

PLEASE RETAIN FOR YOUR INFORMATION.



Application for Housing

Family Housing Association (Birmingham) Ltd
Bordesley House, 44/46 Coventry Road, Birmingham B10 0RX
Tel 0121 766 1100 **Fax** 0121 766 5115
Email post@family-housing.co.uk

All of our lettings are made through the Choice Based Lettings Scheme - Urban Choice. This form is for people who are making a new application for housing and are not already registered for Urban Choice.

How to fill this form in

In order for your application to be dealt with efficiently please ensure that all questions are fully completed and you provide us with all of the evidence that we ask for. Once we receive your application we will invite you to attend an interview, where you will be required to provide us with supporting information of your housing needs. If you need any help filling in this form, please ask us.

How we process your application

At your interview we will assess your housing needs by awarding you a priority band of between A and C. We will also assess the size and type of property that you need. You will then be issued with a unique User ID and PIN which will enable you to participate in Urban Choice. In some circumstances we may exclude you from registration, if this happens we will explain the reasons why.

How properties are let

We advertise all available homes each week in the following ways;

- At www.urbanchoice.org.uk
- In the Property Newsletter

Once you find a suitable property you can register your interest either by;

- Visiting www.urbanchoice.org.uk
- By text on 07800 002 429
- By phone 0845 330 3183

Each week the top six customers who are in the highest band and who have been registered for the longest time will be invited to a viewing. At the viewing if more than one applicant is interested in making the property their home, it will be let to the person who is highest on the shortlist.

Appeals

If you are dissatisfied with the decision made about your application you can appeal using the Association complaints procedure.

