

MANCHESTER SOCIAL HOUSING ALLOCATIONS

NEW SCHEME

FREQUENTLY ASKED QUESTIONS

Why is the scheme changing?

It has worked well for years but times have changed; homelessness is increasing and turnover of homes is reducing. This means there are more people needing social homes and fewer social homes are available. The scheme no longer works for some people with urgent need to be rehoused.

Will I have to make a new application?

No, the current applications will continue, we will just apply the new scheme rules. Depending on your circumstances you might be asked to provide some additional information in order to ensure your application is in the highest band that it can be. It is good practice to keep your application up to date, so we advise that you should take this opportunity to check that all your information is accurate and up to date.

When will I know about my priority on the new scheme?

Everyone will be notified once we have carried all applications over to the new scheme and had any out of date or missing information updated. We think this will be during October, although Covid-19 might mean it takes a little longer.

Why has community contribution/working households priority been ended?

It worked well but has become a barrier to rehousing families in crisis. Some people lose their home through no fault of their own and may also lose their job. Working or volunteering through this crisis can be difficult as it takes so much effort to keep their family together. These people are in band 3 on the current scheme. Because the turnover of social homes has reduced, almost all homes are going to people in bands 1 and 2, and these families in band 3 can't make successful bids on homes. By removing the community contribution priority we are making it possible for everyone who needs one to have a chance of a social home.

The scheme is now based on housing need only so people who are homeless and in urgent need of housing will have a better chance of getting a home.

What will happen to my application - will it go up a band or down a band or something else?

It will be determined, just like it is under the current scheme, by your individual circumstances. Everyone will be notified what new band their application is in once we have moved all the applications over to the new scheme and had any out of date or missing information updated.

Will I start queuing again - what will happen to my queue date?

Nobody will have a shorter queue date and nobody will "start again". Most people will retain their current queue date on the new scheme. Some will have an earlier queue date. Like with the current scheme, any subsequent changes to circumstances will mean a new queue date if your application moves up the bands, or the same date if your application moves down the bands.

Will my chances of making a successful bid increase or decrease?

As with the current scheme, this depends entirely on your individual circumstances and how realistic you are when bidding for homes. There is advice on the Manchester Move

website about bidding, and the social landlord that deals with your application can also give you advice on how to make the best bids for your circumstances and needs.

How can I increase my priority?

The new scheme is based entirely on housing need. This means that, so long as your information is up to date, the system will give you the highest band that your needs can have. So you should make sure that the information in your application is correct and up to date.

My circumstances have changed, will that affect my priority?

It might. It is important that you make the changes to your rehousing application as soon as possible. Remember that, if you don't update your application and you make a successful bid for a new home, that offer will be withdrawn if your circumstances have changed in ways that affect your priority.

Does my application have a time limit?

No, but in order to ensure that the housing register is helping those who need help most, we ask you once or twice a year if you want to remain on the register. If you haven't bid for a long time and you haven't used your Manchester Move entry for a while, we will ask you if you want to remain on the register. If we don't hear from you within 90 days we will remove your application.

When does the new scheme start?

We expect the new scheme to take effect at the beginning of November, but the Covid-19 issue might mean the timetable slips a little.

I've been told I'm not on the list anymore. What do I do now?

If you think you should still be on the register, contact the Manchester Move landlord that dealt with your application and explain why. They will check and if you should be on the register they will confirm and ensure you are included in the right band with the right date. If they confirm that you no longer qualify to be on the housing register they will explain why and they will tell you what your housing options are. If you don't qualify now but you can qualify in the future, they will tell you when and how.

I've been on the register for some time and now I don't qualify because I haven't lived in Manchester for two years. Will I have to start again when I do qualify?

If you are in bands 1-3 on the current scheme, and if your circumstances don't change, we will backdate your new application when you do qualify. The backdate will be for the length of time you were on the register in reasonable preference bands 1-3 when the scheme changed.

I've dropped a band - what does this mean for me? What are my options?

First, remember that everyone needs to look at all their housing options, regardless of what band they are in, because the demand for social homes is far greater than the supply. You should check that your information is up to date. If your application is up to date and you have dropped a band in the new scheme, then your chances of rehousing depend on what band you are in. If you have dropped from band 1 to band 2, you still have a good chance of being rehoused if you bid carefully and realistically. If you have dropped from band 2 to band 3, then you are less likely to be rehoused and you need to consider if other housing options might meet your needs. There is housing options advice on the Manchester Move website and the social landlord that deals with your application can advise you.

How do I appeal if I think my banding is wrong?

You can appeal if you think the banding decision is wrong or if you think that important information has not been taken into account. To make an appeal you need to contact the Manchester Move landlord that deals with your application and submit evidence as to why you think your banding is wrong.

Why do other people keep being offered homes near me when they don't live here?

The housing register applies across the whole city. Manchester is a compact city and the community of Manchester is more than individual neighbourhoods. Our communities are enriched by new people coming to live in our areas, and it isn't realistic to expect people to stay in one small area throughout their lives.

Will there be more homes available?

The council and its partners are building new homes, but they take some time to finish and we won't be able to keep up with demand, so it's important that you are realistic in your housing choices.
