



Empowering People.  
Inspiring Communities.

## Summary of our Allocations Policy

## How do I apply for housing?

You can apply online at [www.epichousing.co.uk](http://www.epichousing.co.uk). To discuss your application email us at [mailbox@epichousing.co.uk](mailto:mailbox@epichousing.co.uk) or ring 01782 252575.

## What happens next?

The online form will ask you a few questions about the type of property you would like and how many people are to be housed with you.

Your details will then be recorded on our Register of Interest, and we will let you know how long the waiting time is before we process your application further – including any visit to your current address - to complete your application.

## The home visit

If you live within 10 miles of Bentilee, we will visit you at your current address to discuss your application. During the visit, we will check your identity and address details (and those being housed with you), and get to know a bit more about your housing and employment situation and note any specific requirements about the type of property that you need. We will also complete an income assessment to check that you have enough income to cover your rent and the other bills that you would need to pay whilst running a home.

We also check our records to see if you have had a tenancy with us before, and request a reference from the landlord of properties you have lived at in the previous 3 years.

## **Unemployed Applicants**

Applicants who are not in work are required to attend a 'Getting to Know You' session, before they are accepted for housing. These one-to-one sessions can help you develop your aspirations and focus your thoughts in preparing for a tenancy.

## **Accepting your application**

Once we have all of the information we need, we will either text you to let you know that you have been accepted onto our waiting list, or write to you with details of why we have rejected your application.

## **Waiting time**

We use the date that you first contacted us as the date of your application. Offers of properties are made in date order, based on the type of property you need. If your application meets our "Reasonable Preference" criteria you will be awarded one month's advance on your application date.

## **Offer of a property**

We will normally offer you a property by text message. You will have the chance to view a property before deciding to accept it. If you reject 2 offers of housing that we make to you, your application will be cancelled.

## **Lettable Standard**

The property we offer you will be safe, clean, fit for purpose and comply with legal standards. Although we do not decorate properties before letting them, we offer paint free of charge at the beginning of your tenancy. We will also connect your gas or electric cooker safely for you free of charge once you have moved in.

## EPIC Contact Details

mailbox@epichousing.co.uk

01782 252575

Emergency Repair line  
0800 694 0434

You can view the full Allocations Policy on our website by visiting [www.epichousing.co.uk](http://www.epichousing.co.uk)

This leaflet can be provided in large print or on coloured paper on request.

December 2018 (Version 6.1)