

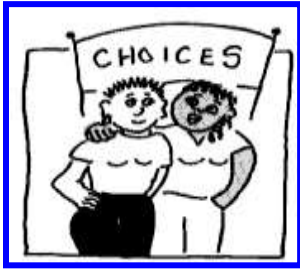


# **A Guide to Home Choice**

**This booklet will help you understand what North Yorkshire Home Choice is and how you can join the scheme to find a home**

<http://www.northyorkshirehomechoice.org.uk/>

# ? What is North Yorkshire Home Choice?



Home Choice is a new way to rent a home from the council and some housing associations in the shaded areas on the map below:



This area is called the Partnership Area.

There are four easy steps to Home Choice:

## 1. Register

Everyone who wants to rent a home has to fill in an application form and this guide will help you fill in this form.

We do not have enough homes for everybody so we have to use the information you put on the application form to decide who is in urgent need of a home and who can wait.

There are four different bands you could belong to; Urgent, Gold, Silver or Bronze depending on how quickly you need a new home.

## 2. Choose

Homes are advertised on the internet, in newsletters like an estate agent, in the council and housing association offices and even by post.



You can choose the home or homes you are interested in from the information on the website or in the newsletter.

## 3. Bid

When you have chosen the homes you are interested in - you let us know - this is called bidding.

We will put all the bids in a list. The people who need the new home the most will be at the top.



## 4. Offer

If you are at the top of this list and are successful in your bid for a new home we will contact you to let you know.

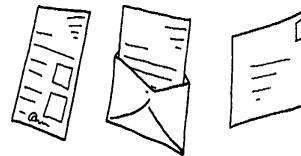
This Guide will help you through each of the 4 Easy Steps.

# ? How does Home Choice work?

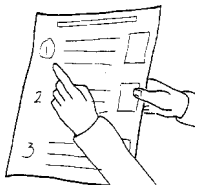
## 1. Register

Things you will need:

- National Insurance Number
- Where you have lived in the last 5 years
- If you pay rent then we need the name, address and telephone number of your landlord
- Names and addresses, or letters from people who can tell us more about your needs. We also need your agreement that we can talk to them





You will need to complete one form to apply for a home anywhere in the blue area on the map.



If you need help filling in the form we can get someone to help you. Please look at the contact details on the last page.

# Things you will be asked:

<b>Personal Details</b>		<b>Questions 1-15</b>
<p><b>About you</b></p> <ul style="list-style-type: none"><li>▪ Your name and date of birth</li><li>▪ How long you have lived in this country</li></ul>	<p><b>Why we need to know</b></p>  <p>This form is about You</p>	
<b>Current Address Details</b>		<b>Questions 16-25</b>
<p><b>Where you live now</b></p> <ul style="list-style-type: none"><li>▪ Your address</li><li>▪ How we can get in touch with you</li></ul>	<p><b>Why we need to know</b></p> <p>So we can contact you</p> 	
<b>For People Under 18 or Leaving Care</b>		<b>Questions 26-30</b>
<p><b>Your Details if you are under 18 or leaving care</b></p> <ul style="list-style-type: none"><li>▪ Details of who will help you apply for your new home</li><li>▪ Details of who will help support you in your new home</li></ul>	<p><b>Why we need to know</b></p> <p>So we can contact this person who helps you</p>	
<b>Your Home</b>		<b>Questions 31-33</b>
<p><b>About where you live now</b></p> <ul style="list-style-type: none"><li>▪ Do you own, rent or live with someone else now?</li><li>▪ What sort of home is it, what is it like?</li></ul>	<p><b>Why we need to know</b></p> <p>Everyone on the housing list is put into a band to help us decide who to give a home to. So these answers will make sure we can give you the correct band you need.</p>	

**Disability****Questions 34-35****Details of any disabilities you may have**

- Are you disabled in any way?

**Why we need to know**  
So we can understand the sort of home and help you may need.

**Local Connection****Question 36****Where you or your family live or have lived and work**

- Are you or your family a member of the Armed Forces - or ever have been?
- Do you live in the Partnership Area now and have done for the past 6 months or more?
- Do you or does anyone you want to live with have a job? Where do you or they go to work?
- Did you used to live in the Partnership Area? If so, how long for?
- Do you need to move to give or receive support to/from someone who lives in the Partnership Area and has done so for at least 5 years?
- Do you have family who lives in the Partnership Area and has done so for at least 5 years?

**Why we need to know**

So we can house people connected to the Armed Forces.

**We need to know this because only those people who have a local connection to the Partnership Area can register with North Yorkshire Homechoice**

We need to house people who live or work in the area before those that don't

We need to know this so we can house people who want or need to return to be closer to family.

## Language, Ethnicity, Religion, Sexual Orientation and Gender

Questions 37-42

### About you

We will ask some personal questions about you, the language you use, your origins, beliefs, sexuality and whether you are male or female.

### Why we ask this

We are asking for this information so that we can provide a service to meet your individual needs

## Financial

Questions 43-44

### Details of your money & savings

- How much money do you get each year? From working or benefits
- Have you any other money - savings, shares or land?

### Why we need to know

**People who have £60,000 or more in income, savings etc. may not be able to get a home from North Yorkshire Home Choice.**

## Accommodation History

### About where you live now and where you've lived before

- Where have you and who you want to share with lived in the last 5 years?
- Why did you leave?

### Why we need to know



So that we know you live or have lived in North Yorkshire and what sort of tenant you are or whether you are homeless

## Other household members

Questions 45-47

### About you and the people you may want to live with - Your household

- Who are they?
- Do they live with you now?

### Why we need to know

This will tell us how many people need a home and how many bedrooms you will need

## Help to use this scheme

Questions 48-50

### Details of help you may need



- Do you need help to find a new home?
- Why do you need help?
- Who can help you?

### Why we need to know

So we can contact this person who helps you

## Current property

Questions 51-59

### About where you live now

- What type of home do you live in?
- Do you have a bathroom, kitchen, electricity and water? Do you share these?
- Has your home been adapted for you or anyone you want to live with? Do you need your new home adapting too?
- Do you rent your property and if so, who from?
- How many bedrooms do you have and need in your new home?

### Why we need to know

Everyone on the housing list is put into a band to help us decide who to give a home to.

So these answers will make sure we can give you the correct band you need.



## Previous Accommodation

## Questions 60-62

### If you've been asked to leave by a landlord?

- Have you ever been asked to leave your home and by who?

### Why we need to know

People who have been evicted or had legal action taken against them by their landlord may not be able to register for a home

## Debt and convictions

## Questions 63-66

### If you owe money



- Do you owe any money to a Council or a Housing Association?
- Who do you owe money to?
- How much money do you owe?

### If you have any Criminal Convictions

- Do you or the people you want to share with have any convictions

### Why we need to know

People who owe money and are not paying this back will not be offered a new home.



By law we have to ask this to make sure you and others remain safe.

## Parishes of local connection

## Questions 67-68

### Villages you have a connection to

- Which villages in the Partnership Area have you lived in?
- Which villages in the Partnership Area do your family live in?

### Why we need to know

Some villages have houses that can only be let to people and/or their relatives who live/work or have lived there in the past

## Your application

### About what sort of home you need, why and where

- Why do you need a new home?
- Do you want to buy or rent?
- Are you ready to live on your own or are there people you want to share with?
- Do you need support or have you had support in the past?
- Who gave you that support?
- Do you or a family member work for a council or housing association?
- Are you or a member of you family in or ever been in the Army, Navy or Air Force
  
- Where do you want to live?



- Is it difficult for you or anyone who will be living with you to get to your regular treatment and why?

## Questions 69-84

### Why we need to know

You may want to buy or rent a home, by yourself or with other people

This will help us decide on the banding we need to give you and that it is fair



So we can plan to build houses where people need them in the future

## Health, housing and support

### About your health and what help you need

- Have you just come out of hospital, regularly need to go to hospital or do you get treatment at home?

### Why we need to know

We need to know what sort of home is best for you

There may be special reasons to do with your health or disability why you need a new home.

- Do you or anyone living with you need help to get to a bedroom or toilet?
- What sort of home do you feel will improve your health?
- Do you or anyone living with you need to move to give or receive support?
- Who are they?

You may also need help in your home

**Communication**

**Questions 97-100**

**How do you want us to communicate with you**

**Why we ask this**

We will ask you how you would like us to send information to you

Some people may need information sending in a certain way. If we know this we can make sure we do this for you.

**Declarations and Consent**

**Why we ask this**

We will ask you to agree that the information you have provided is true and that we can share this information with people who we need to.

We are asking for this to make sure that we stop fraud and help you to get a home.

## What happens next?

From what you have told us we will work out which of the following bands you will be placed in.



A band is for a group of people who have similar need for a home.

The band you are given says how much you need a new home.

### **Urgent!**

People needing a new home the most - like those in hospital who cannot return to the home they have left.

### **Gold**

People needing a new home quickly.

### **Silver**

People who need a new home but can wait.

### **Bronze**

People who need a new home but can wait longer.

*Some homes advertised may only be for older people, people with disabilities or people with a local connection to a particular village.*



We will write to you to let you know which band you are in and give you a reference number.

You will be able to look each week to see what homes are empty and which ones you may be interested in.

## 2. Choose



You can choose up to 3 homes every week.

Homes are advertised on the internet, at your local housing office, council offices and libraries.



## 3. Bid

A bid is a way of showing that you are interested in a new home. It does not involve any money!

You or someone bidding for you can say you are interested or bid for a home in different ways by:

- Internet - [www.northyorkshirehomechoice.org.uk](http://www.northyorkshirehomechoice.org.uk)
- Telephone - 0300 011 2170
- Texting - 07537 402 495
- Visiting the housing office - see addresses on the last page
- Post - see addresses on the last page

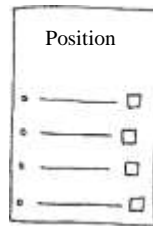


It is important that you keep looking for a home each week. When you see one that you are interested in you can then bid for it.



You or someone helping you can find out how your bid is doing. This can be done by going onto the website or by contacting your local housing office.

All bids are given a position on the list which changes as more bids are made.

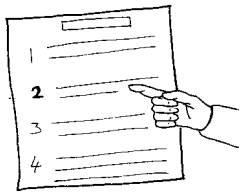
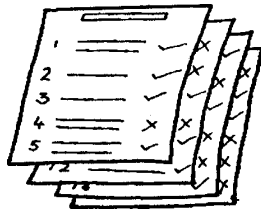


## How will we decide who is successful?

Bids will be put in the following order:

1. **Special property requirements** - for example people who need sheltered homes or adapted homes.
2. **Band order** - starting with people in the Urgent Band and ending with Bronze Band
3. **Assessed bedroom need** - making best use of the size of the property. For example, a family with two children will have priority for a three bedroom house over a family with one child.
4. **Debt**- people living in council or housing association homes already and who owe money will not be successful.
5. **Time** - People who have been waiting on the list for longest

We look at all of these things when we come up with a shortlist of the top bidders



If your bid is at the top of the shortlist we will come and talk to you and see if anything has changed since you filled in your Application Form for Housing.

If you are not successful you can find out why. Details of the successful bids will be published showing what bands they were in and how long they have waited.

## 4. Offer.

### Getting a home

You will be asked to go and see the home you have chosen to make sure that it is what you need.

It can sometimes take a long time before you are asked to see a home.



When you do go and see a home you will be asked if you want to live there.

## Agree the rules and get your keys



You will be asked to agree to the rules for living in your new home - this is called the Tenancy Agreement.



When you have agreed to the rules you will be given the keys to your new home.

## Getting Help.



The Disability Equality Duty says that people with a disability should get help from the Council to get housing if they need it.

You may get help to:

- Make an application
- Get a home quickly if you are homeless/roofless
- Move home
- Furnish your home
- Find other ways to get housing

Some people may need help from their family or a support worker. If you do not have this support your local housing office will be able to help.



Please see on the next page for the address and telephone number for your nearest housing office.



To get further advice on what we can do to help you or the person you are supporting you please contact your local housing office.

**City of York Council**

West Offices  
Station Rise  
YORK  
YO11 2HG  
Phone: 01904 551550  
Email: [housing.registrations@yorks.gov.uk](mailto:housing.registrations@yorks.gov.uk)

**Scarborough Borough Council**

Town Hall  
St Nicholas Street  
SCARBOROUGH  
YO11 2HG  
Phone: 01723 232323  
Email: [housingoptions@scarborough.gov.uk](mailto:housingoptions@scarborough.gov.uk)

**Selby District Council**

Civic Centre  
Doncaster Road  
SELBY  
YO8 9FT  
Phone: 01757 705101  
Email: [lettingsteam@selby.gov.uk](mailto:lettingsteam@selby.gov.uk)

**Hambleton District Council**

Civic Centre  
Stone Cross  
NORTHALLERTON  
DL6 2UU  
Phone: 0845 1211555  
Email: [housing@hambleton.gov.uk](mailto:housing@hambleton.gov.uk)

**Craven District Council**

1 Belle Vue Square  
Broughton Road  
SKIPTON  
BD23 1FJ  
Phone: 01756 700600  
Email: [housing@cravencd.gov.uk](mailto:housing@cravencd.gov.uk)

**Richmondshire District Council**

Mercury House  
Station Road  
RICHMOND  
DL10 4JX  
Phone: 01748 829100  
Email: [cbl@richmondshire.gov.uk](mailto:cbl@richmondshire.gov.uk)

**Ryedale District Council**

Ryedale House  
MALTON  
YO17 7HH  
Phone: 01653 600666  
Email: [housing@ryedale.gov.uk](mailto:housing@ryedale.gov.uk)

**Beyond Housing**

Brook House  
4 Gladstone Road  
SCARBOROUGH  
YO12 7BH  
Phone: 0845 0655656  
Email: [info@ych.org.uk](mailto:info@ych.org.uk)

**Broadacres Housing Association**

Broadacres House  
Mount View  
Standard Way  
NORTHALLERTON  
DL6 2YD  
Phone: 01609 767900  
Email: [info@broadacres.org.uk](mailto:info@broadacres.org.uk)

**Yorkshire Housing**

Dyson Chambers  
12 – 14 Briggate  
LEEDS  
LS1 6ER  
Phone: 0345 366 4404  
Email: [customerservices@yorkshirehousing.co.uk](mailto:customerservices@yorkshirehousing.co.uk)

**IF YOU HAVE DIFFICULTY IN READING OR COMPLETING THIS FORM,  
PLEASE LET US KNOW AND ASSISTANCE WILL BE PROVIDED**



Pictures from: Change Bank and

