for available homes in many areas of Inverclyde exceeds supply. This means that there will be circumstances where we cannot realistically hope to find suitable homes for all customers on our housing register.

You can improve your chances by being flexible on the type of home you will consider and the area you wish to live, please note that we cannot guarantee you a move.

We will seek to maximise the opportunities for housing that are open to each customer by offering advice about the range of the housing options available within our housing stock, including areas where supply of available housing exceeds demand.

In addition to registering with RCH you can also complete an application with These Homes who advertised properties on behalf of other local housing associations.

### **What properties can I bid for?**

You can bid for homes that meet your housing requirements and that are advertised to your Needs Group.

### **How many bedrooms am I entitled to as a separated parent?**

A separated parent with access rights may be awarded a maximum of one additional bedroom regardless of the number of children and their gender within the family, providing the minimum requirements are met.



### **What happens after the bidding period closes?**

We will check all bids and contact the successful applicant to arrange a viewing.

We will confirm your circumstances by contacting your landlord for a tenancy reference and carrying out a home visit.

### **What happens if I refuse a property?**

If you are shortlisted or refuse a property after viewing, this will be noted on your application. If you refuse 2 properties within a 12-month period your application will be suspended for 6 months, which will prevent you from bidding.

### **What should I do if I'm homeless?**

Customers who find themselves homeless should seek advice from the Homeless Service at Inverclyde Council:

**Municipal Buildings  
Clyde Square  
Greenock, PA15 1LY**

**Princes Street House  
19-29 Princes Street  
Port Glasgow, PA14 5JH**

**Telephone 01475 717171 or 01475 719999 after office hours.**



We can produce information on request in large print, Braille, tape and on disk.

It is also available in other languages. If you need information in any of these formats please contact us on (01475) 788887.

Informacje w wersji dużym drukiem, alfabetem Braille'a, na kasecie magnetofonowej, dysku lub w innych językach dostępne są na życzenie. W celu uzyskania informacji w jednym z powyższych formatów prosimy o kontakt pod numerem (01475) 788887.

ہم درخواست کرنے پر معلومات کو بڑے حروف والی عبارت ، نابینا لوگوں کے لیے بریل، ٹیپ اور ڈسک کی صورت میں مہیا کر سکتے ہیں۔  
یہ معلومات دیگر زبانوں میں بھی دستیاب ہے۔ اگر آپ کو ان میں سے کسی بھی صورت میں یہ معلومات درکار ہوں تو ہم سے اس نمبر پر رابطہ کیجئے: (01475) 788887

我们可以根据要求而制作采用大字印刷、盲文、磁带和光盘等格式的信息。

同时还提供有使用其它语言的版本。如果你需要任何此类格式的信息，请联系我们：(01475) 788887。

अनुरोध किए जाने पर हम जानकारी को हम बड़े प्रिंट, ब्रेल, टेप में और डिस्क पर उपलब्ध करा सकते हैं।

यह अन्य भाषाओं में भी उपलब्ध है। यदि आपको इनमें से किसी फॉर्मेट में जानकारी की आवश्यकता है तो कृपया हमें (01475) 788887 पर सम्पर्क करें।

ਮੰਗ ਕਰਨ ਤੇ ਅਸੀਂ ਜਾਣਕਾਰੀ ਵੱਡੀ ਛਪਾਈ, ਬ੍ਰੇਲ, ਟੇਪ ਅਤੇ ਡਿਸਕ ਤੇ ਉਤਪਾਦਿਤ ਕਰ ਸਕਦੇ ਹਾਂ।

ਇਹ ਹੋਰ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਵੀ ਉਪਲਬੱਧ ਹੈ। ਜੇ ਤੁਹਾਨੂੰ ਜਾਣਕਾਰੀ ਇਨ੍ਹਾਂ ਰੂਪਾਂ ਵਿੱਚੋਂ ਕਿਸੇ ਵਿੱਚ ਚਾਹੀਦੀ ਹੋਵੇ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ (01475) 788887 ਤੇ ਸੰਪਰਕ ਕਰੋ।

River Clyde Homes  
Clyde View  
22 Pottery Street  
Greenock PA15 2UZ  
River Clyde Homes is a company  
limited by guarantee, registered  
in Scotland (SC329031)  
and a Scottish Charity  
(SC038584). Property Factor  
Registration Number: PF000152.

v4January 2016