



# Liverpool Mutual Homes Information Leaflet for Housing Applicants

## Contents

Section	Page No.
What is this leaflet?	2
Our commitment to you	2
<b>The application process</b>	
Who can apply?	2
Live abroad/outside the boundary?	2
How do I apply?	2
How do I know if my application has been successful?	3
Why would my application be unsuccessful?	3
What priority band will I be put in to?	3
Do I have to renew my application?	4
What if my circumstances change?	4
<b>Choice based lettings</b>	4 - 5
Are there any arrangements for people with mobility needs who do not have access to the internet?	5
What does bidding mean?	5
What can I bid for?	5 - 6
How do I make a Bid?	6
How long will I be waiting?	6
Who will receive offers?	7
Can I view the properties I have bid for?	8
What happens after I accept an offer?	8
LMH Tenancies	8
What if I refuse an offer?	8
<b>Complaints and appeals</b>	9
<b>Contact us</b>	9

## What is this leaflet?

This leaflet gives advice on how Liverpool Mutual Homes (LMH) can help you find a home. It gives you information and advice on how to make an application, what will happen once your application has been accepted, what band you are likely to be placed in and how you can bid for properties on the Choice Based Lettings Scheme property pool.

## Our commitment to you

Liverpool Mutual Homes wants to provide homes and services fairly to Liverpool's diverse community and we are committed to promoting equality of opportunity across all services. At the heart of our Equality and Diversity Strategy is a commitment to recognising, respecting, accepting and valuing differences between people and to help us monitor how well we are doing, it is important you complete the Equality Section of the housing application form.

A copy of this leaflet in other languages, large print and in Braille can be obtained upon request.

## The Application Process Who can apply?

Anyone aged 16 or over can apply to LMH. Applications are however, subject to satisfactory references and two acceptable forms of identification (ID) (eg. passport, driving licence, birth certificate) and two proofs of residency (Utility bill, bank statement, driving licence, medical card etc).

We will process applications from tenants of LMH, private landlords or people living with family/friends. Tenants of other Housing Associations (HAs) should contact their own landlord.

## Live outside the City boundary?

If you are living outside the Liverpool boundary you can apply to LMH, acceptance is however subject to a satisfactory reference from the relevant authority and confirmation that you have an appropriate housing need. Your application will be placed in the Low priority band. Requests from applicants who

would normally be awarded higher priority will only be considered in the most exceptional circumstances and this will also be subject to a satisfactory reference from the relevant authority.

## Living Abroad?

If you or members of your household currently live outside the UK your application will not be accepted and you will be required to submit an application when all household members are living in the UK. You may need to refer to our separate procedure for applicants who live outside the UK.

## How do I apply?

You can apply to LMH by completing an application form and there are a number of ways to do this:

- You can contact your local LMH housing office for an application pack (contact details for the offices are at the end of this leaflet).
- You can apply online at [www.propertypool.org.uk](http://www.propertypool.org.uk)
- You can apply to any of the other Housing Associations (HAs) participating in property pool (Refer to our 'Choice Based Lettings' section for a list of participating HAs).
- You can request an application pack at any one of Liverpool City Councils One Stop Shops.

You need to complete every section on the application form. If you need any extra help in completing your application form you can speak to staff over the telephone or at one of our local LMH housing offices.

In completing your application form please provide as much information as possible so that your needs can be assessed and you are placed in the correct priority band.

As part of your application you will be asked to provide proof of identification for each member on your application. You will be asked to provide 2 references.

Any information you give will be treated as confidential.

## How do I know if my application has been successful?

When we receive your application it will be processed, all necessary checks will be carried out and we will contact you to confirm the outcome of your application within 10 working days of receiving all of the necessary information. If your application is accepted you can then start to bid for properties on property pool.

If your application is unsuccessful we will write to you to tell you the reason/s why and what you can do if you want to appeal against our decision.

## Why would my application be unsuccessful?

There may be occasions when we are unable to accept applications. This would be the case if you, anyone in your household, or visitors to your home were responsible for any behaviour or actions that were serious enough for you to be considered unable to maintain the terms and conditions of a tenancy agreement.

Examples of such behaviour could include;

- If you, anyone in your household, or visitors to your home had been involved in anti-social behaviour this could result in your application being suspended.
- If you, anyone in your household, or visitors to your home have been convicted of certain offences including fire offences, drug offences or sexual offences.
- If you do not give correct information on your application form about yourself and/ or other member(s) on the application.
- If you have rent arrears with your current or previous landlord and have not made or maintained a satisfactory arrangement to reduce the debt.

If you have a particular vulnerability with your permission, we will try to get support of other agencies to help you sustain a tenancy.

If your application is suspended, we will write to you to tell you why and what you can do if you want to appeal against the decision. As a general rule, applicants will not be suspended for longer than two years but this does depend upon the behaviour during the period of suspension.

Any decision to suspend an application will only be taken after full investigation of the individual circumstances of each case.

If you would like more information on the suspension policy you can speak to a member of staff at the local LMH housing office or you can ask for a copy of the suspension procedure.

## What priority band will I be put in to?

The band you are placed in will depend on your personal circumstances. The information provided on your application form and any interviews or assessments on your housing circumstances will be taken in to account. In some circumstances we may need to come and visit you in your current home to assess your needs.

We operate a band and date order system. Your application will be placed in one of the following bands/sub-bands depending on your circumstances.

Band and Sub Bands		
Band	Sub Band	Description
Urgent Priority	Life at risk	Exceptional cases approved by the Director of Housing & Customer Services.
	Statutory Homeless	Only those accepted by the City Council
	Decant	All tenants / authorised sub tenants affected by clearance proposals.
High Priority	Health/Welfare (high)	Most urgent cases e.g. Domestic Violence, harassment, extreme health conditions.
	Overcrowded	All tenants and lodgers living in overcrowded conditions (see bedroom standard).
	Non priority homeless	Only those accepted by the City Council
	High Level of disrepair	Applicants living in unsanitary conditions
Medium Priority	Health/welfare (low)	Applicants who can manage the services within the property but may need to move for support e.g. elderly moving closer to relatives or into sheltered accommodation.
	Lodger	Living with family/friends not overcrowded
Low Priority	General	Those who are adequately housed but asking to move.

## Do I have to renew my application?

You need to renew your application every 12 months. We will write to you to remind you but if you do not renew your application, it will be cancelled and you will lose your original date of application if you decide to reapply in the future.

## What if my circumstances change?

If your circumstances change you must tell us as quickly as possible. This may affect the band you are placed in and therefore the priority you are given.

It is also important to contact us if there are any changes to personal details such as your name, address or phone number and these details will be amended accordingly. This can be done in person by

visiting any of the local LMH offices or by post.

All telephone numbers and addresses of the Head Office and area housing offices can be found in 'Contact Us' at the end of this leaflet.

## Choice Based Lettings

LMH is committed to building sustainable communities and together with the City Council and a number of Housing Associations LMH we operate a Choice Based Lettings (CBL) scheme which is known as propertypool. CBL gives you more choice and control over where you live.

LMH vacant properties are advertised on the propertypool website ([www.propertypool.org.uk](http://www.propertypool.org.uk)) along with properties from other local Housing Associations (HAs) and applicants can place bids for

the eligible properties advertised.

The majority of HA properties are let through propertypool and this system is shared by the following Housing Associations:



The number of properties advertised by each HA will vary. You can search and view the full range of available properties and once you are registered you can place bids on any properties you are eligible for. The band you have been placed in will affect which properties you can bid for.

## Are there any arrangements for people with mobility needs who do not have access to the internet?

We have arrangements to send out the weekly adverts to any applicant with a mobility difficulty. It is also possible to place bids over the phone by contacting your local housing office, or any of the participating landlords.

## What does bidding mean?

This is simply your opportunity to look at the information about the available properties and decide for yourself which properties you are interested in.

## What can I bid for?

Eligibility to bid for properties is based on:

- The number of bedrooms you need (based on your application)
- The band/sub-band you are in
- The type of property identified for each band/sub-band in the weekly adverts.

The eligibility rules for each participating landlord can vary. However, the rules for LMH properties are as follows:

General Purpose Bungalows – At least one member of the household must be either 60 or older, or, have a medical/mobility difficulty.

Houses – Not usually allocated to single people unless they are already tenants of a house and are being re-housed as part of a decanting programme.

General Purpose Flats/Maisonettes – Anyone is eligible for this type of accommodation but flats above 2nd floor are not offered to:

- Households with children aged 16 or under
- Households that include an expectant mother

Sheltered Accommodation - this is accommodation specially designed for the needs of older people. The majority of suitable applicants will be identified by ACCESS Liverpool. If you are interested in applying for sheltered accommodation contact our Sheltered Housing Team in the Head Office (see 'Contact Us' at the end of this leaflet) or ACCESS Liverpool on 0151 233 2150.

## How do I make a bid?

Bids can be made in the following ways:

- By logging on to [www.propertypool.org.uk](http://www.propertypool.org.uk)
- By visiting any of the local LMH offices
- By visiting any of the City Council One Stop Shops
- By telephoning your local LMH housing office (see 'Contact Us' at the end of this leaflet)
- By visiting an office of any Housing Association participating in propertypool.

Properties are advertised each week on a Tuesday

and you have until midnight the following Sunday to register your bid/s. You can bid for up to three properties each week.

In order to log in to propertypool you will simply need to enter your National Insurance Number and Surname.

You can then search for a property using a range of criteria and place bids if eligible. When you place a bid, you will be advised of your position in the queue at that point in time. This position could change throughout the bidding cycle as more people place/remove bids, but it does give you an idea of how many people have more priority who have also placed bids for the property. You can also withdraw a bid at any time during the weekly bidding cycle.

It is important you only place bids for properties that you are genuinely interested in and this will help to ensure that you are re-housed in the area of your choice.

## How long will I be waiting?

The number of properties advertised to each band is decided by the targets we have been set by Liverpool City Council as part of our nomination arrangements.

There are currently 14,500 applicants registered on propertypool. The table below sets out our current targets and gives an indication of the number of properties likely to be made available by LMH to each band every year:

Band	Sub-Band	Target (%)	Estimated Lettings
<b>Urgent Priority (30%)</b>	Life at risk	1%	11
	Statutory Homeless	15%	173
	Decant	14%	163
<b>High Priority (45%)</b>	Health/Welfare (high)	18%	209
	Overcrowded	19%	220
	Non priority homeless	6%	70
	High Level of disrepair	2%	22
<b>Medium Priority (22%)</b>	Health/welfare (low)	16%	185
	Lodger	6%	71
<b>Low Priority (3%)</b>	General	3%	35
<b>Total</b>		100%	1159

This information, combined with the following will affect how long you can expect to wait for an offer from LMH.

- The level of demand from people in a higher priority band or with an earlier date of application.
- Availability of property by size/type
- Area the property is in

## Who will receive offers?

Offers will be made to applicants with the highest priority within each band (see below), subject to satisfactory references.

The outcomes of properties advertised are published on the 'outcomes' section of the property pool website as soon as a tenancy date is arranged.

You will be eligible for either one or up to a maximum of three offers of property depending on your individual circumstances and the priority group you are in.

Band	Sub Band	No of Offers	How Priority is decided
Urgent	Life at Risk	1	Date accepted Life at Risk
	Statutory Homeless	1	Date accepted as Homeless
	Decant	3	Order of priority within Decant scheme and either tenancy date, date of owner occupation or date accepted as sub-tenant.
High	Health/Welfare	1	Date accepted as high-health
	Overcrowded	1	Bedroom shortfall and then date accepted as being overcrowded
	Non-Priority Homeless	1	Date accepted as Non-Priority Homeless
	High Level of Disrepair	1	Date accepted as Disrepair
Medium	Medium Health/Welfare	3	Date application accepted as health/welfare or living with family friends
	Living with family/friends	3	
Low	No housing need	3	Date of application

## Can I view the properties I have bid for?

Applicants with the highest priority will be asked to view the property before making a final decision.

## What happens after I accept an offer?

Once you have accepted an offer you will be invited to attend a pre tenancy meeting to make sure you have the necessary financial arrangements in place. Arrangements will then be made for you to sign the tenancy agreement and you will be advised when you can move in.

## LMH Tenancies

LMH have the following tenancies:

Assured Shorthold Tenancy Agreement (Starter Tenancy) – For all new tenants who have not previously maintained a tenancy with:

- LMH
- Local Authority, other Housing Association
- Her Majesty's Armed Forces

Upon the satisfactory completion of a 12 month probationary period you will be offered an assured tenancy if you have met the following conditions:

- Prompt rent payments
- No nuisance behaviour/ ASB issues
- No breaches of the tenancy conditions

If you fail to meet these conditions we may begin proceedings for possession of the property.

Assured Tenancy Agreement – This tenancy is granted to people who have moved from another housing association to LMH, or who have moved as a result of an internal transfer and for introductory tenants upon successful completion of the 12 month probationary period.

Assured Tenancy Agreement with Protected Rights – This tenancy is only for people who were Liverpool City Council tenants at the time of the stock transfer to LMH. They have the same tenancy conditions they had when they originally signed their Council tenancy agreement.

## What if I refuse an offer?

If you refuse an offer you must give your reason for refusing. The information you provide will help us to provide you with better offers, if you are entitled to more than one offer.

If the reason you give is not considered to be reasonable you may be moved to a lower priority band and/or lose your date of application. You should therefore think very carefully before refusing an offer.

The decision about whether a refusal is considered unreasonable rests with the Allocations Manager.

## Furnished tenancies

LMH understand that moving home can be expensive and we can provide a furnished tenancy package.

The scheme provides affordable furniture packages to new tenants who are not in a position to obtain essential furniture items.

The furniture provided includes settees, armchairs, dining table and chairs, beds, wardrobes, chests of drawers, cookers and fridges. The level of furniture items provided is based on the number of people living in the property.

If you are interested in receiving a furniture package, please ask for further information when you accept the offer.

## Complaints and Appeals

If you disagree with any of the decisions made by LMH or are dissatisfied by the standard of service received you have the right to complain.

Complaints can be made in the following ways:

- To the manager of the office where you received the service.
- In writing to Head Office (see 'Contact Us' at the end of this leaflet)

Your complaint will be investigated and you will receive a written explanation within 10 working days in accordance with our Complaints policy (see separate procedure).

## Contact Us

All offices are open Monday to Friday, 9.00am to 5.00pm. Please note, on Wednesday all offices are closed from 9.00am to 10.30am for staff training.



**North West** 3 Mark Street, L5 0RF

**North** 3 Falklands Approach,  
Off Parthenon Drive, L11 5BS

**East** Unit One, Montrose Business Park,  
Edge Lane, L7 9PX

**West** 172 Park Road, L8 6SJ

**South** 4 Smithdown Place, L15 9EH

**Head Office** Commutation Plaza,  
1 Commutation Row, L3 8QF

Information leaflet for housing applicants - Translation, braille, audio tape and large print available on request. Call us on 0800 678 1894

Información para solicitantes de vivienda - Traducción, Braille, cinta de audio y letras más grandes disponibles a solicitud. Llámenos al 0800 678 1894. (Spanish)

Warbixinta loogu talagalay Dadka Guri dalbanaya - Turjumaad, farta braille ee dadka indhaha la', cajalad dhegeysi ah iyo far waaweyn ayaa la heli karaa marka la codsado Naga soo wac lambarka 0800 678 1894. (Somali)

Информация для подающих заявление на предоставление жилья - По вашей просьбе информация может быть предоставлена на другом языке, шрифтом Брайля, в аудиозаписи или большим шрифтом. Звоните нам по телефону 0800 678 1894. (Russian)

مقرر ىلع انب لصتا بلطلا دن ع قرفاوتتم قريبك تاعوبطمو توضع طئارشو ليارب ققيرطو تامجرت دجوت - نكسلا يبل اطل تامول عم 0800 678 1894. (Arabic)

ليرب فورج اي همجرت تروص هب تاعالطا نيا تفاي رد يارب دين او تيم ديش اب ليام هچنانچ - نكسم نايضا قتم يارب يتاعالطا (ديهدتس او خرد گر زب فورج اب پاچ اي و يتوص راون يور رب طبض اي (نايان يبان صوصم) 0800 678 1894. (Farsi)

单一平等计划 如需翻译、盲文、录音磁带和大字版本  
，请随时索取 请拨打 0800 678 1894 与我们联系 (Chinese)

 0300 123 2300

 0800 678 1894

 LMH CONNECT

Head Office Commutation Plaza, 1 Commutation Row, L3 8QF



info@liverpoolmh.co.uk www.liverpoolmutualhomes.org