

New Allocation Policy Fact Sheet

Do I need to do anything now?

You do not need to re-register yet. We will write to you again in late September confirming the dates the re-registration will open and close and the web site address you will need to go to.

However, there are some things you can do now to get ready. You will need an email address to log on to the online application form and a set of proof documents so that we can verify your application. You will also need your 5 digit current application number. We have printed this at the top of this letter.

I do not have access to a computer. How do I access the form?

We will no longer accept paper application forms. You will need access to a computer, smart phone or tablet to register and to view available properties each week.

You do not necessarily need your own computer or access to the internet at home. If you do not have access to either a computer or the internet at home we ask that you check with a relative, friend or neighbour. They may be able to provide you access to an internet ready device.

There are also a number of other options to access a computer:

- All of the libraries in the district have a number of computers that be can be used

I can access a computer but I don't think I will be able to use it. What can I do?

We ask that you check with a relative, friend or neighbour who may be able to help you. The form should take around 30-40 minutes to complete.

There are a number of groups in your local area that may also be able to help you. These are:

- Citizens Advice
- Volunteer groups
- Drop in sessions for services you receive
- NFDC Housing Team

We will provide a full list of places you can receive support in our next letter to you. In exceptional circumstances we will assist you get the right support.

I do not have an email address. How do I get one?

Nearly 3,000 of our 3,300 applicants have an email address. Setting up an email address is usually a simple process and takes just a few minutes. These can be obtained from Google, Hotmail and Yahoo to name a few examples. We ask that you have a go at setting up your own email address or ask someone you know to help.

What else can I be doing now to get ready?

The information you must provide on the form is shown below. You will not be able to complete your application until this information is provided:

- The National Insurance Numbers of any household members that you wish to include on the application that are over 16 years old
- Previous address details for yourself (and the joint applicant) for the last 5 years including details of your landlord
- Your current landlord's name and address (if relevant)
- Names and dates of birth of all the people that you wish to be re-housed with you.
- Details of any support you are receiving including who is providing the support, and how we can contact them
- Income, employment and savings information for the main applicant (and joint applicant if there is one)
- Details of any rent/mortgage arrears that you may have, including payments plans that you may have in place

- Details of any medical conditions that you or someone included on the application has, including treatment/medicines being received and who is responsible for the treatment programme

What proof documents do I need?

We will also be verifying all applications at the point of application. This will mean applicants will need to provide proof documents to complete their application. You may wish to begin to collate some of these now. These documents are:

- ID for all household members including children
- Proof of housing need and any medical conditions
- Proof of connection to the New Forest District
- Proof of connection to a rural parish
- Proof of income
- 3 Months' banks statements for all accounts prior to application

Will my application date change?

If, when your new application is assessed, you stay in the same priority band, or lower, you will keep your existing application date.

If you are awarded a higher priority band you will be awarded a new date once your completed application and proofs have been received. This is no different to what happens currently.

What happens if I don't re-register?

We will remind those current applicants who haven't re-registered yet during the 3 month window. If you do not register you will not be able to bid on properties and your current application will be cancelled. Should you wish to reapply in future you will not retain your current application date.

Do I need to register as soon as the re-registration window opens?

No, you will have 3 months to re-register.

Is the Council going to let empty properties during this time?

Yes, we will continue to advertise properties in the same way until the new website goes live in January. You will bid for properties in the same way until this time as well.

Are new applicants still able to register?

No, we will temporarily close the current housing register temporarily to new applicants on 9th August 2019. No new paper forms will be accepted after this date. If applicants have an urgent housing need they will be directed to the Homelessness Team. New Applicants will be able to re-register from a date to be confirmed in December/January.

How will the new Homesearch Website work?

We will provide instructions at a later date.

How can I read the new policy?

If you would like to see the new Allocations Policy please click on the following link [here](#). or by going to www.newforest.gov.uk/housing

I am concerned, can I please talk to somebody at the Council

We kindly ask that you read the information in this letter, this fact sheet and the new policy. All of the information you require is in these documents. However, if you are still concerned please call our Homesearch Team on 023 80285234 option 2.