



# Moving With Dacorum

## Information and Frequently Asked Questions

There is a lot to consider when looking for your new home. Housing applicants often ask us about their eligibility and the bidding and allocations process, so the following information has been provided to help with answers to the questions that we are asked most often.

We have split this information into ten sections:

**Section 1: Who Can Apply?**

**Section 2: General FAQs**

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### **Section 1: Who Can Apply?**

Most people can apply to join the Dacorum Borough Council Housing Register and apply for properties using Moving with Dacorum. Everyone is eligible to receive Housing Advice.

**In order to join the Dacorum Borough Council Housing Register applicants must:**

- Be over the age of 18;
- Be habitually resident in the common travel area (England, Scotland, Wales, Ireland, Channel Islands and Isle of Man);
- Not be subject to immigration control or be an Applicant from abroad unless the Applicant is a "qualifying person" as described by law.

- Applicants with a need for supported housing
- Applicants aged 16 or 17 years old can be considered for younger persons supported housing, applications will be prioritised based on their level of need and risk.
- Applicants aged 60 and above have the option to apply for sheltered housing with both low and high level support available depending on their needs. Those applicants aged 50 and above who can demonstrate a need for supported housing can also be considered.
- We will also offer comprehensive housing advice for any customer with a need for supported housing.
- More information can be found in the Housing Allocations Policy that is available on the Useful Information section of this website.

#### **Unacceptable Behaviour:**

- If the Applicant, or any member of the same household, has engaged in unacceptable behaviour serious enough in the Council's opinion to make him/her an unsuitable tenant he/she may be refused registration.
- Unacceptable behaviour can include anti-social behaviour, criminal behaviour and rent arrears.
- More information can be found in the Housing Allocations Policy that is available on the Useful Information section of this website.
- If you cannot find the information and explanation that you want in the Housing Allocations Policy, if you are unsure that you are eligible to apply to Moving with Dacorum, or if you need a Translation, please contact us.

#### **Who cannot use the service?**

- You cannot use this service if you have not completed an application form and been accepted onto the housing register.
- There are also some people who will not by law be eligible to join the housing register. These are:
- Certain people who are subject to Immigration Control under the 1996 Asylum and Immigration Act
- Certain people from abroad who are not subject to immigration control but who are not habitually resident in the UK, the Channel Islands, the Isle of Man or the Republic of Ireland
- People (including members of their household) who have been guilty of unacceptable behaviour that makes them unsuitable to be a tenant

### **Section 2: General Frequently Asked Questions**

#### **How do I get a Council or Registered Provider property?**

- You need to be accepted on to the Dacorum Borough Council Housing Register - this register is now run through this Moving with Dacorum website.
- For more details on how to apply read the How to Use this Service section.

### **What is the difference between a council and a Registered Provider property?**

- Council properties are owned and managed by Dacorum Borough Council. The council is the landlord.
- Registered Providers also provide affordable homes. The rents and terms are broadly similar, however some providers charge affordable rents (not social), which can be higher.
- You bid for properties in the same way. The main difference is that the Registered Provider owns, manages the property and is the landlord, not the Council.

### **When I try to register it says my National Insurance Number is already registered. What do I do?**

- This happens if we already have a record of you on our housing register.
- Please go to log in and select 'I have forgotten my login reference' to receive an email to resolve this.
- If this still does not work, please contact us at [Housingneeds.Mailbox@dacorum.gov.uk](mailto:Housingneeds.Mailbox@dacorum.gov.uk) or call 01442 228000 for assistance.

### **Can my son and daughter share a bedroom?**

- Yes until the age of 10 with Dacorum and other Registered Providers housing policy, please check this before bidding on a property to avoid being overlooked
- For the government standards please visit the [Government legislation](#) site or [Shelter](#)

### **Can I still apply if I don't have a passport?**

- Yes but you will be required to produce some form of photographic ID to verify your identity and eligibility. If you do not have photographic ID at the time of application, we recommend that you apply for one as soon as possible to avoid delays further down the process. Without ID you will be overlooked on properties.

### **Can I remove my application from the housing register?**

- Yes, if you contact the Housing Needs Team or online and request closure of your application the team will arrange for this to be closed.

### **Can I downsize from a 3 bed to a 2 bed if I live alone?**

- Yes, you can do a mutual exchange with [www.houseexchange.org.uk](http://www.houseexchange.org.uk)
- Or if you are a Dacorum Borough Council tenant looking to downsize you can apply for a transfer with [www.movingwithdacorum.org.uk](http://www.movingwithdacorum.org.uk)
- [You can find our Moving to a smaller home leaflet here](#)

### **Where can I find details of available properties?**

- Properties are advertised each week on the Moving with Dacorum website.
- Properties that you are eligible for can be viewed on your My Account page.
- You can also search all properties through the [Property Search page](#).
- A list of available sheltered housing properties is available in paper format upon request.
- Copies of this are available at Dacorum Borough Council offices in Hemel Hempstead, Tring and Berkhamsted. In special circumstances, these property handouts can be sent to you.

### **I've submitted an application for Moving with Dacorum, why can't I bid?**

- After completing the application it is assessed by the Councils Housing Needs Team.
- We check that you are eligible and meet the need for housing, according to the Council's Allocations Policy.

- Once the assessment of your application has been completed we will let you know the outcome of your application.

#### **How long will it take for my application to be assessed?**

- Once you have submitted your fully completed application this should take no more than 28 days to be assessed.

#### **How are properties advertised?**

- General needs properties are advertised on Moving with Dacorum when they become available.
- Sheltered properties will be advertised every week, from Wednesday to the following Monday.

#### **Does it matter when I bid?**

- You can bid at any time during the bidding cycle, and you should check daily to see if there are new adverts.
- The system we use will prioritise your application in points and date of registration order, it will not be based on who placed the bid first

#### **I have been nominated for a property does what does this mean?**

- If you are nominated for a property, this means the council sends your information to the Registered Provider, the landlord of the property you have bid on.
- The Registered Provider will carry out its own checks, and affordability assessment.
- Provided that you pass their verification process and checks, the Registered Provider will offer you the accommodation directly and are responsible for the lettings process.
- If you are refused, the Registered Provider will notify the Housing Allocations team.

#### **What are Social Rents?**

- Social rents for properties have been agreed based on a formula set by government. This creates a 'formula rent' for each property, which is calculated based on the relative value of the property, local income levels, and the size of the property.
- An aim of this formula-based approach is to ensure that similar rents are charged for similar social rent properties.
- The majority of council properties are let on Social Rent.

#### **What are Affordable Rents?**

- In 2011, the government introduced affordable rent. This permits rents that are inclusive of service charges to be set up to 80% of market rent.
- Property size, location type and service provision must be taken into account when determining what gross market rent a property might achieve if let in the private rented sector.
- These properties are still defined as social housing.

#### **Why has my rent increased?**

- The government announced its intention to set a long-term rent deal for both local authority landlords and housing associations.
- This would permit annual rent increases on both social rent and affordable rent properties of up to Consumer price inflation (CPI) plus one percentage point from 2020, for a period of at least five years. (Gov.uk)
- More information about council's rent and service charges setting can be found in our [Rents and other charges policy](#)

### **Section 3: Armed Forces**

A career in the Armed Forces can significantly affect your daily life as well as the lives of your family members. As a result, we recognise that the Armed Forces community is in need of considerable support. In 2011, we signed the Hertfordshire Community Covenant to demonstrate our commitment to providing our Armed Forces affiliated residents with guidance and support when it is required. [Hertfordshire Armed Forces Covenant updated 2021 \(hertfordshireheroes.org\)](http://hertfordshireheroes.org)

**Members of the armed forces who qualify to our housing register will receive additional points if:**

- They are serving in the regular forces and are suffering from a serious injury, illness or disability which is attributable to their service;
- They formally served in the regular forces;
- They have recently ceased, or will cease to be entitled to reside in the accommodation provided by the Ministry of Defence following the death of their spouse or civil partner who served in the regular forces and whose death was attributable to that service; or
- They are serving or have served in the reserve forces and are suffering from a serious injury, illness or disability which is attributable to their service.
- Armed Forces points will only be awarded once. If the applicant is housed by the council but wishes to move again in the future, the additional points will not be awarded again.

**I have left the Armed Forces and require housing, do I need a local connection to join the Housing Register?**

- Armed Forces and Ex-Armed Forces are exempt from Local Connection criteria if Members of the armed forces where the application is made within 5 years of discharge (includes bereaved spouses and civil partners leaving service family accommodation following the death of their partner).

**Do I still require a housing need to join the Housing Register?**

- You must meet the same criteria as set out in the policy and have an identifiable housing need to receive points. However, as Armed Forces, you are entitled to 10 additional points if the application is made within 5 years of discharge.

**What local support and advice is available to me?**

- For a list of resources and local support and advice, please click the following link for more information. [Supporting the Armed Forces \(dacorum.gov.uk\)](http://dacorum.gov.uk)

### **Section 4: Adverts & Bidding**

For help on how to bid, please visit our [How to use the service, Step 3](#). You can bid online at home if you have access to a computer or smartphone. You can only bid if you have an Active application. If you are bidding and receive a request for verification documentation as part of our Shortlisting, please be reminded that it is not guaranteed that you will be offered the property. At this stage we are verifying your documentation along with your application. If you are to be offered a property, you will receive further confirmation.

**Do I have to bid on all eligible properties to stay active?**

- No, please only bid on properties that you wish to move to

**I was at the top of the list but wasn't successful, it went to someone with less points?**

- It could be for a number of reasons, for example where an applicant has a local connection to a village

- Where an applicant applies for supported housing and is aged 60+

#### **How often do I have to check for advertised properties?**

- General Needs Properties can be added to the website throughout the day Monday to Friday so you should check the website every other day to ensure that you see all properties available.
- Supported Housing properties are advertised on a weekly cycle and adverts will be live for a minimum of five days, from one minute to midnight on a Wednesday until one minute to midnight on the following Monday.

#### **What information will the property adverts contain?**

- The adverts will tell you the landlord, location, size, rent and other features of the property.
- Where available a photograph of the property or a similar house type will be provided and you will be able to access information about the local area and facilities.
- The advert will also tell you if there are any special requirements that the applicant must meet, such as age requirements.
- It also tells you the number of bedrooms that applicants applying for the property need to be entitled to.
- If your bedroom entitlement is different to this you will not be able to bid for that property.

#### **Will I know how many other people are interested in the same property?**

- Yes, when you bid for a property you will be advised where you are in the queue - this is only an indication as it is likely to change frequently due to other people bidding for the same property.

#### **Does it matter when I bid on a property?**

- Being the first person to place a bid doesn't make you any more or less likely to be successful.
- It does not matter if you place your bid as soon as the cycle starts or just before it ends.
- Your finishing position will still be the same, however please be aware that this is only an indication of your position and can change as it can take several hours for the system to update any last minute bids before the advert closed.

#### **Can someone bid on my behalf?**

- If you need help with bidding or would like someone else to bid on your behalf, you should let us know by contacting the team

### **Section 5: Shortlisting & Property Offers**

Once the advertisement cycle has closed and all bidding has closed, the system will create a shortlist of bids.

#### **How do you decide who is offered a property?**

- Once the closing date for bids has passed a shortlist of interested applicants is drawn up.
- The shortlist is in order of eligibility according to the criteria stated in the advert details for that property.
- The applicant at the top of the list will normally be offered the property after a thorough check of their application and verification of their circumstances.

#### **I am shortlisted for a property, what does this mean?**

- Shortlisting is where you have placed a bid on a property and are placed high on the list of bids.
- The council will shortlist the bidders who are highest and make contact to obtain further information and verification processes.

**I have been asked to provide documents for verification for shortlisting, why is this?**

- Where an applicant is shortlisting and is coming up in the top of the shortlist, the team will request that they verify your application.
- The verification process allows the team to confirm your application and obtain all the information required in the event that you are to be offered the property.

**Will I be offered the property if I am shortlisting?**

- This is not always the case. A shortlist is made up of those who are usually 1st to 3rd on the final bid list.
- The team must verify the highest applicants on the shortlist applications, in the case that the property cannot be offered to bidder number 1, the offer will be made consecutively in order of the shortlist.

**Can I view the property before being made an offer?**

- We do not allow viewings of a property prior to an offer of accommodation.
- Where possible we will provide images in our adverts.

**I have been made an offer, do you require rent in advance?**

- Yes. Please be advised that rent is charged and due in advance.

**How many offers do I get?**

- You will only receive one offer, if you refuse your single offer your application will be suspended for 6 months.

**Can I refuse a property offer?**

- Yes you can refuse an offer, but you should carefully consider the reasons for refusing.
- If there are no adequate reasonable reasons for your refusal of an offer of accommodation your application will then be suspended for 6 months and you will be unable to bid on any properties for this time period.

**Section 6: Direct Offers**

**What is a Direct Offer?**

- A direct offer means that an applicant will not bid on properties but will receive one offer of suitable accommodation.
- Direct offers are made by the housing service outside of the choice based lettings system.

**Why does the Council use Direct Offers?**

- The Council is committed to advertising as many vacant properties as possible through Moving with Dacorum.
- It may be necessary to make a direct offer of a property outside of the scheme, i.e. a property may be identified for a specific applicant and offered to them without being advertised through the bidding process.
- Dacorum Council remains transparent and fair in all its lettings, but there are occasions when properties need to be let outside of the usual procedures.

**Are Direct Offer properties advertised?**

- Where properties are let via a direct offer, these will not be advertised and the results will not be published in the same manner as other properties.

- This can be due to the nature of some of the cases requiring such moves and the need for confidentiality in many of those cases.
- Direct offers will be used in, but not limited to the following circumstances:
  - Homeless applicants owed the main housing duty
  - To match applicants requiring complex adaptations to a suitable property;
  - For applicants living in Mother & Baby units;
  - In the case of hard-to-let properties (advertised at least twice with no suitable bids);
  - For applicants in high-risk priority groups where a sensitive letting is required; or
  - For individual cases that would usually fall outside of this policy but have an urgent or high risk housing need (these offers can only be approved by the internal Housing Panel).
  - Flexi Care applicants;
  - Supported Housing applicants who do not have sufficient accessibility to placing bids can request to go on the assisted bidding system. Information surrounding location and scheme preference is taken and applicants will be contacted by the Housing Needs Team

### **Section 7: Adapted Properties**

Before we make any adaptations to your home, you need an occupational therapy assessment. To request one, phone 0300 123 4042 or go to the Hertfordshire County Council website and fill in the self-referral form ([Adult care – how to get care and support from us | Hertfordshire County Council](#)) or contact [Hertfordshire Home Improvements Agency](#).

#### **I need assistance to get an Occupational Therapist Report, who should I contact?**

You can contact either:

- [Adult Social Care](#)
- [Hertfordshire Home Improvements Agency](#)

#### **How Can [Hertfordshire Home Improvements Agency](#) help me?**

- arrange for a community or private occupational therapist to assess your needs, if necessary
- contact your housing association or private landlord
- make any necessary planning or building control submissions
- obtain prices for any building work identified
- appoint a trusted contractor

#### **What Happens when the Occupational Therapists report is completed?**

- The Occupational Therapist will contact us after the assessment to tell us the agreed recommendations.
- This will provide us with detailed information about what size property is required and what adaptations are required.

#### **My home can't be adapted for my needs in the home, what happens then?**

- In some cases, we may not be able to adapt your home, regardless of what the assessment says.
- In such cases, we will seek to rehouse you to more appropriate accommodation.



### **Will I be able to bid for Adapted Properties?**

- You will need to apply to the housing register in the normal way, and if accepted will either be awarded points based on your need or placed on the direct offer list as we do not advertise properties with significant adaptations.

### **Section 8: Supported Housing**

Supported housing is accommodation for people who are aged 60 and over, who can live on their own but who would like to have support close by. We have 29 supported housing schemes across Dacorum with a range of self-contained flats and bungalows. You can find out about the schemes by visiting our [Schemes in Hemel Hempstead](#) and [Schemes in Berkhamsted, Tring and the villages](#) pages. On occasion, the age limit is lowered to 55 and 50 when there has been no interest in a property. However, applicants below 50 years old that would benefit from Supported Housing will be required to demonstrate a medical or welfare need. These applications will be assessed by the internal Housing Panel.

### **What is supported housing?**

Supported housing is accommodation for people aged 60 or over who wish to remain independent in their home but who may have some support needs that need to be met in order for them to do so. Our schemes can be found throughout the Dacorum area.

This type of accommodation comes in a number of ways;

#### **Internal**

Individual flats in one large building with communal facilities behind a main shared front door.

#### **Dispersed**

Usually flats or bungalows grouped together in a small area with some communal facilities.

#### **Community**

Individual properties found within general housing stock with no communal facilities.

### **What is the supported housing entry criteria?**

In order to qualify for supported housing you need to be over 60 years of age and have less than £400,000 in capital assets.

### **What is a supported housing officer?**

Each supported housing scheme has a Supported Housing Officer attached to it. These are often called SHO for short. Your SHO works normal office hours Monday to Friday and is there to support you with accessing any services or additional help you might need. They will agree a

regular time to check in with you to see how you are doing and to make sure all of your safety equipment is working as it should be.

### Is there an alarm system?

All internal and dispersed properties in supported housing come with access to a 24 hour alarm system with multiple call points throughout your property. This allows you to speak to a real person at our monitoring agency at any time of the day or night. If you are unable to speak for any reason they will quickly call an ambulance to attend and check on your welfare.

### What is Flexi-care?

Our Flexi-care scheme is very similar to our other internal supported housing schemes except that we also have an on-site care team 24 hours a day. This makes Flexi-care a good option for people whose support needs are a little bit more significant than you might find in other parts of our service. If you come into Flexi-care you can still live independently, however you will also have access to a care package that can support you with areas such as personal hygiene, medication, meal preparation and many other areas.

Our Flexi-care service is found at Evelyn Sharp House.

### What other facilities can I find at your supported housing schemes?

We have a number of additional facilities available at most of our supported housing schemes. These include;

- Laundries (not all schemes)
- Mobility Scooter Storage (only for those who have had an OT Assessment where space is available)
- Communal Lounges
- Bookable Guest Rooms
- Regular activities
- Communal gardens

### Section 9: Housing Transfers

If you need to move from your present social housing address within the Borough to another property either because your current home is unsuitable or you would like to move into sheltered housing, you can apply for a housing transfer.

As one of our existing tenants, you can move to a different home with us or another social landlord. There is more information depending on the type of move you would like:

[Mutual exchange](#) - Swapping your home with another tenant.

[Moving to a smaller home](#) - Details of our scheme for tenants wishing to downsize and receive a payment.

[Housing register](#) - Applying to us for a home more suitable for your current needs.

[Changing or ending your tenancy](#) - If you are giving up your tenancy with us or are contacting us because a tenant has died.

**I am under-occupying my home and would like to downsize - how do I do this?**

- You should apply for a housing transfer by completing a housing register application and advising us that you wish to transfer.
- You may be eligible for our Help to Move payment for assistance in moving to smaller or more suitable accommodation.
- Please click [Help to Move Policy](#) for further information

**I have medical needs in the home, and may need a transfer - what should I do?**

- If your current home is impacting your medical and health conditions, you should complete a medical form and provide supporting evidence. Please see [Medical Assessments](#) for more information.

**What is a mutual exchange?**

- If you are a council or housing association tenant you can apply to swap homes with another tenant. This is called a "Housing Mutual Exchange". Finding a mutual exchange could save you months (even years) of waiting on a housing transfer list, and the best bit is that you get to choose the home you want for yourself.
- Housing Mutual Exchange operates across the whole country, enabling Council and Housing Association tenants to swap their home with another tenant in their own local area, or further afield in another town or county.
- There are many reasons why tenants wish to swap homes, for example:
  - To relocate to another location for work or family reasons.
  - To 'downsize' to smaller accommodation.
  - To get an extra bedroom for a growing family, or a garden perhaps.
  - To get ground floor accommodation for mobility reasons (conditions apply)

**Where can I register for a Mutual Exchange?**

[HomeSwapper](#) and [House Exchange](#) are national online home swap services. By registering with both websites, you will open up your options to a wider range of properties. Homeswapper.co.uk is the largest mutual exchange tool in the UK and Houseexchange.org.uk can offer user friendly tools to find multi way swaps.

**Section 10: Medical Assessments**

If you feel your medical condition may be affected by the housing situation in which you live. You will need to complete a medical form and return this to the Housing Needs team.

**How do I get a copy of the medical assessment?**

- Currently medical forms for a medical assessment can be emailed to you or posted.
- Please email [housingneeds.mailbox@dacorum.gov.uk](mailto:housingneeds.mailbox@dacorum.gov.uk) or call 01442 228000

**How long will my medical assessment take to be considered?**

- Once received, our team will assess your medical form and supporting evidence within 28 working days.
- In some cases we may require further information and evidence from you to make a decision.

**What evidence will I need to supply with my medical form?**

- To ensure that we have enough information available to us, where possible, you should provide the following;
  - **GP records**
  - **Summary Care Record**

- Occupational Therapist Report
  - Care Plan, Prescription
  - Consultant's Letters
  - Discharge Summary
  - Referral Letters
  - Appointment Letters
  - Diagnoses
  - Reports and Results
  - Social Worker's details.
- If you require further information on how to access your health records, please follow the link: [How to access your health records - NHS \(www.nhs.uk\)](http://www.nhs.uk)

**I have a medical condition, but the Council has not awarded me any points, why is this?**

- When the Council assesses the information that you provide, we base our decision on the impact the property and/or living situation.
- If your living situation has no impact on your medical or health conditions, then our team are unable to award you points.
- For example: An applicant lives in a 1 bedroom bungalow, but has mobility difficulties with stairs. The property is level access, with no steps into the property. The team cannot award medical points in this scenario as the applicant has suitable accommodation for their needs, despite having mobility difficulties.

**I believe that my household requires an extra bedroom due to a medical need, can the Council help?**

- We accept that in certain cases, due to a medical need someone may require an additional bedroom.
- In such cases we will ask that you provide an Occupational Therapists report which outlines the reasons and recommendations required in such cases.
- Once we have received this we will be able to make an informed decision.
- In cases where there is a need for an additional bedroom for a carer, we will require supporting documentation that includes a support package and care plan detailing this need.

**How do I obtain an Occupational Therapists Assessment?**

To request one, phone 0300 123 4042 or go to the Hertfordshire County Council website and fill in the self-referral form ([Adult care – how to get care and support from us | Hertfordshire County Council](#)).

**Section 11: Village Connection**

When shortlisting for village properties, applicants must meet the Local Connection to the borough. To be considered for an additional village connection, applicants must meet one of the below criteria:

**My family live in a village – do I get a local connection to that village?**

- If you have at any point in your life lived within that village for five years or
- Your immediate family currently live within that village for the past ten years or
- Currently in permanent employment within the village boundary, consisting of 16 hours a week or more, and which has been continuous for the last 24 months.

**What villages are there in the Dacorum**

- Aldbury, Bovingdon, Chipperfield, Flaunden, Flamsted, Great Gaddesden, Gaddesden Row, Kings Langley, Little Gaddesden, Long Marston, Markyate, Northchurch, Potten End, Wilstone and Wigginton

**Do I get priority to a village property, even if I have lower points?**

- Yes – local connection to a village will be given priority even if your points are lower than the highest bidder on a shortlist.

**Section 12: Homeless Applicants**

If you are a homeless applicant with the Council and require further information in relation to the below, please contact your homelessness prevention officer. You can email [homelessnessprevention@dacorum.gov.uk](mailto:homelessnessprevention@dacorum.gov.uk) or call 01442 228000 and ask for 'Homeless Prevention'.

**I am a homeless applicant can I bid?**

- Yes - if you have not yet had a homeless decision you are able to bid for accommodation.
- However, once you receive your homelessness decision, you may not be able to bid depending on the outcome.

**I have received a Main Duty Decision from the Council, why can't I bid?**

- If you have received a Main Duty decision from the Council, you will be placed onto the Council's direct offer list.

**I have had my homelessness prevented or relieved, why can I not bid?**

- If you have had your housing situation either prevented or relieved to suitable accommodation that is available to you for at least six months, in most cases it is likely that you are not considered to have a housing need, and therefore are not entitled to be active on the housing register.
- This may not apply in cases where you reside at a Hostel, Supported Accommodation such as a Younger Persons hostel or Move-on accommodation.

**I am homeless, and have a support need and require assistance can you help?**

- Yes, if you have a support need and find that you are homeless, please speak to homelessness prevention officer or a housing needs officer on obtaining a referral for additional support and assistance.

If you are homeless or at risk of becoming homeless, please contact the Homeless Team as soon as possible by completing a [Triage Assessment](#). Please login/register and then complete a Homelessness Application - Triage Assessment, or call 01442 228000 and ask for 'Homeless Prevention'.

To get an idea of your next steps based upon your personal circumstances, please use the [self-service tool](#).

**Section 13: Common questions in relation to points**

Below you will find some common questions in relation to points on the Housing Register. If you would like to view the full details of how we allocate points, please refer to our Housing Allocations Policy, Appendix 1 for detailed information. If you are unsure about your points, and require clarification, please check any correspondence sent to you, or contact the Housing Needs Team directly.

**Why are my points lower than on my previous application?**

- The Council's Allocations Policy has been changed as of July 2022. This changed the number of points for all applicants.

### **How many points do I need to obtain a property?**

- It is not possible to inform applicants what levels of points are necessary to obtain properties as this depends on what properties are available and which applicants chose to apply for them.

### **I have not been given the right amount of points, how can they be changed?**

- If you believe that you have the incorrect points, please log into your account and update your application form.
- Your points may be updated based on the information you have given us.
- Please use the supporting information boxes to update the information where possible.

### **My home is overcrowded, am I eligible for more points?**

- Yes, you may be entitled to overcrowding points providing all household members have been part of the household for the past 12 months to qualify for overcrowding points

### **My third bedroom is very small, does this count as lacking a bedroom?**

- You can check the size against the government's [bedrooms standards](#)

### **Do I get points for downsizing?**

- 30 points per bedroom if applicant wants to downsize to a general needs property
- 50 points per bedroom if applicant wants to downsize to a Supported Housing property

### **Do I get extra points if there isn't a lift in my block?**

- These points can only be awarded when another housing need is established.
- Applicants will not be made active just on these points.

## **Section 14: Eligibility for the Housing Register**

Below are some frequent questions received in relation to eligibility for the Housing Register. For information on who can apply to the Housing Register, please go to our [Who Can Apply](#) page.

### **How old do I have to be to register?**

- You have to be 18 years old to register

### **What is local connection and what is Dacorum Borough Councils criteria?**

- A local connection is where you or your immediate relatives have lived in an area for a defined period of time, connecting you to that area, or are in permanent employment for a period of time in that area. Each Council have a different criteria which is laid out in their Allocation Policy. Dacorum Boroughs Council criteria is:
  - A 10 year residency within the borough at some point in their lifetime;
  - Family connection where an immediate family member (parents, children, siblings) has continuously been a resident within the borough for 10 years immediately preceding the date of application;
  - Currently in permanent employment within the borough boundary, consisting of 16 hours a week or more, and which has been continuous for the last 24 months

### **My application has been rejected, why?**

- Your application will be rejected if we do not believe you meet the eligibility criteria or you are considered to be adequately housed.

### **How much can I have in savings?**

- To be eligible to apply you must have £16,000 or less in savings which includes all types of accounts, bank accounts, building society accounts, savings accounts, ISAs etc.

**Is there a financial criteria to join the register?**

- You will not qualify if you have the financial means to meet your own housing need. We define this as you and/or your partner having in excess of:
  - 1 Bedroom/studio Property £40,000
  - 2 Bedroom Property £50,000
  - 3 Bedroom Property £60,000
  - 4 Bedroom Property £60,000

**Can I move with rent arrears?**

- You will not qualify to move unless six months of agreed regular repayments have been made to any property related arrear, including Council Tax.

**I have just moved to the area am I eligible?**

- If you meet our local connection criteria below you are eligible to apply.

**I have just come out of prison am I eligible?**

- Yes - If you meet our local connection criteria

**I have just come from the armed forces am I eligible?**

- Yes. Local connection is not required for members of the armed forces where the application is made within 5 years of discharge (includes bereaved spouses and civil partners leaving service family accommodation following the death of their partner.

Members of the armed forces who qualify to our housing register will receive additional points if:

- You are serving in the regular forces and are suffering from a serious injury, illness or disability which is attributable to their service;
- You formally served in the regular forces;
- You have recently ceased, or will cease to be entitled to reside in the accommodation provided by the Ministry of Defence following the death of your spouse or civil partner who served in the regular forces and whose death was attributable to that service; or
- You are serving or have served in the reserve forces and are suffering from a serious injury, illness or disability which is attributable to their service.

**I work full time can I register?**

- Yes, providing that you do not have in excess of £16,000 in savings and your gross household income does not exceed:
  - 1 Bedroom/studio Property £44,000
  - 2 Bedroom Property £55,000
  - 3 Bedroom Property £66,000
  - 4 Bedroom Property £66,000

**I am unemployed can I register?**

- Yes

**I am a care leaver, can I register to bid?**

- Yes. However it is often the case that your leaving care support will already be in contact with the Council prior to an allocation of accommodation.
- Evidence will be provided to demonstrate that you are ready to live independently and that support will be in place for you if required.

**I am pregnant can I register to bid on a 2 bed?**

- A baby will not be considered part of the household until they are born, however with some Registered Providers you can apply for a 2 bed with evidence of a Matb1 form.

**My children are over 18 can they still live with me?**

- Yes if they are permanent household members they can continue to live with you.

**I only have my child at the weekends, am I eligible to register for a 2 bed?**

- No. A child is not part of the household if:
  - The applicant has staying contact with the child for less than 50% of the time
- In the case of equal contact time, the property would need to be considered the child's main or principal home.

**My child has just moved in with me, are we eligible to move to a bigger property?**

- If you hold responsibility for residency of a child through a court decision, the child is immediately considered part of the household.
- Residency arrangements agreed by parents require the applicant to provide supporting evidence of the arrangement, including evidence that the child has been living as part of their household for a minimum of 6 months and any documents required by Housing Benefit to support this claim.

**I have now turned 60 can I bid on supported housing?**

- Yes, once you turn 60, supported housing properties will be available to you.

**Can I apply for Supported Housing if I am only 59?**

- Supported Housing is normally advertised for 60+. On some occasions, the age requirement is lowered to 55, and 50, if so you will be able to bid on these properties.

**Can I apply for flexi care for a relative?**

- You will need to apply via Herts County Council or through your social worker.

**If you still have questions and would like to ask the team, please contact us by emailing [housingneeds.mailbox@dacorum.gov.uk](mailto:housingneeds.mailbox@dacorum.gov.uk)**