



Harvest Response

Telephone: LoCall 0845 345 0272 - Minicom 0845 345 7484

Opening times: Monday to Friday, 8am-8pm

All calls are charged at a local rate. Incoming and outgoing telephone calls are recorded for training, security and monitoring purposes.

Email: response@harvesthousing.org.uk

Harvest Response, PO Box 593, Preston PR2 2WU

Group Members

HARVEST HOUSING GROUP

Harvest is a group of housing associations and companies which provide over 18,000 affordable, quality homes across the North West and beyond. The unique way of working delivers Group-wide resources at a truly local level, whether this is to our own homes, to other businesses or our partners.

HARVEST

Parent body and service provider – strategic direction, corporate services, finance, business and service development, property and Harvest Response, our shared service centre.

DERWENT & SOLWAY HOUSING ASSOCIATION

Delivering housing and neighbourhood services in Cumbria.

EAVES BROOK

Delivering housing, neighbourhood and housing market renewal services in Lancashire.

FRONTIS

Delivering market rent, key worker, affordable and other new housing products across the country. Responsible for the housing and neighbourhood services in Warrington.

MANCHESTER & DISTRICT HOUSING ASSOCIATION

Delivering housing and neighbourhood services in Manchester, Cheshire and High Peak.

MOORLANDS

Delivering housing and neighbourhood services in Leek, Cheadle and Biddulph.

OUTLOOK HOMES

Outlook Homes is a specialist property company with a commercial focus. Outlook provides land and property acquisitions and sales, marketing and management services to the house building industry and Registered Social Landlords.

PARTINGTON HOUSING ASSOCIATION

Delivering housing and neighbourhood services in Partington.



M&D and D&S are charitable organisations.

The registered office for all Group members is:

Apex House, 266 Moseley Road, Levenshulme, Manchester, M19 2LH.

Telephone: 0161 248 2300

Fax: 0161 248 2401

email: info@harvesthousing.org.uk

website: www.harvesthousing.org.uk



How we allocate our homes



This leaflet explains the allocations policy for Manchester & District Housing Association and Frontis.

Turning homes and neighbourhoods
into places where people
want to live and choose to stay

This leaflet explains how we let our homes and the processes we follow.

If you would like the help of an interpreter to understand this document, or to talk to us, please contact your local Neighbourhood Office or Harvest Response on LoCall 0845 345 0272 or Minicom 0845 345 7484.

This leaflet is also available in other formats such as Braille, large print or audio (CD or tape).

Harvest Response 0845 345 0272

Arabic

تتعلق هذه الكراسة بحماية البيانات. إنها تشرح قانون حماية البيانات، وما هي الحقوق المتوفرة لك بشأن المعلومات التي نحفظ بها عنك وكيف نتقوّم باستخدام بياناتك.

إن كنت بحاجة إلى مساعدة مترجم لتتمكن من فهم هذه الكراسة، أو للتحدث معنا، يرجى الاتصال بالمكتب المحلي لـ 'تايبرهرد' - Neighbourhood أو مكتب 'هارفست ريسپونس' - Harvest Response على الرقم بالتعريفية المنخفضة الاتي: 0845 345 0272 أو الـ مينيكوم رقم 0845 345 7484.

تتوفر هذه الكراسة أيضاً بصيغ أخرى، مثل طريقة برايل للمكفوفين أو بالحروف الطباعية الكبيرة أو بالصوت (شريط كاسيت أو قرص مدمج).

Bengali

গোপনীয় ডাটাজন, সংরক্ষণ, পরিচালনা অন্তর্ভুক্ত। "হোমবুই" (HomeBuy) এবং বাড়িপত্রভাষা জাভা নেওগা-সহ যখন কোন বাড়ী-ঘর কিনবেন অথবা ভাড়া নিবেন তখন সেসব অপনগ। সুবিধা পাওয়া যায় সেই সময় বাপারে এই প্রচারপত্র মুদ্রণের বাসনা রয়েছে। এই ডকুমেন্টে (খরিশ) বোঝার জন্য অথবা আমাদের সঙ্গে কথাবার্তা করার জন্য আপনি যদি কোন মোড়ায়ের সহায়তা চান তাহলে অর্ডার করে লোকাল নেইবারহুড অফিস অথবা হারভেস্ট রেসপন্স লোCall 0845 345 0272 নম্বর কোন অথবা 0845 345 7484 নম্বর মিনি কম কোন যোগাযোগ করুন।

সুইচন, বড়ো ছাপা অক্ষর অথবা অডিও CD অথবা টেপ-সহ এই প্রচারপত্র অন্যান্য আকারে পাওয়া যায়।

Cantonese

本資訊單介紹資訊保護方面的內容。它解釋了《資訊保護法》的規定，告知你對我們掌控的有關你的資訊應當享有哪此權利，以及我們將如何使用這些資訊。

若你希望有翻譯的幫助來閱讀本資料或與我們交談，敬請聯絡當地的“鄰裡辦事處”或“Harvest 住房協會查詢處”。電話號碼是：0845 345 0272 或內部總機0845 345 7484 (均為本地電話費率)。

本文件亦有盲文或大字號印刷版本，其內容已錄製成CD盤或錄音帶。

Gujarati

આ પત્રિકા ડેટા પ્રોટેક્શન (Data Protection) વિષે છે. તે ડેટા પ્રોટેક્શન એક્ટનો, અને અમારી ધરતે રહેલ તમારી માલિકી વિષે તમારા અધિકારો અને અમે તમારા ડેટા કે માલિકીનો કેવી રીતે ઉપયોગ કરીશું તેની ખુલાસા કરે છે.

જો તમને આ કસ્ટમર સર્વિસમાં અથવા અમારી સાથે થયેલ કસ્ટમર સર્વિસમાં કોઈપણ સમસ્યા અંગેની સહાયતાની જોડી, કૃપા કરી તમારી સ્થાનિક નેઇબરહુડ ઓફિસનો સંપર્ક કરો અથવા હાર્વેસ્ટ રિસ્પોન્સનો (Harvest Response) લોકાલ (LoCall) 0845 345 0272 ઉપર અથવા મિનિકોમ 0845 345 7484.

આ પત્રિકા બ્રેઇલ રચનાઓમાં કેવીકે અંદરવિધિ (પ્રિન્ટલ), મોટા છાપેલા અક્ષરોમાં અથવા ઓડિઓમાં (CD અથવા ટેપ) પણ મળી રહે છે.

Hindi

इस पत्रिका में बताया गया है कि यदि आप यू-के में मकान खरीदना या किराये पर लेना चाहते हैं तो आपके लिये किन्ती तरह के विकल्प उपलब्ध हैं। इनमें सोजल-हाउसिंग यानी हाउसिंग एसोसिएशन के मकान, मित्र प्रकार की मॉनेटरी, ग्रैंड-ओनशिप (साझेदारी के मकान) 'होम-वाय' और प्राइवेट किरायेदारी जैसे विकल्प भी शामिल हैं।

इस दस्तावेज़ को समझने, या हमसे बात करने के लिये यदि आपको अनुवादक (इंटरप्रेटर) की सहायता चाहिये तो कृपया अपने स्थानीय नैबहुड ऑफिस या हार्वेस्ट रिसॉन्स से लो-कॉल नंबर 0845 345 0272 या मिनिकॉम नंबर 0845 345 7484 पर संपर्क करें। यह पत्रिका अन्य रूपों में भी उपलब्ध है, जैसे ब्रेल, बड़े अक्षरों की छपाई या सुनने वाली टेप या सीडी पर।

Somali

Buugyarahaan wuxuu ku saabsan yahay ilaalinta macluumaadka. Wuxuu kuu sharxayaa Xeerka Ilaalinta Macluumaadka, xuquuqiyadaada ku saabsan wararka aan kaa hayno iyo sida aan u isticmaali doonno macluumaadkaaga.

Haddii aad jeceshahay inuu turjimaan kugu caawiyo sida aad u fahamto dokumentigaan, ama annaga nala hadasho, fadlan la xiriir xaiska Jiiraanka xaafaddaada ama Harvest Response lambarka deegaanka 0845 345 0272 ama Minicom 0845 345 7484.

Buugyarahaan waxaa xitaa lagu heli karaa habab kale sida farta indhoolaha Braille, daabacad far waa-wayn ama dhegaysi (CD ama cajal).

Urdu

ذاتی کوائف کا تحفظ (ڈیٹا پریکٹیشن) یہ کتابچہ اس بات سے کہ آپ کے ذاتی کوائف کس طرح محفوظ رکھے جاتے ہیں۔ اس کتابچے میں 'ڈیٹا پریکٹیشن' ایکٹ کے بارے میں وضاحت کی گئی ہے، اور یہ بتایا گیا ہے کہ آپ کے بارے میں جو معلومات ہمارے پاس ہیں ان سے متعلق آپ کے کیا حقوق ہیں اور اس معلومات کو ہم کس طرح استعمال کر سکتے ہیں۔

اس دستاویز کو سمجھنے یا ہم سے بات کرنے کے لیے اگر آپ کو ترجمان (انٹریپر) کی ضرورت ہو تو ہمارے مہربانی اپنے مقامی 'سے ٹرپل' آفس یا 'ہارویسٹ ریسپانس' سے لوکال 0272 345 0845 یا مینیکوم 7484 345 0845 پر رابطہ کریں۔

یہ کتابچہ دیگر شکلوں میں بھی دستیاب ہے، جیسے بڑے، بڑے حروف کی چھاپی، یا سننے والی ٹیپ یا سی ڈی پر۔

Your choices

We offer a range of homes, including:

- houses with one to six bedrooms
- one-and two-bedroom bungalows and flats
- homes with adaptations for disabled people or support from resident and mobile wardens, or both.

You can find out more about the types of homes we offer on the area information sheets in your application pack.

You can apply for any type of housing in any area. If you are already a Harvest tenant, you can apply for a transfer to a different home. However, where there is high demand for our homes we will give priority to people the home is most suitable for; for example, three-bedroom houses for families with children. We want to maintain balanced communities and encourage people from all backgrounds to apply to us.

Interested in other housing options?

If you are interested in applying to other housing associations, or considering other types of housing, you can find details in our leaflet 'Your housing options', available from your local Neighbourhood Offices or by calling Harvest Response on LoCall 0845 345 0272.

How we allocate homes

You can get a home with us in three different ways, depending on where you live and where you want to live. The three ways are:

- choice-based lettings
- local council nominations
- joining our waiting lists.

We explain each of these in turn in this leaflet.

Please contact Harvest Response on LoCall 0845 345 0272 if:

- you want to find out more about how we allocate properties in various neighbourhoods, or
- you want to ask about how to apply.



Choice-based lettings

In some areas we run a choice-based lettings system. This gives you more control and a wider choice of area. Choice-based lettings work by allowing you to 'bid' with other eligible customers for available properties. However, we still allocate properties in line with housing need and time spent on the waiting list.

How you use choice-based lettings

Each choice-based lettings scheme has its own method of applying. But for general advice, simply ring Harvest Response on LoCall 0845 345 0272 or visit your local Neighbourhood Office. We are involved in the following choice-based lettings schemes in the Manchester and District areas:

Eaves Brook	www.eavesbrookhomes.co.uk
Preston and South Ribble	www.selectmove.co.uk
Stockport	http://homechoice.stockporthomes.org
Bolton	www.homesforyou.org.uk
Manchester	www.manchesterhomefinder.org
Tameside	www.Homes4Rent.co.uk
Trafford	www.trafford.gov.uk/choicehomes

Local council nominations

We have nomination agreements with the local councils in whose areas we work. This usually means we must give half our lettings to people put forward by local councils from their waiting lists – known as 'nominees'.

Joining our waiting lists

In some areas we use a points system to decide your position on a waiting list (details of the system are below). You first need to complete a housing application form. If you are eligible for housing, you will join our waiting lists until a suitable home becomes available.

Anyone over 18 can apply. In some situations, we may consider people between 16 and 18. This is mainly if they have a dependent child or if they are homeless and in priority need. We usually ask for a 'guarantor' – someone who will make sure they keep to the terms of their tenancy and pay their rent.

For advice on completing the application form, or if you have difficulty filling it in, contact Harvest Response on LoCall 0845 345 0272 or visit your local neighbourhood office. We'll be happy to help you.

Return the form to **Harvest Response, PO Box 593, Preston PR2 2WU**.

We'll acknowledge your application or transfer request within two working days. When we have all the details we need, we'll deal with your application within five working days. We'll either add you to our main waiting list and give you a reference number for when you contact us in future, or tell you in writing why you didn't qualify for your choice of area.

Please quote your reference number when you write to us or make an enquiry. We'll let you know whether we're considering your application or whether we have placed it on the 'deferred' list. (The deferred list is for applications we cannot accept now but may consider later – see page 10.)

How we deal with your application

1. We will assess your housing needs using the points system described below. To help us to do this properly, you must answer all the questions on the form, and give us all necessary supporting evidence. Otherwise, we may return the form to you and this will delay your application.
2. If your points score is low, we will write to tell you the total and say that we cannot help you at this time. You will normally get this letter within 10 working days.
3. If you have enough points for any of the areas or schemes you have chosen, we will write to tell you that we have added your name to the waiting list. This does not guarantee that we will re-house you since we do not know when vacancies will occur or, if they do, there may be people with more points in front of you on the list.
4. If we can offer you a property, a member of our neighbourhood team will make an appointment to interview you at one of our offices or schemes. We can arrange to interview you at your home if you can't attend our offices for any reason.
5. Every six months we will write to check whether you wish to remain on the waiting list. If you do not reply within 14 days, we will assume you have found other accommodation and remove your name from the list.
6. We always make offers of accommodation in writing, and will give you plenty of time to view the property and seek advice before you decide whether to accept it.
7. We keep a record of everyone who has applied to us. You have the right to see the information that we hold on you, except for any information given to us in confidence by a third party. Also, we keep statistics giving details of the number of people who apply to us, and how many we refuse, add to the waiting list or re-house. These statistics show factors such as household type, age, and ethnic origin, and you may ask to see them at our offices. All our data is kept in accordance with the Data Protection Act.

The points system

The points system we use to measure your housing need is based on 13 factors that we consider important. This is why we ask you to give full details of your circumstances on your application form.

1 Overcrowding

We consider that each of the following needs a bedroom:

- a) A couple living together
- b) A parent in a single-parent family
- c) Each adult over 18 years of age
- d) Each child aged 7 or over who would otherwise have to share a bedroom with a child of the opposite sex.

We think that no more than two people of any age should share a bedroom.

On this basis we give **20 points** for each bedroom you lack.

2 Present accommodation too large

If you have too many bedrooms (based on the same standards as for overcrowding) we award **10 points** for each extra bedroom.

3 Separated families

If a family has to live apart because they have no suitable accommodation, they get **25 points**.

4 Property type

You get **10 points** if you live in certain types of property: hostel, hospital, institution, B&B, caravan or other non-standard housing.

5 People living above ground floor

We give **20 points** to each elderly applicant (over 55 years) who lives on the first floor or above in a building without a lift.

We give **10 points** to each elderly applicant (over 55 years) who lives on the third floor or above in a building with a lift.

We give **10 points** for each child aged under 14 in a family who live above the ground floor.

6 Shared amenities

We give points if you lack certain amenities or if you have to share amenities with people who are not part of your immediate family.

	Without	Sharing
Bath or shower	20 points	10 points
Wash-hand basin	20 points	10 points
Inside toilet	20 points	10 points
Hot water supply	20 points	10 points
Kitchen	20 points	10 points
Living room	10 points	5 points

7 Property condition

Uninhabitable	25 points
In need of major repairs	15 points
In poor condition	5 points

8 Security of tenure

We will award points according to how urgently we think you need re-housing because of your current situation. We give **90 points** if you are homeless. We give **75 points** if you are about to become homeless. We give **55 points** or **30 points** according to the state of your current housing, when you must leave it and why.

9 Medical need

If we believe someone in your household is in poor health which is made worse by their accommodation and that re-housing would help them get better, we give **45 points**. Or, if their condition makes it impossible for them to use basic amenities without help, we give **75 points**.

10 Social need

We can give **15, 30** or **45 points** where the housing situation is creating stress which, over time, could harm your physical or mental health.

11 Where you live now

You get **25 points** if you need to be near relatives for support or closer to facilities such as a hospital or religious centre, or to take up an offer of work.

12 Time in need

You get **10 points** six months after you register on our waiting list. If you stay on the waiting list, you will get 10 points every six months if we do not offer you accommodation.

13 Alternative accommodation available

We take away **25 points** if we believe you have other possible accommodation available to you. Before deciding whether to take off points, we will consider things like your savings, whether you might get a mortgage and whether suitable accommodation is available.

If you would like a more detailed explanation of the points system, please contact Harvest Response on LoCall 0845 345 0272.

Priority to people who have to move out because of an improvement programme or major repairs

In areas where we buy old houses for improvement, we give priority to re-housing people already living in them so that we can do the work that is needed. We will also arrange temporary or permanent housing elsewhere (called decants) if we have to do major repairs to your home, or if you need emergency re-housing.

Sheltered housing

Our sheltered housing schemes offer a range of specially designed accommodation with extra support services, to enable older people to live independent and fulfilled lives.

To be eligible, you should be aged over 55 and need some of the support services available.

Our sheltered scheme managers offer a range of low-level support aimed at promoting independence and well-being. They do not provide any personal or social care services, but can help you apply for such services where necessary. For advice on applying for sheltered housing, please contact Harvest Response on LoCall 0845 345 0272 or visit your local Neighbourhood Office.

'Extra care' sheltered housing

We have four schemes that offer extra care services for older people who need more care and support. The main advantage of the extra care schemes is that as well as the normal support services provided by the Scheme Manager, there is an on-site care team.

These schemes are in Warrington, Preston, Leyland and Accrington. We are also setting up more extra care schemes in Cheshire and Stockport.

To be eligible, you must be aged over 55 and you must have a Community Care Assessment showing you need the care and support services available. For advice on applying for extra care sheltered housing, please contact Harvest Response on LoCall 0845 345 0272 or visit your local Neighbourhood Office.

Transfer applications

Our policy is to help existing tenants find housing that best suits their changed circumstances or needs. We will not normally agree to move you if you have broken your tenancy agreement, for example if you owe us rent arrears. For details, please contact Harvest Response on LoCall 0845 345 0272.

Local lettings policies

In certain areas we operate local lettings policies as well as the policy outlined in this booklet. This is where specific community groups have set extra criteria for people wishing to move into the neighbourhood. An example is the Burnslack Road neighbourhood in Ribbleton, where the residents ask potential new tenants to back up their application with extra information about their previous tenancy. For details of where we run local lettings policies, please contact Harvest Response on LoCall 0845 345 0272.

Going on the deferred list

A few people will not be considered immediately for a home. We will hold these applications on a deferred list until they qualify or their circumstances change. You will go on the deferred list if:

- you have voluntarily given up one of our tenancies in the last 12 months
- you have been a tenant with us for less than 12 months
- you are a tied tenant and do not need housing at present
- you ask us not to consider your application until a future date.

Change of circumstances

If your circumstances change, please let us know straight away as this could affect your application. If you do not tell us about your changes, this may delay your application. The kind of changes we need to know about include if:

- you have a baby
- someone comes to live with you
- someone dies or leaves home
- you become disabled or your health gets worse
- you move to another address.

Exclusions, reviews and appeals

We will exclude you from our lists if you have a history of antisocial behaviour, or have been physically or verbally abusive to members of staff. If we do this, we will tell you in writing. You have a right to appeal against the decision. If you wish to appeal, you should do so in writing and send it to Harvest Response within 28 days of the date we told you our decision. A senior member of staff who was not involved with the initial decision will carry out the review. On request, you can see full details of our guidelines for excluding applicants.

Complaints

If you are dissatisfied with the way we deal with your application or any service you receive from us, please tell us straight away and we will try to correct any mistakes there and then. If you are unhappy with our response, you can complain to us in writing or by phone. You can get a leaflet explaining the complaints procedure from any of our neighbourhood offices or by calling Harvest Response on LoCall 0845 345 0272.

Contact details

Manchester & District
Shrewsbury Street Centre
Shrewsbury Street
Old Trafford
M16 9AX
0161 775 8421

Manchester & District
Fulstone House
130 Mile End Lane
Stockport
SK2 6BY
0161 419 6400

Frontis
25 Benson Road
Birchwood Centre
Warrington
WA3 7PQ
01925 856 680

**Manchester & District HA
and Partington HA**
Gilmour House
95 Wood Lane
Partington
Manchester
M31 4LW
0161 775 8421