

You can contact our Customer Contact Centre on **0300 123 9966** with questions relating to the information within this leaflet or to request a copy of our policies and procedures.

If you have any suggestions or ideas on how this leaflet could be made more useful, please send an email to the Service Improvement & Policy Team's Solutionsbox:
solutionsbox@onehousinggroup.co.uk

or write to:

Solutionsbox
c/o Service Improvement Team
Freepost LON4191
London NW1 0YT

This document is also available in other languages, large print, Braille and audio format by calling 0300 123 9966.

এই তথ্য অন্যান্য ভাষায়, বড় অক্ষরে, ব্রেইলে (অক্ষলিপিতে) এবং ক্যাসেটে রেকর্ড করে পাওয়া যায়। এ ব্যাপারে দয়া করে **0300 123 9966** নাম্বারে ফোন করুন।

本文檔亦可提供其他語言、大字體、盲文及聲音格式的副本，請撥打**0300 123 9966**垂詢。

Wax kale oo la heli kara dhokumentigan oo ku qoran luqado kale, ama ku daabacan farta waawayn, farta loogu talagalay dadka aragga ka laxaadka la' ama iyadoo maqal ah iyadoo la soo wacayo 0300 123 9966.

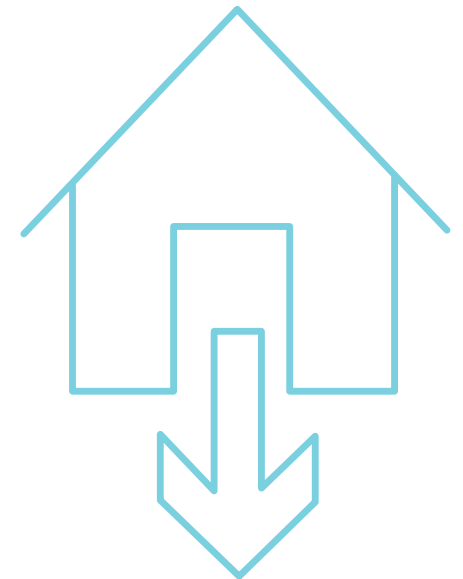
Tài liệu này cũng có thể nhận được bằng các thứ tiếng khác, in khổ lớn, chữ Braille và dạng âm thanh bằng cách gọi số điện thoại 0300 123 9966.

Homelessness

A Guide

This leaflet contains advice for non One Housing Group residents who are seeking accommodation due to homelessness or fear that they may be at risk of losing their home.

This document is available in other languages, larger text, Braille and on audio cd or cassette on request.



The Housing Register

Unfortunately One Housing Group does not hold a property waiting list and therefore cannot accept self referrals or direct applications for housing. If you are homeless or believe that you are at risk of losing your home, you need to apply to be placed on the housing register in the council borough where you are presently living.

All councils provide housing themselves and can also refer people for housing to housing associations like ours. Most housing associations do not keep their own list of people in need of housing they instead take all of their new tenants from the local council.

To find out if you are eligible to apply for council or housing association accommodation the first step is to apply to be on the housing register - sometimes called the **waiting list**. Every council has to have one, along with published details of how they will decide who will have priority for housing.

Housing Register Applications

Please contact or visit your local council's housing offices for further advice or ask them to provide you with a housing application form. Once your application has been reviewed, you will be contacted by your council and advised if you are eligible to be placed on their housing register.

Choice Based Lettings

If you are accepted on to the housing register, you will be allocated points based on your current housing situation and vulnerability. If you are allocated enough points by the council, you will be issued with a PIN number and allowed to bid for properties under the choice based letting scheme. This means that the highest pointed nominee will be offered the property, usually as part of a short list, and will be expected to make a decision at the time of viewing. Upon refusal the next nominee in the short list will be offered the property. Applications for properties must be made through the relevant local authority or London Borough Choice Based Letting website.

For further information on the Housing Register or the Choice Based Lettings Scheme, please contact your local council's housing office.