



The Common Housing Register Partnership Lettings Policy Summary

Many people apply for a home in Tower Hamlets and those eligible are put on the Housing List. The Council and Housing Associations have formed a partnership, the Common Housing Register (CHR) partnership, to operate the Housing List and offer all their available homes to applicants on the List. Because of the shortage of housing not everyone can be offered a home. Even those with a chance may wait a long time.

This Lettings Policy has been agreed by the Council and CHR partnership after consultation with residents and applicants in order to decide who should be offered the homes available. This is a summary, the full policy is on www.towerhamlets.gov.uk and the Homeseekers website, www.thhs.org.uk

How do I join the housing list?

Anyone can apply to go on the housing list, unless: they are under 18 (except in special circumstances); they are subject to immigration control; they (or a member of their household) are considered unsuitable because of unacceptable behaviour.

You can download an application form from www.towerhamlets.gov.uk or get one from a One Stop Shop or local housing office. See page 4 if you need information or help.

What happens after I have sent in my application form?

You will be asked to bring to the One Stop Shop evidence of your identity and of your household, current and previous addresses, local connection (family, residence or work in the borough). You may also be visited to confirm details.

How priority for housing is decided

There are four new bands. The law says that the policy must give, "reasonable preference", to people who are overcrowded, homeless or need to move on medical, welfare or hardship grounds. These applicants are mainly put in Bands 1 or 2, others in Bands 3 or 4. Applicants are considered in date order in each band.

Partner landlords



Your application will be placed in a band based upon your circumstances. Preference is given to those in date order who have waited the longest in a band.

The Four Bands

Band 1	Group A		Preference method:
High Priority Band	Emergencies	<ul style="list-style-type: none"> Urgent housing need combined with serious welfare/medical/safety/ emergency factors 	Emergencies first then:
	Medical/ Disability Ground floor	<ul style="list-style-type: none"> Assessed for ground floor property for medical/disability reasons or wheelchair accessible (Category A & B) & awarded medical priority 	Date Order
	Priority Decants	<ul style="list-style-type: none"> CHR Tenants whose home is due to be demolished in less than one year or tenants who need a 4 bed or a wheelchair accessible property 	
	Under Occupiers	<ul style="list-style-type: none"> Social Housing Tenants who want to move to a smaller property. Those giving up the most bedrooms are considered first. 	
	Group B		
	Priority Medical	<ul style="list-style-type: none"> Serious health problem that is severely affected by housing circumstances 	Date Order
	Priority Social	<ul style="list-style-type: none"> Urgent need to move on social/safety/welfare grounds 	
	Decants	<ul style="list-style-type: none"> CHR Tenants whose home is to be demolished in more than one year 	
	Priority Target Groups	<ul style="list-style-type: none"> Groups given priority in the community's interest or because of their circumstances 	
Band 2			
Priority Band	Applicants who are overcrowded Homeless applicants	<ul style="list-style-type: none"> Overcrowded tenants of CHR partner landlords Housing applicants who are overcrowded Homeless households 	Date Order
Band 3			
General Band	Applicants who are not overcrowded	<ul style="list-style-type: none"> Tenants of CHR partner landlords who are not overcrowded Housing applicants who are not overcrowded 	Date Order
Band 4			
Reserve Band	Applicants who do not qualify of Bands 1,2 or 3	<ul style="list-style-type: none"> Applicants who do not have a local connection Property Owners & Leaseholders Tenants of social housing landlords who are not CHR partners 	Date Order

Note: Usually only applicants with a local connection are eligible for Bands 1,2 & 3.

If you apply as homeless and a full duty is accepted, your application will date from the day you applied as homeless and time already spent on the Housing List in a band will be lost.

Once in a band you can apply for a home by bidding through the choice based lettings system.

There are four steps to Choice Based Lettings:-

Step One: Available homes are advertised weekly on the Tower Hamlets Homeseekers website (www.thhs.org.uk), in East End Life, local housing offices and one stop shops.

Step Two: Each week you can “bid” online (www.thhs.org.uk) or by telephone (0845 270 2400) for any home advertised that is suitable for your size of household. You can also bid for a home that has one bed space less than your household needs (see table).

What you can bid for

Household size	Bedroom need	Bed spaces
Household 1 or 2 adults	Studio or 1 bedroom	1 or 2 bed space
Household with one child	2 bedrooms	3 or 4 bed spaces
Household with two children – same sex	2 bedrooms	4 bed spaces
Household with 2 children – opposite sex	3 bedrooms	4 or 5 bed spaces
Household with 3 children	3 bedrooms	5 or 6 bed spaces
Household with 4 children same sex or two of each sex	3 or 4 bedroom	5 or 6 bed spaces
Household with 4 children – 3 same sex 1 opposite sex	4 bedroom	6 or 7 bed spaces
Household with 5 children	4 bedroom	7 or 8 bed spaces
Household with 6 children – same or opposite sex	4 or 5 bedroom	8 or 9 bed spaces
Household with 6,7 or more children	5 bedrooms or more	9 or 10 or more bed spaces

Step Three: A short list is drawn up from bidders in band and date order.

Step Four: Homes are usually offered first to those in the higher priority bands and who have waited the longest. If refused it is offered to the next applicant on the list and so on until it is accepted.

The majority of homes are let in this way, but some homes may be offered directly in special circumstances, e.g. where it has been especially adapted, or in an emergency.

Applicants who unreasonably refuse an offer of a home may have their priority reduced.

Targets

Targets may be set each year to ensure that a balance of homes go to applicants in Bands 1,2 and 3. To achieve targets some homes may be advertised for certain groups only.

Right of Review

If you disagree with a decision on your application you have a right to a review.

Help and Advice for CHR tenants

If you are a CHR tenant and would like to know more about other housing options, e.g Mutual Exchange or moving out of London, or need advice or information about your housing application, please contact your Landlord.

Help and Advice

If you would like information about other housing options or need help and advice about any housing problem please call the Housing Options Service on **020 7364 2826**.

For **LARGE PRINT**, audio, braille, or translation call **020 7364 2826** email

lettings@towerhamlets.gov.uk

বড় অক্ষরে ছাপা, অডিও, ব্রেইল অথবা অনুবাদের জন্য ফোন করুন **020 7364 2826** ইমেইল করুন

lettings@towerhamlets.gov.uk

Wixii ah QORAAL WAAWAYN,
hab maqal ah, qoraalka dadka
indhoolayaasha ah,
ama qoraal turjumis soo wac
telefoonka ah **020 7364 2826**
emailkuna waa
lettings@towerhamlets.gov.uk

For an application form or help with filling one in please visit your local One Stop Shop or download one from www.towerhamlets.gov.uk

Your local One Stop Shop

Bethnal Green One Stop Shop

1 Rushmead
Bethnal Green
London E2 6NE

Bow and North Poplar One Stop Shop

Gladstone Place
1 Ewart Place (Off Roman Road)
London E3 5EQ

Isle of Dogs One Stop Shop

Jack Dash House
2 Lawn House Close
Marsh Wall
London E14 9YQ

South Poplar One Stop Shop

Chrip Street
15 Market Square
Chrip Street
London E14 6AQ

Stepney & Wapping One Stop Shop

Cheviot House
227-233 Commercial Road
London E1 2 BU

Or you can contact the Lettings Team on **020 7364 2826** or by email: Lettings@towerhamlets.gov.uk or write to

Albert Jacob House

62 Roman Road
Bethnal Green
London E1 0PG.

Vulnerable applicants can also get help from the Client Support Team on **020 7364 0204/0206**.