

## I've been told I need to fill in a new application form because I've moved. Why?

The points awarded to your application (and so your position on the list for any property you bid for) are based on your current housing circumstances. When you move, we need to reassess these to make sure the degree of priority we have given to your application is still correct.

## What is the Community Link List?

A small percentage of vacancies are advertised as preference to people with a Community Link. When applying to be included on this scheme, people are required to identify a specific estate where they feel they have a strong link with that community. Examples may include: Close family members living there, "caring arrangements". If their Community Link application is accepted, they will then be able to make Community Link bids on this estate only.

## Will I hear if I've not been successful?

Unfortunately, due to the high number of bids we receive for vacancies, we are not able to contact unsuccessful bidders individually. We aim to contact the successful bidder within a few days of the end of the advert. If you haven't heard from us within a week of the end of the advert, it's likely that you haven't been successful this time.

Details of offered properties are also available at [www.newcharter.co.uk](http://www.newcharter.co.uk) and at any of our shops.

## What will happen if I don't bid?

Nothing. If you do not actively bid for vacancies, you will not be considered for any offers.



# your choice, your move – FREQUENTLY ASKED QUESTIONS

If you have questions about this scheme, you may find this listing of frequently asked questions helpful.

If your question is not answered here, or you want more information, please contact either the Relets Office on 0161 331 2345 or call into any New Charter shop.

این اطلاعات از چارٹر جدید گروہ ہاوسینگ ٹراست می باشد۔ اگر شما بہ ما بگوئید کہ بہ چہ زبانی صحبت میکنید ما یک مترجم برای شما فراہم خواہیم کرد۔ یا شما می توانید از یک نفر از دوستان یا بستگان خود بخواہید کہ با ما با تلفن 0161 331 2345 تماس بگیرد۔

یہ معلومات نئے چارٹر ہاوسنگ ٹراست سے لی گئی ہیں اگر آپ بتائیں کہ آپ کونسی زبان بولتے ہیں تو ہم آپ کے لئے ترجمان کا انتظام کریں گے یا آپ اپنے کسی دوست یا رشتہ دار کو کہیں کہ وہ ہم سے ٹیلی فون نمبر: 0161 331 2345 پر رابطہ قائم کرے۔

এই ইনফরমেশনটি নিউ চার্টার হাউসিং গ্রুপ থেকে দেয়া হচ্ছে। আপনি কোন ভাষাতে কথা বলেন যদি আমাদের বলেন তবে আমরা দোভাষীর ব্যবস্থা করতে পারি। অথবা আপনি আপনার কোন বন্ধু বা আত্মীয়কে আমাদের সাথে ফোনে কথা বলার জন্য অনুরোধ করতে পারেন, ন" র 0161 331 2345

આ માહિતી ન્યૂ ચાર્ટર હાઉસિંગ ટ્રસ્ટ ગ્રૂપ તરફથી છે. તમે કઈ ભાષા બોલો છો તે જો તમે અમને બતાવો તો, અમે દુભાષિયાની ગોઠવણ કરી આપીશું. અથવા તમે તમારા કોઈ મિત્ર કે સગાને 0161 331 2345 નંબર પર અમને ફોન કરવાનું જણાવી શકો છો.

Cette information est donnée par le New Charter Housing Trust Group. Si vous nous informez de la langue que vous parlez, nous pourrions vous fournir les services d'un interprète. Ou alors, vous pouvez demander à un ami ou à quelqu'un de votre famille pour nous appeler au 0161 331 2345.

Esta informação é advinda do New Charter Housing Trust Group. Caso possa nos informar qual sua língua materna, contrataremos um interprete. Ou você pode pedir a um amigo ou membro da família para ligar no número 0161 331 2345.

Autorem tej informacji jest New Charter Housing Trust Group. Jeś li powiesz nam w jakim języku mówisz, umówimy tłumacza. Możesz też poprosić znajomego lub kogoś z rodziny, aby zadzwonił do nas pod numer 0161 331 2345.

This leaflet is available in large print, audio and Braille.

New Charter Housing Trust Group, Cavendish 249, Cavendish Street, Ashton-under-Lyne OL6 7AT  
Tel: 0161 331 2345 Fax: 0161 331 2501 [www.newcharter.co.uk](http://www.newcharter.co.uk)  
INK/06/08

## **Can I have a property if I see it?**

When a property is advertised, you will need to check that you meet the profile included in the advert (household type, age group etc). You may then "express your interest" or "bid" for the property. At the close of the advert we will consider applications in order of their points.

You can only express an interest in a property during the period it's being advertised. We cannot accept bids outside this period.

## **Does "Bidding" involve money?**

No. "Bid" is a term we use to describe the process of expressing your interest in an advertised property. There is no money involved.

## **If I am the first person to bid on a property, does that mean I will get it?**

No. Bids are invited on properties from Thursday AM to Wednesday PM. Once the bidding closes, we consider all bids in the same way, regardless of what day the bid was placed. Because our telephones are usually busiest on Thursdays, you might find it more convenient to delay making your bid.

## **Where are properties advertised?**

You will find details of our vacancies in the property pages of the Tameside Advertiser, New Charter shops and on our website [www.newcharter.co.uk](http://www.newcharter.co.uk). Copies of the advert are also sent each week to a number of support agencies e.g. Age Concern, Citizens Advice Bureaux and the Probation service. If you are experiencing difficulty in accessing the advert, you may ring our Relets Team on 0161 331 2345 who will provide you with details of the properties available that week.

## **Why has the property been advertised twice in a couple of weeks and I have previously bid on it?**

You will notice that although our adverts say what street the vacancy is on, they do not include the door number. There have been times when there has been more than one vacancy on the same street within a few weeks. This may look like the original vacancy has been readvertised.

## **I live outside Tameside and do not have the Internet. How can I find out about vacancies?**

Many people who live outside Tameside find their friends or relatives who live here are happy to check the adverts for them. They may also use the Internet at their local libraries. If you do not have access, you are welcome to ring our Relets Team on 0161 331 2345 each week, to enquire about vacancies. It is best to avoid Thursday morning as phones tend to be very busy with people placing their bids.

## **Why don't you include the house number in the advert?**

We try to advertise our properties before the previous tenant has moved out. To respect their privacy, we don't advertise the full address. Also, the photograph used in the advert may not be of the exact address. It will be of a similar type of property. Even if you think you recognise which property is being advertised, please do not knock on the door, this may be seen as harassment to the occupier.

## **Some properties are advertised as only being available for people over a certain age. Why?**

The most obvious are properties in Sheltered Housing Schemes, which are restricted to people aged 55 and over. There are another group of properties which you will see advertised as suitable for people aged 55+. These are linked to a Mobile Warden Service. These schemes are specifically designed and services are provided to meet the needs of this age group. We are therefore unable to consider applications from younger people.

You may also see properties advertised for 21+, 25+ or "mature". This is where the property is either let as part of a "Community Lettings Scheme" designed to address particular issues in an area (such as a concentration of younger people) or, because of what we know about either the previous tenant or neighbourhood issues, we believe this is necessary to maintain the sustainability of the community in that area.

## **We are a couple without children and want to rent a 2 bed house, but when they're advertised it always says "preference to families with children".**

New Charter (in line with other Registered Social Landlords) is obliged to make the best use of available housing. There is very limited availability of vacant houses and very high demand from families with young children. Occasionally, there may be circumstances when this is varied in order to address issues in a particular area. Where this is the case, it will be clearly identified in the advert.

## **Why aren't there more 3 and 4 bed houses advertised?**

The simple answer is because they just aren't vacant. The properties advertised each week are the only ones which are available. Regrettably, very few 3 and 4 bed houses become vacant. When they do become available they are usually in very high demand and attract large numbers of bids.

## **I can't see a property I want on the advert. How do I bid for other properties?**

Apart from the properties we are required to offer to the Local Authority for nomination, ALL our vacancies are advertised. There are no other lists of properties.

## **What if I don't know where the property is?**

You are strongly advised to view the area before placing your bid. If you are unsure just where an address is, please ask. (Estate agents normally advise clients to view an area both during the day and in the evening). Should you be offered a property you have bid for, and then go on to refuse it, this may adversely affect your application.

## **How do I become a member of the scheme so that I can start to bid?**

Please ask for a scheme membership application pack.

Once we receive and process your completed application form, we will send you a registration card. Please keep this safely as it contains the membership number which you should quote each time you bid for a property.

## **I've lost my registration card. Can I still bid?**

Yes. You will need to quote the membership number quoted on all correspondence we send you. To request a replacement card, please contact New Charter Relets on 0161 331 2345.

## **How many offers can I refuse?**

As under choice based lettings schemes, you are only offered properties that you have said you want to live in. We wouldn't expect that you should need to refuse an offer. There may, however, be unforeseen circumstances (e.g. sudden illness, change in personal circumstances), which mean you are unable to accept an offer we make you. Please contact us to discuss these.

If you are offered and subsequently refuse 3 offers of properties which you have bid for during a 12 month period, we would normally "suspend" your scheme membership for a 12 month period unless there are valid reasons for the refusals. This means that during this period you will not be able to bid for further properties.

## **Do the points I had on the old scheme still count?**

Choice Based Lettings is a new way for people to become involved in choosing their new home by telling us exactly which properties they are interested in. The points scheme used to assess your housing need has not changed, so as long as there haven't been any changes in your circumstances, the points you were awarded previously will stay the same.

## **How do I get more points?**

Points are awarded following an individual assessment of your housing need. The points awarded to your application are a reflection of your circumstances and will only change if your circumstances change. To be sure that this assessment is accurate and up to date, please make sure that you keep us updated of any changes to your housing circumstances, for example a change of address, people joining or leaving your application or relevant medical problems.