

# Apply for a home

## Frequently Asked Questions

### **Q. What happens after I make an application?**

**A.** One of our Customer Service Officers will be in touch to arrange a meeting if there is a vacancy in your preferred area. If there are no suitable properties for you at the time, we will write to inform you of your letting grade and that you will be kept on our database. We will contact you when something suitable in your chosen area becomes available. Our database is updated on an annual basis and we will contact you to re-register your name if you wish to remain on the list.

### **Q. Who can apply?**

**A.** Anyone aged 18 years and above can make an application for accommodation with us. Applications from people aged between 16 and 18 years will be considered if we think you can manage a tenancy satisfactorily and you have a reliable rent guarantor.

### **Q. Will I be automatically considered for accommodation?**

**A.** Yes and you will be placed onto our database and be considered for suitable vacant properties. Three Rivers, however, can suspend your application from the database if you have a history of criminal activity, anti-social behaviour, serious rent arrears, violence or damage to property.

### **Q. How do we allocate properties?**

**A.** There is a high demand for many of our properties. Therefore, we need to be fair in the way we allocate them to people. We grade all applicants according to their personal circumstances. We take into consideration the medical, social and housing needs of all applicants and award one of these three grades:

Grade 3: In urgent need of accommodation

Grade 2: A need to improve present living arrangements

Grade 1: In need of alternative accommodation

Your grade is assessed by the reason you want to rent one of our properties and your urgency in finding a home with us. We will consider issues such as affordability, moving closer to your workplace, medical need and poor quality living conditions when you make an application.

When we are allocating a property we take into account your grade and the length of time that you have been on the waiting list

**Q. What if I am unhappy with the service provided?**

**A.** If at any time you are dissatisfied with the way your application has been dealt with, then you can have your grievance considered through our complaints procedure. Simply call us and we will help you through the process.