

How you can contact us

Please write to us at:

Broadacres Housing Association
Freepost RRBZ-TATA-BYHL
Broadacres House
Mount View
Standard Way
Northallerton DL6 2YD

(You do not need a stamp.)

Freephone: 0800 587 5291 (24-hour service)

E-mail: info@broadacres.org.uk

Website: www.broadacres.org.uk

Call in at your local office

Broadacres House, Mount View, Standard Way
Northallerton DL6 2YD

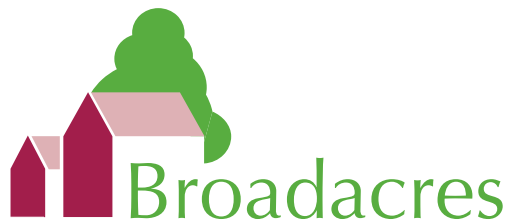
Monday to Thursday - 8.45am to 5.15pm
Friday - 8.45am to 4.45pm

The Old Surgery, Picks Lane, Thirsk YO7 1PS
Monday to Friday - 9.30am to 12.30pm

Woodville, 25 College Square, Stokesley TS9 5DN
Monday to Friday - 9.30am to 12.30pm

32a St Monica's Garth, Easingwold YO6 3GZ
Tuesday and Friday - 10am to 12 noon

**If you ask, we can supply this document in large print,
in Braille, on audio tape or CD, in picture format and
in languages other than English.**



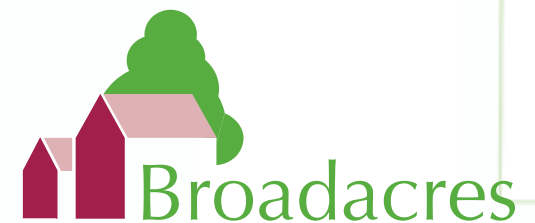
Broadacres Housing Association Limited
is an exempt charity.



CUSTOMER SERVICE EXCELLENCE

April 2007

Can I apply for housing?



We at Broadacres own a range of properties in the following council areas:

- Hambleton
- Harrogate
- Richmondshire
- Scarborough
- Selby
- East Riding of Yorkshire

We also own an extra-care scheme in Darlington for people with physical disabilities.

We hold our own waiting list for properties in Hambleton and Darlington. In all other areas, we let our properties to people who are on the local council's waiting list. If you are interested in our properties in these areas, you should apply to go on the council's waiting list. The council may then put your name forward for one of our properties if you meet the conditions for joining our waiting list. These conditions are listed below.

Broadacres has charitable status. This means that you must meet the following conditions before you can join our housing waiting list for properties in Hambleton or Darlington, or be offered one of our homes in other areas.

- a You are aged 60 or over and you particularly want sheltered or ground-floor accommodation.
- b You need specially designed or adapted accommodation because you have a mental or physical disability, and you cannot afford to buy or rent such a property.
- c You are aged 18 or over and you are having difficulty finding or staying in accommodation because of your financial circumstances. (In certain circumstances we will accept applications from 16- and 17-year-olds.)

This leaflet explains in more detail what condition **c** means and answers some common questions.

What do you mean by financial circumstances?

Each year, we review average house prices in the area and also private rents, and we decide what level of income and savings you will need to rent or buy accommodation. If your income and savings are below these levels, you can join our waiting list.

The current levels of savings and income are as follows.

Gross household income (income before deductions of tax and so on) must normally be below:

- **£32,600 a year**
(£626.92 a week) for a single person
- **£38,100 a year**
(£732.69 a week) for a couple with no dependent children
- **£49,000 a year**
(£942.30 a week) for a family with dependent children

Yorkshire Dales National Park

The following levels apply in this area.

- **£51,400 a year**
(£988.46 a week) for a single person
- **£60,000 a year**
(£1,153.84 a week) for a couple or a family

Savings must be below £20,000.

If you own a property, your total capital assets (how much you will have left after you have repaid your mortgage) must be below £50,000.

If your income or capital (or both) is above these limits, you may be eligible to join our list if rents and property prices are particularly high in the area where you want to live.

What do you mean by suitable accommodation?

Suitable accommodation will normally:

- be a minimum size (in other words, the number of bedrooms) appropriate for your circumstances;
- have a minimum level of facilities, such as a bath or shower;
- be appropriate for any particular needs (for example, because you or a member of your family have a medical condition);
- be available for at least seven months; and
- be affordable.

What if the property I live in is too big for me?

If this is the only reason why you want to move, you cannot join our waiting list. However, you may be able to join our list if:

- you cannot manage in your property, maybe because of a medical condition; or
- you can show us that you cannot afford to live in the property.

What if the property I live in needs a lot of repairs?

If you rent the property you must contact your landlord. If your landlord will not do the repairs, you should contact the Environmental Health Department of your local council. You will only be able to join our list if the Environmental Health Department confirms that the property is unsuitable for you to live in and it is unlikely that the repairs will be carried out.

If you own the property, you will have to show us that you cannot afford to carry out the repairs.

What if the property I live in is too far from my work?

We will allow you to join our list if you have a permanent job and you have to travel more than 25 miles each way to get to work. If your workplace is nearer, we will take into account any difficulties you may have in getting there, for example because of lack of public transport. You should tell us clearly about the problems that you have.

What if I need to move to be nearer to my family to give or receive care and support?

You may be able to join our list if you need long-term care and support from someone else. You should tell us exactly what support you need and who provides it. If there is a medical reason why you need to move, you should fill in the medical form as well as our application form. Our independent medical advisor will decide if there is a medical need for you to move.

If you need to look after and support someone else, you should fill in our application form. You should tell us exactly why you need to provide support, who you provide support to and why you have to move to do so.

What if I want to move because I have problems with my neighbours?

You will not normally be able to join our list if this is the only reason why you want to move. You should get help or advice from:

- the Environmental Health Department of your local council (if your neighbours are noisy);
- your local citizens advice bureau (for free advice);

- a solicitor (although you may have to pay for the advice); or
- your landlord, if you rent the property.

What if I cannot afford to stay in the property I live in?

You should check that you are receiving all the help you are entitled to, for example Housing Benefit and Council Tax Benefit. Your local citizens advice bureau can give you advice. If you still cannot afford your accommodation, you may be able to join our list.

What if I live with relatives or friends and would like a home of my own?

If you do not have a home of your own, you will be able to join our list. We give additional priority if you are 25 or over and living with your parents.

What if my relationship has broken down and I need to move out of my home?

You can join our list if you have to move because of a relationship breakdown.

What if I live in a flat and have children?

If you live in a ground-floor flat and the only reason you want to move is because you want a house, you cannot join our list. However, you would be able to join our list if your home is overcrowded. We would consider your home to be overcrowded if you (and your partner, if you have one) do not have a separate bedroom and that more than two children are sharing a bedroom. If the children are of different sexes, you

would be overcrowded if they do not have a separate bedroom by age eight or over. If you and your children live in a flat where all the accommodation is above the ground floor, you can join our list.

What if I am not 18 yet?

If you are 16 or 17 and need your own accommodation, you can contact us so that we can discuss the options available. If you are homeless you should also contact your local council.

Are there other reasons why I may not be able to join your waiting list?

We might not allow you to join our waiting list if:

- you have broken the terms of a current or previous tenancy (for example, by not paying rent or causing a nuisance);
- you have been evicted for mortgage arrears when you had the money to pay them;
- you have been convicted of a criminal act (for example, dealing in drugs) that may affect a future tenancy; or
- you have been violent to our staff, people acting on our behalf or other organisations that we work with.

If you think that you qualify to apply for housing, please ask for one of our housing application packs by:

- phoning our 24-hour customer service centre on 0800 587 5291; or
- calling in at one of our area offices (the addresses are on the next page).