

## *Changes in Circumstances*

If your circumstances change, you must let us know immediately because the change in your circumstances may affect your housing need.

Your application will be re-assessed within the same timescales as a first application.

There may be occasions when your circumstances change so much that you will need to fill in another application form.

If you accept an offer of housing from another housing provider and no longer wish your name to be retained on our list, please let us know and we will cancel your application.

## *Reviewing our Housing List*

We review our housing list every year. We will write to you with details of the information we have and ask you if this is accurate and up to date.

If you do not respond to the review letter by the due date, your application will be cancelled.

## *Re-applying for a house*

If your application is cancelled for whatever reason, you can re-apply at a later date.

## *Information provided by us*

We will provide you with the following documents:

- A copy of our summary allocations policy
- A list of all our properties
- A copy of our complaints leaflet
- A list of other Registered Housing Associations

## *Equality and Diversity*

Everyone applying to be housed by us will be treated fairly and equally by us regardless of sex, disability, age, nationality, ethnic origin, religion, sexual orientation or household composition.

### **Clydesdale Housing Association**

**St Kentigern's Church**

**15 Hope Street**

**LANARK**

**ML11 7LZ**

**Phone : 01555 665316**

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**Registered as a Scottish Charity with the  
Inland Revenue Number SC034228**



A guide to...

Applying for a  
house



## *Applying for a house*

1. If you are 16 or over and live in the United Kingdom, you can apply to us for a house.
2. When you telephone the office, an experienced member of staff will ask you some questions and you will be given a date to come to our office and fill in the application form. You will be asked to bring in several documents in support of your application including proof of identify.
3. If you cannot attend an office interview we will send you out a form.
4. When you come for your interview a member of our Corporate Services Team will fill in the form for you. You will be asked to check it carefully and sign it.
5. You must bring all of the information requested by us to your interview.

6. Your application will be assessed and points awarded based on your housing need. The information is then loaded onto our computer.
7. Every application is checked by one of our housing officers to make sure the correct points have been awarded.
8. You will then be issued with a letter explaining how many points you have been awarded and very basic information about your prospects for being rehoused by us

## *Our Targets*

### Loading and assessing the application

- 3 working days

### Quality control check by housing officers

- 2 working days

You should receive a points/prospect letter from us no later than 5 days after your interview.

If you don't receive a letter within that timescale, please let us know immediately.

## *Information from you*

The information you provide in your application form is used to assess your housing need. This may mean that you need to provide documents to verify your circumstances. Examples of documents you would require to provide are:

- Notice to quit
- Homeless Points
- Birth certificate of new born
- Proof of sale

You will be told exactly what to bring when you attend the interview.

If you cannot attend an interview and we post out an application form to you, please make sure you send all the documents required.

If we do not receive all the verification documents we will cancel your application.