



*Living*

**MERTHYR TYDFIL**

**Easy Read Guide**

# Who is eligible to register

## You should apply to join the housing register if

- You wish to rent a community Housing Property
- You already rent from a community housing landlord and need a different property

Anyone over the age of 16 can apply to register for community housing

Under 18's will need to have their ability to manage a tenancy assessed

Under 18's cannot hold an occupational contract, This means that another person such as a parent, legal guardian or relative will be responsible for the tenancy

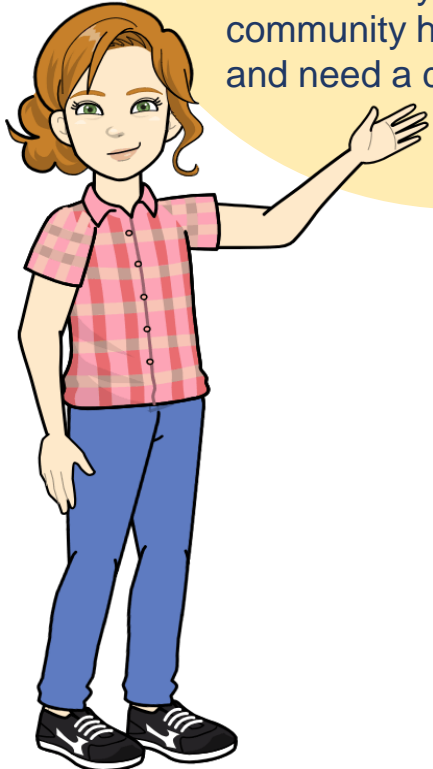
## Individuals from abroad may apply if -

You have exceptional or indefinite leave to remain in the UK

Do not have restrictions or conditions on your leave to enter or remain in the UK

Have not entered the UK illegally or out stayed your leave

You have Guaranteed refugee status, or are habitually resident in the UK



# How to Apply

1

Visit the website  
[Livingmerthyrtydfil.org.uk](http://Livingmerthyrtydfil.org.uk)

2

Set up an account by  
clicking "Register"

3

Enter your national  
insurance number click  
"Next page"

4

Complete the details  
requested and set up a  
password click "Submit  
Form"

5

You will be given your unique  
reference number, keep this  
safe

6

Go to "My to do List" Click to  
"Fill out a social housing  
application"

7

You will need to complete each page of the form and submit when fully complete before your application can be reviewed. The application should be completed with accurate information of your current circumstances



# How to Apply



*It is a criminal offence to knowingly or recklessly give false information to, or knowingly withhold information which carries a fine of up to £5000 and will result in your application for housing through this policy being cancelled.*

Once your application is complete it will be held on the system for a MTCBC Housing officer to assess your circumstances against the Allocations for Community Housing policy. Your application is not automatically activated, and you will be required to complete an application interview

To activate your application, you will need to provide proof of your current address, proof of identification of all members of your household and evidence of any children on your application by providing proof of child benefit.

You must complete a new application interview and provide the information for your new application within 28 days of completing the application. You can upload proof and evidence through your online account. Failure to provide the information will result in your application being cancelled.

Once all information is received it can take up to 21 days for your application to be activated.

You will be informed by email or post when you are accepted onto the Living Merthyr Tydfil housing register. Your email will provide the following information –

- Your Living Merthyr Tydfil Reference number
- The Band you have been awarded
- The number of bedrooms you need

# Keep your information up to date



**You must keep your personal details up to date on the system. This is so we can assess any change to see if your priority band needs to be changed.**

If your details are not accurate you may miss out on a chance to apply for a property or a Community housing landlord not being able to contact you to make an offer for a property.

The following are examples of changes you need to let us know about:

- Change of address
- Change of contact phone number
- Change of family details
- Changes to your medical circumstances
- Notice from your landlord
- Disrepair to your home that is affecting your health
- Other issues relating to where you are currently living

We may need to see documents or supporting information showing proof of a change in circumstance. In some cases you may need a new Housing register application interview.

# Property Size

The size of property you will be eligible to bid on will be based on the household's size.

Children of the same gender can share until the age of 16.

Children of different genders can share until the age of 10.

Those who are pregnant will not have their pregnancy considered as part of their application until they are at least 26 weeks pregnant and will need to provide MAT B1 form from a midwife

Applicants with dependent children are required to evidence the child resides with them through evidence of child related benefits; such as child benefit.

Where a divorce or separated applicant is not the primary child carer but has sufficient evidence of joint custody of a child/children they will be eligible for an additional bedroom(s), evidence accepted will be a Court order or letter from a registered Solicitor

Household	Property size
Single People	Bedsit, and one bed properties
Single people 50+	Bedsit and one bed properties
Household expecting a baby which is due in the next 11 weeks	Two bed properties
Household with no children	One bed properties
Household 50+ and no children	One or two bed properties
Household with one child	Two bed properties
Household with two children	Two or three bed properties
Household with three children	Three or four bed properties
Household with four or more children	Three or more bed properties





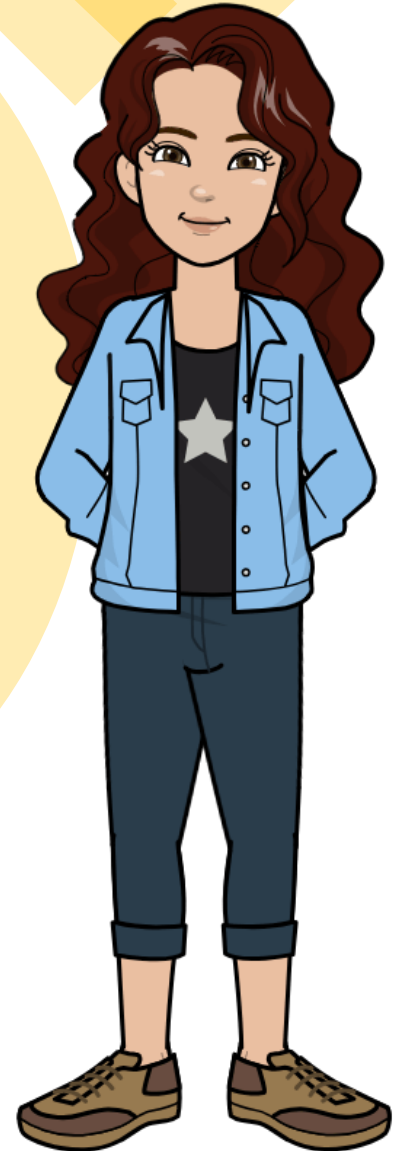
# Property Size

If you're household needs an extra bedroom(s) for medical or other reasons such as a carer the decision will be made by MTCBC Housing Solutions team and will require evidence to support the need for the additional bedroom(s).

You will also be asked to provide evidence that the additional bedroom(s) are affordable through a financial assessment.

At the time of any pre-offer checks the Registered Community Landlord partner for the property will assess your affordability for the additional bedroom; if this is deemed unaffordable the offer of the property may not progress any further.

You **may not** be entitled to any additional housing element or benefit if claiming benefits for the additional bedroom; any decision for such would be made by the benefits department or the DWP and not the decision of MTCBC Housing Solutions Team.



# Priority Bands

There are 4 main priority bands, they are -

## Band 1 Urgent priority -

Those who have been assessed as having an urgent requirement for housing and have no other temporary place to stay such as with family or friends. That may be because you have become homeless, a disaster such as fire or flood and cannot return to your property, you are unable to be discharged from hospital back to your home safely or there are immediate severe risks to returning to your property.

## Band 1 REDUCED High priority –

Those who have been assessed as having a high need for housing but are able to stay in a property on a short-term temporary basis such as with family or friends or remain in the same property safely temporarily with additional support/care.

## Band 2 Medium priority –

Those who have a medium need for housing but can remain safely in their current property but have an assessed need to be housed into more suitable accommodation.

## Band 3 Low priority –

Those who have an assessed low priority for housing, have tenancy related debt with an agreed repayment plan with community housing landlord or those who have refused properties and lost their priority banding and require to provide supporting evidence again to assess if priority band is still required.

## No Priority –

Those who are eligible to join the housing register but have been given No priority for

- No repayment plan for tenancy related debts
- Unacceptable behaviour that resulted in eviction or loss of property
- Those who currently applied for or reside in other accommodations such as supported housing and not ready for move on or Extra care where allocations are offered outside of the Living Merthyr Tydfil Housing register.
- You have refused 2 reasonable offers of a property from a Community Landlord while in a priority band within the last 3 months.





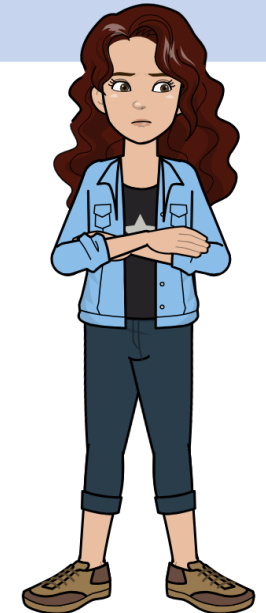
# Property adverts

We have four Community Landlords in Merthyr Tydfil. All properties advertised are provided by the Community Landlords

Properties are advertised daily on the Living Merthyr Tydfil website. The adverts will run for 7 days and will provide the following information –

- The housing association or landlord
- Size of the property
- Weekly rent
- Photographs of the property
- Any age limits or letting requirements
- Other features of the property such as any adaptations

Most features will be outlined in the form of icons that can be hovered over to get further information.



# Applying for properties



Applying for properties can only be done online. You will have to log into your account with your reference number and password you set up when you registered

Once logged into your account you will see how many properties are available for you to bid on.

Click on the adverts to see all the information related to the property advertised.

You can bid on the property by clicking place bid.

You can apply for as many advertised properties as you want.

It is best to bid on homes that fit your household's bedroom need. Look for properties across the whole area of Merthyr Tydfil to improve your chances of getting a home. If you bid on larger homes than you need, you might rank lower as your bedroom need won't match the property size.

Your bidding position can change until the advert closes due to other applicant's bids.

Applications for properties will not be accepted after the advert has closed.

If you are having difficulties bidding for properties further assistance will be available at the Town Centre Hub, by phone with the Housing Solutions Team or through support that you may already have in place.

# Applying for properties



You can ask to enable Auto bidding on your application, which bids on all advertised Community Housing properties in Merthyr Tydfil. If you have Band 1/Band 1 REDUCED priority, you'll be automatically put on auto bid. Removing auto bid needs evidence and approval from an MTCBC Housing Solutions officer. If you decline properties, you will lose your priority band status.

# Offer of Accommodation

Merthyr Tydfil County Borough Housing teamwork in partnership with our Community Landlords, and there is a process of sharing appropriate and relevant information relating to your housing application in place.

Applicants will be shortlisted based on the following sequence –

- Number of bedrooms needed
- Priority band
- Length of time in the priority band



Offers of properties will come direct from the Community Landlord who own the property. If you do not hear from the Community landlord assume you have not been successful and continue to bid on all suitable properties.

The Community Landlord will carry out checks to ensure that your circumstances on your application are up to date and correct, the property is affordable for you and the property is suitable for your circumstances.

# Offer of Accommodation

A Community Landlord may not continue with an offer if

- Your housing application is not kept up to date with any changes of your circumstances
- Unable to contact you because your contact details have not been kept up to date
- You have unresolved tenancy related debts
- You cannot afford the rent and service charge at the property
- There are concerns relating to your ability to be a contract holder such as anti-social behaviour or you may be considered too vulnerable to sustain a tenancy.
- The property is not appropriate to meet your housing needs
- Under the advice of MAPPA/MARAC due to risk concerns
- You are already under offer on another shortlisting for a property

If you have successfully passed the eligibility checks the Community Landlord will invite you to view the property.

A formal offer of the property will be made within 24 hours of viewing the property. Following acceptance of the property and successful tenancy sign up your housing application will be closed.

If you decline two suitable housing offers, your priority status will drop to No Priority for 3 months. After that, it will become Band 3 until you provide new evidence of your requirement for a higher priority band status.





# Refusal of an offer when owed a housing duty

Applicants owed a homelessness duty under Section 66, section 73 or section 75 of the Housing (Wales) Act 2014 will lose their Urgent/higher priority band if they ***refuse 1 suitable offer of a home***. They will go into No priority for 3 months followed by Band 3 until they provide evidence of the need for a priority band to be assessed.

Refusal of a home will also bring to an end any statutory homelessness duties owed under section 66, section 73 or section 75. Applicants will be informed of this consequence at the point of any offers.







**If you need support or advice with your housing application, you can contact**

**by telephone – 01685 725000 and requesting to speak with the Housing Solutions team**

**Or**

**Visiting the Town centre Hub in Saint Tydfil's shopping centre.**

