



www.nshomes.co.uk

Applying for a Home



"to deliver excellent Housing Services"

NEWARK AND SHERWOOD HOMES

Kelham Hall, Newark on Trent, Notts NG23 5QX
Email: housing@nshomes.co.uk

**GENERAL ENQUIRIES
LOCAL CALL RATE:
0845 258 5550**

**REPAIRS FREEPHONE:
0800 561 0010**

**EMERGENCIES
OUT OF HOURS FREEPHONE:
0800 561 0010**

**FAX:
01636 655514**

**MINICOM:
01636 655960**

HAWTONVILLE OFFICE
77c Eton Avenue,
Newark on Trent, NG24 4JH
Tel: (01636) 655503
Fax: (01636) 655504

OLLERTON OFFICE
Sycamore Road,
Ollerton NG22 9PS
Tel: (01623) 860740
Fax: (01623) 860729

How will I know if I have been successful?

If you are successful you will be contacted and asked if you wish to view the property when it is ready. Feedback results for each property allocated are available at local offices and via the website. This information will help you to judge your chances of being offered a property in the future by assessing demand for different properties and areas.

Nominations

Newark and Sherwood District Council have nomination rights on some Housing Association properties. You may indicate on your application form if you wish to be considered for these.

Contact the Customer Access Team on
0845 258 5550

Or visit our website at
www.nshomes.co.uk

Email
easylet@nshomes.co.uk

If you would like this document in another language or format, or if you require the services of an interpreter, please contact us.



Prosimy skontaktować się z nami, jeśli chciał(a)by Pan(i) uzyskać ten dokument w innym języku lub formacie albo też potrzebuje Pan(i) skorzystać z usług tłumacza ustnego.

(Polish)

本文件可以翻译为另一语文版本，或制作成另一格式，如有此需要，或需要传译员的协助，请与我们联系。

(Mandarin)

Se gostaria de ter este documento noutra idioma ou formato, ou se necessita de um intérprete, contacte-nos.

(Portuguese)



Signing

The Big Word
Translation Services

Audio Tape

Applying for a Home

How do I apply for housing?

If you are 16 years or over, contact our Customer Access Team or ask at our local offices for a housing application form. Staff at our local offices in Hawtonville, Ollerton or the Town Hall, Newark will be happy to help and advise you. Alternatively download an application form from our website www.nshomes.co.uk.

If you feel that you cannot manage your own affairs you may appoint an advocate to act on your behalf.



Property Types

Properties are advertised according to the following two categories:

- (i) Age designated properties for applicants who meet the age criteria specified or have a family member who has a recognised need for this type of accommodation.
- (ii) General needs housing for all other applicants.

What happens if I am already a tenant and want to move?

If you are a secure tenant you can apply to be included on the Transfer List, introductory tenants may be reconsidered in certain cases of medical or social need.

If you are downsizing from a property with 3 or more bedrooms you will receive priority to move with our Changing Places Scheme. You will also qualify for an incentive payment of £300. Please contact the Customer Access Team for further information.

You may decide rather than applying for a transfer to apply for a mutual exchange. For more details please see our leaflet 'Applying for a Mutual Exchange' or contact us at any of our offices.

How will I know what properties are available?

Vacant properties are advertised under the name Easylet in the Newark Advertiser and Mansfield

Chad, at Hawtonville, Ollerton and Town Hall offices and on our website on a two weekly cycle. You can apply for a maximum of two properties per advert which meet your criteria. This can be done by phone, text to **07786 206 726**, in person or via the website.

How do we assess your housing needs?

Following receipt of your application your needs will be assessed and you will be given a priority band. There are three priority bands:

- **Band One** – Priority
- **Band Two** – In Housing Need
- **Band Three** – Other Applicants

If you indicate on your application that there are medical conditions affecting your ability to cope in your current accommodation you will be asked to complete a medical self assessment questionnaire. This could alter your priority for housing.

Request for a review of banding

You can request a review in writing if you consider your application has been assessed incorrectly. An appropriate officer not previously involved will consider your request. You can request a further review at a later date should you consider that your circumstances have changed, this must be backed up by supporting evidence. Please see our leaflet 'Review and Appeals Procedure' for more information.