



Cornwall Homechoice

Guide to
Cornwall Homechoice



Contents

| | |
|--|-----------|
| 1. INTRODUCTION | 3 |
| What is Cornwall Homechoice? | 3 |
| Is Cornwall Homechoice going to operate across all of Cornwall? | 3 |
| What else does Cornwall Homechoice offer? | 3 |
| What is the Homechoice process? | 3 |
| 2. APPLICATION | 4 |
| Can anyone apply to go onto the Homechoice housing register? | 4 |
| How do I apply? | 4 |
| How do you decide who has priority for housing? | 5 |
| What are the Homechoice bands? | 5 |
| I have a connection to Cornwall - does this help with my application? .. | 5 |
| How long will it take for me to be housed? | 6 |
| If I have a health issue will this need to be assessed? | 6 |
| Do I need to get my doctor to write to you? | 6 |
| Will disrepair problems with my accommodation affect my application? .. | 6 |
| Can I move in order to be nearer family, work or medical facilities? | 6 |
| Will being overcrowded in our accommodation affect our assessment? .. | 7 |
| Can I be held responsible for my current housing circumstances? | 7 |
| Could my financial circumstances affect my banding? | 7 |
| How can my application get suspended? | 7 |
| How will it affect me if my application is suspended? | 7 |
| Annual Review of Housing Needs Assessment | 7 |
| 3. BANDING NOTIFICATION | 8 |
| What is a band date? | 8 |
| How will I know what my band is?..... | 8 |
| What if my notification letter is incorrect? | 8 |
| 4. BID FOR PROPERTIES | 8 |
| How do I know which properties are available? | 8 |
| How do you decide the number of bedrooms we can apply for? | 9 |
| How do I apply ('bid') for properties?..... | 10 |
| Why do some of the adverts state preferences? | 10 |
| Other Criteria - Planning Restrictions | 11 |
| Other Criteria - Local Lettings Plans..... | 11 |
| 5. BID NOTIFICATION | 11 |
| How will you decide who gets the property? | 12 |
| How will I be offered the property? | 12 |
| Can I refuse the accommodation? | 12 |

| | |
|---|-----------|
| Can I be refused accommodation I have been shortlisted for? | 12 |
| Do I need to tell you if my circumstances change? | 13 |
| 6. OTHER INFORMATION | 13 |
| Supply of application forms in other formats..... | 13 |
| Council Complaints Process | 14 |
| Who will see my information?..... | 14 |
| APPENDIX A: APPLICATION FORM GUIDANCE NOTES..... | 15 |
| Household details | 15 |
| Joint Applicant details..... | 16 |
| Household members | 16 |
| Address history | 16 |
| Access to our service..... | 16 |
| Citizenship..... | 16 |
| Household information | 16 |
| Employment history | 17 |
| Family living in Cornwall | 17 |
| Where you live | 17 |
| Facilities in your home..... | 17 |
| Reasons you need to move | 18 |
| Health and Welfare | 18 |
| Financial assessment..... | 19 |
| Your housing choices..... | 19 |
| Other information | 20 |
| Declaration | 21 |
| Equality Monitoring | 21 |
| APPENDIX B: ASSESSMENT – BANDING CRITERIA..... | 22 |
| APPENDIX C: ELIGIBLE BAND DATE AND REASON FOR BAND | 25 |
| APPENDIX D: A –Z GLOSSARY OF TERMS | 26 |
| APPENDIX E: GUIDE TO THE SYMBOLS USED | 28 |
| APPENDIX F: LIST OF TOWNS AND VILLAGES IN CORNWALL | 29 |
| East Cornwall..... | 29 |
| Central Cornwall..... | 30 |
| West Cornwall | 31 |
| APPENDIX G: HOUSING PROVIDERS IN CORNWALL | 32 |

1. INTRODUCTION

What is Cornwall Homechoice?

Cornwall Homechoice is a new way of looking for affordable and social housing across Cornwall. This Scheme gives you the opportunity to choose the properties for which you wish to be considered. An application to Cornwall Homechoice will enable you to apply for a Council or Housing Association rented home or for other housing opportunities such as Home Buy or Shared Ownership.

Is Cornwall Homechoice going to operate across all of Cornwall?

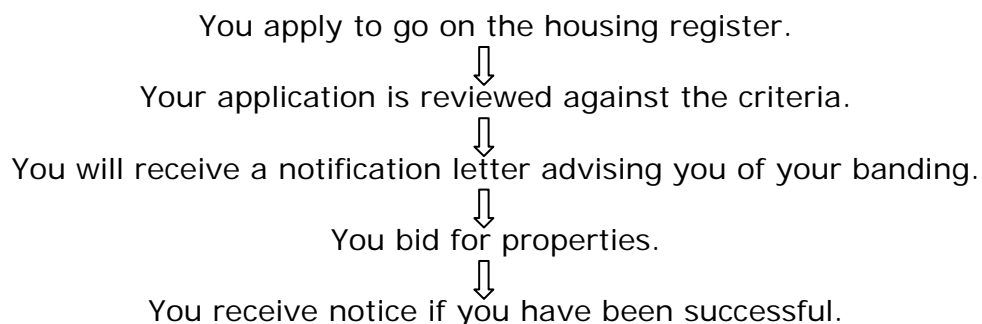
From March 2010 Cornwall Homechoice will replace all the previously separate council allocation systems across Cornwall. This removes the need for you to register multiple times across Cornwall.

The Housing Associations, working in partnership with Cornwall Council, will also advertise their available properties through the scheme. Applicants will be able to bid for Council and Housing Association properties through the one scheme.

What else does Cornwall Homechoice offer?

Cornwall Homechoice applicants will be able to express an interest in other housing opportunities such as Homebuy (shared ownership) and other low cost housing schemes. These are designed to help people who would like to own their own property but cannot afford to buy on the open market. You can express an interest in such schemes when completing your application.

What is the Homechoice process?



2. APPLICATION

Can anyone apply to go onto the Homechoice housing register?

The Cornwall Homechoice register is open to all applicants except for those who fall into one of the following categories:

- Persons under 16 years of age.
- Persons from abroad who are subject to immigration control under the Asylum and Immigration Act 1996 (unless they are already an introductory, secure, starter or assured tenant of a council or RSL).
- Persons in a class prescribed as ineligible in any regulations made by the Secretary of State (unless they are already an introductory, secure, starter or assured tenant of a council or Registered Social Landlord).
- Persons where they, or any member of their household, have been guilty of unacceptable behaviour serious enough to make them unsuitable to be a social housing tenant, within the meaning of section 160A of the Housing Act 1996 (as amended).

How do I apply?

You will need to complete an application form.

This can be completed online at www.cornwall.gov.uk/Homechoice,

The on-line application facility enables you to save the form and return to complete it later. You can continue completing your application at any computer as details are not stored on the one that you use. Once you have fully completed the application and submitted your details, you will receive instant acknowledgement of receipt of your application.

A paper-based application form that can be downloaded from the website (www.cornwall.gov.uk/Homechoice)

Or requested from Customer Services on 0300 1234 161

Or by visiting one of the One Stop Shops.

In order to process your application, we will require copies of the following documents:

- Proof of identity of the main and joint applicants (e.g. passport or birth certificates)
- Proof of current address (e.g. recent gas or electricity bill)
- Evidence of your right to reside in the UK if you are not a British citizen (e.g. passport and other relevant documents from the Home Office)

Copies of these documents should be included when you submit a paper-based

application. If you have taken advantage of the on-line application facility, a letter or email confirming which documents you are required to provide will be sent to you.

PLEASE DO NOT SEND ORIGINALS. COPIES OF THESE DOCUMENTS WILL BE RETAINED ON YOUR FILE.

Cornwall Council will not take responsibility for returning any original documents you may send. You may ask to have your documents photo-copied at any of the One Stop Shops

How do you decide who has priority for housing?

Your priority is determined on the basis of 'housing need' rather than time spent on the register. Waiting time is only taken into account when determining priority between applicants within the same band.

What are the Homechoice bands?

Cornwall Homechoice uses bands instead of points to assess an applicant's housing need. The Scheme has 5 bands A – E:

- Band "A" Urgent Housing Need
- Band "B" High Housing Need
- Band "C" Medium Housing Need
- Band "D" Low Housing Need
- Band "E" Adequately Housed

The way that priority is assessed is explained at the back of this guide.

I have a connection to Cornwall - does this help with my application?

Yes, Cornwall Homechoice will consider the housing needs of applicants that meet the required Cornwall criteria before those in the same band that do not.

To meet the County local connection criteria applicants must demonstrate that they, or a member of their household, meet one of the following criteria:

- They are resident in Cornwall and have been so for the past 12 months continuously and that residence is of their own choice.
- They have been resident in Cornwall for a continuous period of 5 years at sometime in the past.
- They have permanent (regarded as 16 hours or more per week – exceptional cases will be considered on their own merit) employment in Cornwall and this employment is not of casual or seasonal nature.
- They have a close family connection (normally mother, father, sister, brother, son or daughter) where the family member is currently resident in Cornwall and has been so for the past 5 years.

- Special circumstances – Where there is an exceptional need to move to the County. Examples include but not limited to: those needing to move closer to specialist medical/support facilities; applicants accepted as homeless and owed a full housing duty by Cornwall Council; and Cornwall care leavers living outside of the County. These cases will be considered on an individual basis in accordance with relevant legislation and guidance.

How long will it take for me to be housed?

Cornwall Homechoice cannot determine how long it will be before your bid for suitable accommodation will be successful. However in order to assist you in deciding which properties to bid for each week, feedback on the band and band dates of successful applicants who have been housed through the Scheme will be published alongside the property adverts.

If I have a health issue will this need to be assessed?

If your application indicates that your health, or that of anyone included on your application, is affected by their current housing, a Welfare Assessment Form will be sent out for you to complete and return. This is to enable Cornwall Homechoice to assess your need.

Do I need to get my doctor to write to you?

No, we do not ask for doctor's letters and it is not essential. A decision can usually be made from the information provided on the Welfare Form. Of course any relevant additional information that you are able to provide may be helpful.

Will disrepair problems with my accommodation affect my application?

Yes, if you are not a social housing tenant and have provided information on your application that states you have issues with disrepair within your accommodation then you will be sent a Housing Disrepair Report Form. This form will be forwarded to the Council's Public Health and Protection team. They will make arrangements to inspect and assess the level of disrepair in your accommodation.

If you are currently a tenant of a social landlord, and experiencing disrepair in your home, please contact your landlord so that they are able to address any concerns you may have.

Can I move in order to be nearer family, work or medical facilities?

Yes, applicants needing to move to a particular locality for work, support or to access medical facilities within Cornwall must move within a 30 minutes drive of the required locality.

Applicants needing to move to give or receive on-going support should complete a Support form. Support forms will be assessed by the Welfare Panel who will consider the level of risk (or harm) that might occur if the need for a move is not met. Each case will be considered on an individual basis.

Will being overcrowded in our accommodation affect our assessment?

Yes, if you indicate on your application that there is overcrowding in your current accommodation then an Overcrowding Form will be sent asking for evidence to be supplied for all those resident in your accommodation. Once this evidence has been received, a band will be awarded dependent upon the level of overcrowding.

Can I be held responsible for my current housing circumstances?

Yes, you can be held responsible if we have reason to believe that you have deliberately worsened your housing circumstances in order to gain social housing. This can be considered in such circumstances as overcrowding accommodation or disposing of any financial assets which would otherwise have been sufficient to meet your housing needs. Where overcrowding is deemed to be deliberate, this part of your needs assessment will be disregarded for a period of 12 months.

Could my financial circumstances affect my banding?

Yes, if you have equity or savings that exceed £75,000, it can affect the band we award you. However, where an applicant or a member of their household is granted a high or urgent welfare priority, or accepted as statutory homeless, financial resources may be disregarded. Each case will be considered on an individual basis.

How can my application get suspended?

If you fail to notify the department that you have moved within six months of doing so, you risk having your application removed from the register.

Any other changes such as birth of a baby or threat of homelessness can be detailed in a letter to Cornwall Homechoice but you will need to attach evidence such a copy of birth certificate or Notice to Quit etc.

Should you fail to notify us of any changes, you could fail verification and an offer of accommodation may be withdrawn.

How will it affect me if my application is suspended?

If your application is suspended then you will not be able to bid for properties. If your application is suspended then you will need to contact your Housing Team. Details are on www.cornwall.gov.uk/housing.

Annual Review of Housing Needs Assessment

We will write to applicants registered with Cornwall Homechoice to undertake an annual review of your housing needs assessment. When you receive this formal request you will need to return this within two months of receiving it or your application may be cancelled.

3. BANDING NOTIFICATION

What is a band date?

All applications are given an 'eligible' band date. This date is used to differentiate between applicants in the same band when allocating properties. Properties are let in Band, local connection and then date order.

The eligible date is band specific. It is not necessarily the date an applicant first registered for housing.

Details about how band dates are calculated are in the appendices at the back of this guide.

How will I know what my band is?

Once your application has been assessed, Cornwall Homechoice will write or email you a notification letter containing the following information:

- your band
- your eligible band date
- your bedroom eligibility
- whether you meet the Cornwall local connection criteria
- if you are able to apply for sheltered or extra care accommodation
- if you are able to apply for adapted accommodation

It is important that you check your notification letter and inform Cornwall Homechoice if you believe any details to be incorrect *within 28 calendar days of receiving the notification letter*.

What if my notification letter is incorrect?

If you feel that your Notification Letter contains incorrect detail please contact the Housing Needs Team at the bottom of your letter to discuss further. If you are providing new information you will be asked to confirm this in writing to enable this to be assessed.

If you disagree with your assessment you will need to inform the Housing Needs Team in writing *within 28 calendar days of receiving the notification letter giving reasons why*.

4. BID FOR PROPERTIES

How do I know which properties are available?

All available properties will be advertised each week through the Cornwall Council website at www.cornwall.gov.uk/homechoice, local council offices (One Stop Shops and Libraries) or the Saturday edition of the Western Morning News

How do you decide the number of bedrooms we can apply for?

An assessment is made of each applicant's household composition to establish bedroom eligibility. Due to the high demand for social housing in Cornwall applicants are normally only eligible to apply for properties which meet their assessed minimum bedroom allowance.

The table below is a guide on how bedroom eligibility is generally considered.

| | |
|---|------------|
| Single person or a couple | 1 bedroom |
| Single person or couple with a non-dependent household member (i.e. carer) | 2 bedrooms |
| Parent(s) with 1 child | 2 bedrooms |
| Parent(s) with 2 children both under 7 years | 2 bedrooms |
| Parent(s) with 2 children of different sexes where at least one child is over 7 years | 3 bedrooms |
| Parent(s) with 2 children of the same sex where there is more than a 5 year age gap | 3 bedrooms |
| Parents(s) with 3 children | 3 bedrooms |
| Parent(s) with 5 children | 4 bedrooms |

Partner Landlord Lettings Policies may be different in regards to bedroom eligibility. Applicants should consult the individual Landlord's Lettings Policy where appropriate. A list of contact details for all housing providers active in Cornwall is attached as appendix F to this guide. Family size restrictions will generally be included in the property details for each advert.

Children of the same sex will be expected to share a bedroom unless their ages are more than 5 years apart. Bedroom eligibility for unborn children will be granted on receipt of official confirmation of pregnancy and estimated date of delivery. Until birth it will be assumed that the baby will be the same sex as the youngest child in the family for the purpose of bedroom allocation.

In the case of divorced or separated parents/guardians, Cornwall Council will typically expect a child to reside with one parent/guardian as their main residence. The other parent/guardian will not receive any bedroom allowance for staying access. In exceptional cases, the Council may exercise its discretion, but would need to be satisfied that the child resided equally with both parents/guardians.

Bedroom allowance can be granted on medical/welfare grounds. Where this is required, a Welfare form must be completed so that the request can be considered through the Welfare Assessment process. If you think require an additional bedroom on medical/welfare grounds, please speak to a member of your local housing needs team for advice.

Tenants of Cornwall Homechoice partner landlords residing in Cornwall, who are 'downsizing' from family accommodation can apply for a property that is one bedroom larger than their assessed minimum bedroom requirement.

How do I apply ('bid') for properties?

You will need to check the advert each week and decide if you wish to apply for a particular property. This process is known as "bidding". You can bid for up to six properties from one advertisement.

You can bid using five different methods.

- Online via the link at www.cornwall.gov.uk/homechoice
- By telephone - 0845 505 1460
- By text message 07781486918

Why do some of the adverts state preferences?

Cornwall Homechoice will operate a labelling system for some of its vacancies. Adverts may state the following preferences labels:

Homeless Preference will be given to applicants accepted as homeless by Cornwall Council. These applicants must be owed a full housing duty by the authority under Part 7 of the 1996 Housing Act (as amended by Homelessness Act 2002)

Parish Preference will be given to applicants with a local connection to the specific parish.

To meet the Parish local connection criteria applicants must demonstrate that they, or a member of their household, meet one of the following criteria:

- | | |
|------------|--|
| Residency | (i) Currently lives within the parish and has done so continuously for the past 3 years; or (ii) Has lived in the parish continuously for 5 years at some stage in the past. |
| Employment | Currently works in permanent (regarded as 16 hours or more per week – exceptional cases will be considered on their own merit) employment in the Parish and has been so continuously for the past 3 years and this employment is not of a casual or seasonal nature. |
| Family | Has a close family member (normally mother, father, son or daughter) living within the parish and has been for the past 5 years |

Transfer An applicant fulfilling the transfer preference label will be a tenant of Cornwall Council or a Homechoice Partner Landlord, residing in Cornwall, who wishes to transfer accommodation within the County.

Adapted Preference given to applicants requiring an adaptation.
An adapted property is one that may contain any of the following:

- level access shower
- ramps
- stair lifts
- lowered kitchen
- ground floor kitchen and bathroom extensions.

Fully adapted wheelchair accessible properties will generally only be let to those requiring this level of adaptation

Over 55s Applicants **or** their partners (where applicable) will need to be within the age band on the date of bidding/verification.

Sheltered Sheltered housing is generally intended for older people in need of support to help them to maintain their independence. Applicants need to be assessed as needing and wanting this type of service before they can be offered a sheltered housing tenancy.

Extra Care This type of accommodation offers a way of supporting you to live independently for as long as you can. It offers a range of facilities on the premises and a 24-hour care service if needed. Applicants need to be assessed as needing and wanting this type of service before they can be offered an extra care housing tenancy.

Other Criteria - Planning Restrictions

When some properties are built they are subject to certain planning conditions and these are called Section 106 or Section 52. These Sections will state who can be considered for the properties in the first instance. Where planning restrictions apply, the specific criteria contained within the Section 106 or Section 52 order will be met and this will override the parish connection criteria.

Other Criteria - Local Lettings Plans

Occasionally estates can become unbalanced and management problems can arise as a result.

Where this occurs, Cornwall Homechoice Partners Landlords may wish to develop a time limited estate plan to help re-balance the community and help combat anti-social behaviour.

5. BID NOTIFICATION

How will you decide who gets the property?

Applicants who bid for a property must meet the criteria stated on the property advert. If you are not eligible your bid will not be placed.

After the closing date, a shortlist of eligible applicants will be automatically collated and placed in order of band, county, parish, eligible band date and will then be followed by any other criteria stated on the advert.

The details of the applicant in the highest band with the longest band date will be checked against information held on their file to ensure they meet the property advert requirements. The applicant will be contacted by telephone, where possible, to advise them their application is being considered and to make sure that they are still interested in the vacancy.

This applicant's details will then be provided to the relevant landlord who will make arrangements to carry out full verification of the application to ensure the housing needs assessment is correct, and the accommodation is suitable. Applicants will be expected to provide proof of identity, eligibility, current residence for all members of the household.

How will I be offered the property?

Formal offers will only be made after a full verification has been undertaken and the applicant's details found to be correct. The relevant landlord will make formal offers in writing. Applicants will be given 3 working days to respond to the formal written offer. Responses to offers can be taken verbally within the 3 day timescale but this must be followed up by a written response. Where properties have not been viewed, acceptances can be subject to viewing. Applicants who do not respond to the written offer within 3 days may have the offer withdrawn. Applicants who are vulnerable may be given additional time to consider the offer where this is appropriate.

Please note that partner landlords of Cornwall Homechoice may operate different policies.

Can I refuse the accommodation?

There is generally no penalty if an applicant decides to refuse an offer of accommodation. However where applicants refuse several offers, the Council will contact the applicant to establish the reasons for the refusals in order to attempt to help them to place more appropriate bids.

Homeless applicants who are owed a main housing duty will normally only receive one formal offer of suitable accommodation (in accordance with Parts 6 and 7 of the Housing Act 1996). If a property is then refused, the applicant will be referred to the Council's Housing Options Team for advice.

Can I be refused accommodation I have been shortlisted for?

There may be occasions when the Council or Partner Housing Providers make the decision to withhold or withdraw the offer of a tenancy because further information comes to light after the offer has been made.

Reasons may include

- The applicant fails to verify for a property because they do not meet the criteria for the property or their application details are found to be incorrect.
- The property is found to be unsuitable for the applicant's needs.
- The outgoing tenant withdraws their notice.
- The property has been incorrectly advertised.
- The applicant is found to have an unsatisfactory tenancy record with another social housing provider, including serious rent arrears (excluding over-payments of housing benefit) or other serious breach of tenancy where notice or an ASBO has been served on a member of the household.

Do I need to tell you if my circumstances change?

You **must** ensure that you notify Cornwall Homechoice of any change in your circumstances after you apply as your banding could be affected.

A housing register form must be completed

- For every change of address.
- For changes between sole and joint applications.

Please refer to previous section on 'How do I apply' to request a new form.

If the change is minor you may only need to complete a change of circumstances form. Your Housing Needs team will advise you.

If you change address, your application will be suspended until your new address details have been registered and banding reassessed. It is therefore important to complete a new form as soon as possible after you move if you wish to remain on Cornwall Homechoice. See the section 'how will it affect me if my application is suspended?' for further details.

6. OTHER INFORMATION

Supply of application forms in other formats.

Materials can be made available in a range of formats including different languages, large print and Braille. Applicants can contact any One Stop Shop Council office for details of properties included in the advert. This service is intended to help applicants with literacy difficulties and those who are sight impaired. In addition a signing, translation and interpreting service can also be made available with prior notice.

The Council also operates a Support and Assistance Policy. This is designed to identify applicants who are unable to access housing without assistance and to ensure that appropriate support is provided.

Statutory and voluntary agency staff who work within Cornwall will be offered training to help them to understand the scheme and be able to help their clients.

If you require additional support to access the scheme please contact the Council. Details provided on the back of this Guide.

Council Complaints Process

If you feel you have reason to make a complaint regarding the Council's action or lack of action or about the standards of service then you can request a Complaints Form by:

- By email: comments@cornwall.gov.uk
- By telephone: 0300 1234 100
- Calling into a One Stop Shop or other Council office during working hours.
- By post: Comments, Compliments and Complaints, Cornwall Council, New County Hall, Treyew Road, Truro TR1 3AY

Should you wish to make a complaint regarding a Housing Provider's service you will need to contact them directly requesting advice on their complaints procedure. Details on how to contact individual Landlords are in appendix F at the back of this guide.

Who will see my information?

Information provided by applicants when they register for housing is confidential but may be shared in the following circumstances:

- The information can be disclosed to other landlords participating in the scheme to enable them to consider an application.
- Existing and former social housing landlords may be contacted for tenancy references.
- Personal information may be disclosed to other parties with the applicant's specific written consent.
- Where there is a particular over-riding welfare or public concern disclosure may be necessary without consent.

Application files will be disposed of in line with the Council and Housing Providers' document retention and disposal policies.

APPENDIX A: APPLICATION FORM GUIDANCE NOTES

These notes will help you to fill in the form so that you avoid mistakes. Do not forget to give us important information that will help your application.

You must answer all of the questions on the form.

These notes only tell you about -

- Questions that you may find difficult to answer.
- Situations where you need to provide further information.
- Situations when we will send you another form or refer you to another service.

Questions marked with * have to be answered and if not answered may result in your application form being returned to you.

| | |
|------------------|---|
| Ref no: | This is for office use only and will contain your individual housing application number. |
| Section 1 | Household details |
| Q1b) | <p>If you are under 16 years of age you cannot make an application in your own right nor can you be a joint applicant. You should contact the Housing Advice and Options team at the Council who can tell you what other help is available to young people who need a home. You can contact the Housing Options Team by calling 0300 1234 161 or visiting one of the Council Offices.</p> <p>If you have joint access to any children then tell us about them and why they do not live with you. The council will normally expect a child to reside with one parent/guardian as their main home, the other parent/guardian will not receive any bedroom allowance for visiting children or overnight stays. We may ask you for further information so that we can decide if you require an extra bedroom e.g. if a child resides equally with both parents/guardians.</p> <p>If you, or a household member to be rehoused with you, is pregnant then a copy of the MATB1 form must be provided. This form is given to you by your GP (doctor). When we have received this form, we can take your pregnancy into account when deciding how many bedrooms you will need BUT your pregnancy will not be taken into account for banding until the baby is born.</p> |
| Q1c) | This question will help us assess if you are eligible to apply for social housing. |
| Q1d) | If you do not want letters sent to your home address, make sure you answer this question and then tell us where you would like us to send your letters instead. |

| | |
|---|---|
| <p>Section 2</p> | <p>Joint Applicant details</p> <p>A joint applicant is someone who, if you were offered a property, could be the joint tenant and would share the responsibilities and benefits of holding a tenancy. If you decide to make a joint application you must answer all of the questions about the joint applicant at section 2 and throughout the form.</p> <p>Please ensure that the joint applicant signs the back of the application form.</p> |
| <p>Section 3</p> | <p>Household members</p> <p>This section asks you to tell us who is living in your accommodation even if you do not wish to be rehoused with them. This information will enable us to see if you have any overcrowding problems in your home. This is why we ask what room people are sleeping in.</p> |
| <p>Section 4</p> <p>Q4a) and Q4b)</p> <p>Q4c) and Q4d)</p> | <p>Address history</p> <p>This information will be used to see if you meet any of the parish or county connection rules.</p> <p>It is important to tell us about where you have lived in Cornwall, including the dates, as where and how long you have lived somewhere could make a difference to your chances of being offered a home.</p> <p>If the joint applicant has been living in Cornwall, it is important that you tell us about their address history in Cornwall in case it is different to yours.</p> |
| <p>Section 5</p> | <p>Access to our service</p> <p>This section of the form highlights who you can contact and how to access Cornwall Homechoice. It also tells us how our applicants wish to contact the service.</p> |
| <p>Section 6</p> <p>Q6a) and Q6b)</p> <p>Q6c), Q6d) and Q6e)</p> | <p>Citizenship</p> <p>If you answer No to either of these questions then we will need more information from you before we can finish dealing with your application.</p> <p>If you answer Yes to any of these questions then we will need more information from you before we can finish dealing with your application.</p> <p>Please note some people may not be entitled to register or apply for social housing in the UK.</p> |
| <p>Section 7</p> <p>Q7a)</p> | <p>Household information</p> <p>You do not have to answer this question but, as with ethnic origin, it will help us to ensure that no groups are disadvantaged.</p> |

| | |
|-------------------|---|
| Q7b) | Some properties are not suitable for pets and adverts will state if this is the case. |
| Q 7c) | If you have told us that you or a household member have been charged, cautioned or convicted of a Schedule 1 offence or if there is reason to believe that you or a household member may have been charged, cautioned or convicted then we will contact the Police for further details. If you are nominated for a home then we must tell the housing provider this information and in some cases it may restrict the areas for which you can be considered if you express an interest or 'bid' for a property. |
| Section 8 | Employment history This information will be used to see if you meet any of the parish or county connection rules. |
| Q8a) | It is important to tell us about your employment history, including the dates, as where and how long you have worked somewhere could make a difference to your chances of being offered a home. |
| Q8b) | If the joint applicant has been employed in Cornwall, it is important that you tell us about their employment history in Cornwall, as well as your own. |
| Section 9 | Family living in Cornwall |
| Q9a) | It is important to tell us about family living in Cornwall, including the dates, as where and how long they have lived somewhere could make a difference to your chances of being offered a home. |
| Q9b) | If the joint applicant has family living in Cornwall, it is important that you tell us about their family in Cornwall, as well as your own. |
| Section 10 | Where you live |
| Q10g) | If you have any problems with disrepair in your home then a further form will be sent to you. This form will need to be completed and returned for further assessment/home visit by an appropriate office who will contact you. Please note that disrepair cannot be considered in your banding assessment until we have a report from an officer from the Council's Public Health and Protection team. |
| Section 11 | Facilities in your home |
| | Please state the number of bedrooms in your home. |
| Q11a) | Please note if you live in a bedsit accommodation or rent a room(s) in a shared house only tell us the number of bedrooms you and those you wish to be rehoused will use. |
| Q11b) | We also need to know if you share a bathroom or a kitchen with |

| | |
|-------------------|--|
| | people who are not your family. |
| Section 12 | Reasons you need to move |
| Q12a) | <p>If you are in danger of losing your current home or being homeless please ensure you complete Section 12. If you live in Cornwall this information will be passed onto the Council's Housing Options and Advice Team who will contact you. If your housing situation is an emergency you can contact the Housing Options Team by calling 0300 1234 161 or visiting one of the Council Offices.</p> <p>If you live outside Cornwall and need advice on homelessness, please contact your local council or Shelter on 0808 800 4444.</p> |
| Q12c) | Please provide any evidence you may have to support any potential homelessness such as a copy of your Notice to Quit. |
| Q12d) | If you are not in danger of losing your home or being homeless, we need to know the MAIN reason you need to move – if you select more than one reason, please show which one is the most important. |
| Q12e) | If you need to move to a particular part of Cornwall to give or receive support from close family members or to access specialist medical facilities, then you must provide supporting evidence of this. We cannot consider your need to move in your banding assessment until we have received and checked this evidence. A supporting letter from a GP or other medical professional who supports you or a close family member explaining why you need to move to this area, should be enough. Please note that Cornwall Homechoice will not reimburse any costs you may incur requesting such evidence. |
| Q12f) | If you need to move to a particular part of Cornwall to be closer to your place of work or training then you must provide supporting evidence of this. We cannot consider your need to move in your banding assessment until we have received and checked this evidence. A letter from your employer, training establishment or a contract of employment which tells us where your place of work is, should be enough. |
| Section 13 | Health and Welfare |
| Q13a) | <p>If you have a health condition that makes living in your current accommodation unsuitable, a self-assessment form may be sent to you. This form will need to be completed so that the Cornwall Welfare Assessment Panel can consider your physical health. Health problems affected by your accommodation cannot be considered in your banding assessment until we have a decision from this Panel.</p> <p>If you have a mental illness or welfare difficulty that makes living in your current accommodation unsuitable, a special needs assessment form may be sent to your support worker. This form will need to be completed so that the Cornwall Welfare Assessment Panel can</p> |

| | |
|---|---|
| <p>Q13e)</p> <p>Q13f)</p> <p>Q13i)</p> <p>Q13j)</p> | <p>consider your mental/ welfare difficulty. Mental/welfare problems affected by your accommodation cannot be considered in your banding assessment until we have a decision from this Panel.</p> <p>Please note that you will also need to tell us who your support worker is and their contact details so that we know where to send the form. See question 13i.</p> <p>Sheltered housing is generally intended for older people in need of support to help them to maintain their independence. Applicants need to be assessed as needing and wanting this type of service before they can be offered a sheltered housing tenancy.</p> <p>Extra Care accommodation offers a way of supporting you to live independently as long as you can. It offers a range of facilities on the premises and a 24-hour care service if needed. Applicants need to be assessed as needing and wanting this type of service before they can be offered a tenancy in an extra care scheme.</p> <p>If you have a support worker such as a social worker or CPN that we could contact, you will need to give permission for the Council to discuss your housing application with them. If the person being supported is over 18 they must sign the form themselves.</p> <p>If you have a friend or relative that may enquire about your application on your behalf and you are happy for us to talk to them make sure you answer this question and tell us who they are. By providing their name you will be giving us permission to speak to that person about your application.</p> |
| <p>Section 14</p> <p>Q14 a –g)</p> <p>Q14h)</p> | <p>Financial assessment</p> <p>You will need to answer all questions in this section for yourself and the joint applicant if there is one, even if the answer is no.</p> <p>Should you choose not to answer these questions it may affect the level of priority you are awarded for rehousing. This information will also be used to see if you could be considered for other affordable housing options such as part buy/part rent.</p> <p>If you are aged between 16 and 18 years old some landlords will not offer you a home unless you have a guarantor. A Guarantor is a person who can pay your rent or any other costs if you get into difficulty and cannot pay for them yourself. This might be a parent or other relative who is able to help. If someone agrees to be your guarantor then tell us who they are and their contact details. We will only contact them if you are nominated for a vacant property.</p> |
| <p>Section 15</p> | <p>Your housing choices</p> <p>The information you give us in this section will help us to decide what type and where to build new homes for the future. This will not</p> |

| | |
|--|--|
| | <p>affect your choices of where you can express an interest or “bid” for properties.</p> <p>Shared ownership – This enables you to buy a new home on a part-buy/part-rent basis where a share in the property is purchased, typically 50% (this can vary between 25% and 80%) and a discounted rent is paid to the Housing Association on the remaining share. Owners are able to purchase further shares at a later date. Currently, people who wish to apply for shared ownership must also make an application to South West Homes. If you tick this box, we will send you a South West Homes application forms to complete. Make sure that you read the Homechoice advert as shared ownership homes will be advertised and you will be able to express an interest or “bid” for properties.</p> <p>Low Cost Purchase – This enables you to purchase your own property at a discounted price (usually linked to average earnings). To ensure that new homes remain affordable, purchasers will benefit from any increase in average earnings but will not be able to sell their home at its open market value. A private developer in partnership generally builds homes under this scheme with the Council. If you tick this box then you do not need to fill out any other forms. Make sure that you read the Homechoice advert as low cost purchase homes will be advertised and you will be able to express an interest “bid” for properties to purchase.</p> <p>Mutual Exchange – This enables people who are tenants of a Housing Association or Council to Swap their property with another tenant. If you wish to swap your home then you should register with Homeswapper. Homeswapper is a mutual exchange service that helps people by registering their details in one place so that you can search for people with the type of home you are looking for. Unfortunately this service is only available on the Internet. Internet access is now widely available in places such as libraries and One Stop Shops. If you need help to register with Homeswapper then contact us on 0300 1234 161.</p> |
| <p>Section 16</p> <p>Q16a)</p> <p>Q16d)</p> | <p>Other information</p> <p>Please state anything you feel is relevant to your housing application that has not already been covered.</p> <p>If you or a member of your household has broken a condition of their tenancy then you must answer this question. Examples of breaking the conditions of your tenancy include – Arson, high rent arrears, Anti Social Behaviour, perpetrators of domestic violence, harassment, drug dealing etc.</p> <p>Please note that references will be requested from previous landlords.</p> |

| | |
|---|--|
| Declaration | <p>Please make sure you read and understand the declaration at the back of the form before signing your application.</p> <p>If someone else has completed the form on your behalf please make sure they complete the relevant section at the bottom of the declaration.</p> |
| Equality Monitoring | <p>This information will be used to monitor satisfaction with our services and to check that the council is working fairly for everyone. You do not have to give us the information but everything you do tell us will help us improve our services. If you are answering these questions, only tell us about yourself, you do not need to tell us about the joint applicant.</p> <p>The Disability Discrimination Act 1996 defines disability as any long term illness, health problem or disability which limits your daily activities or the work you can do including problems which are due to old age.</p> |
| <p>Make sure you check that:</p> <ul style="list-style-type: none"> ✓ You have answered all of the questions ✓ You have securely attached any additional sheets of information or copies of documents we have asked you for (we cannot take responsibilities for any items you send through the post) ✓ You and the joint applicant (if you have applied with someone else) have read the declaration ✓ You and the joint applicant (if you have applied with someone else) have signed the back of the form | |

APPENDIX B: ASSESSMENT – BANDING CRITERIA

All applications are assessed in accordance with the banding criteria.

| | |
|-------------------------|---|
| Band A | |
| Exceptional Needs | Where 'substantial' evidence from a statutory organisation, such as the police, is provided which concludes that risk to life or serious harm could result if an immediate move is not obtained (includes victims of domestic violence, racial harassment, and witness intimidation). |
| Welfare | Applicants awarded an 'urgent' priority by the Welfare Assessment Panel. |
| Adapted Property | The applicant occupies a social housing property within the Cornwall Homechoice area that is fully wheelchair accessible, where no household member requires the adaptations and an applicant who needs an adapted property in the location has been identified. |
| Multiple Needs | An applicant qualifies under two or more of the Band B criteria, excluding the multiple needs assessment. |
| Band B | |
| Statutory Homelessness | Applicants to whom Cornwall Council has accepted a full housing duty under the current Homelessness legislation. |
| Welfare | Applicants awarded a 'high' priority by the Welfare Assessment Panel. |
| Lack of Bedrooms | Applicant lacks 2 or more bedrooms in their current home, UNLESS evidence exists that the overcrowding is deliberate. (This excludes applicants in temporary accommodation). |
| Disrepair | Applicants living in private sector accommodation awarded a 'high' disrepair assessment by the Council's Environmental Health department |
| Move-on | The applicant is formally accepted under the move-on quota scheme. |
| Downsizing | Tenants in Cornwall who are under-occupying a Council or RSL property. |
| Redevelopment Programme | Where a social housing tenant residing in Cornwall is required to move permanently due to a redevelopment programme and wishes to apply for a move through the scheme |
| Multiple Needs | An applicant qualifies under two or more of the Band C criteria, excluding the multiple needs assessment. |

| | |
|---|---|
| Band C | |
| Homelessness Other | Applicants who are homeless or threatened with homelessness but not owed a main housing duty by Cornwall Council. |
| Welfare | Applicants awarded a 'medium' priority by the Welfare Assessment Panel. |
| Disrepair | Applicants living in private sector accommodation awarded a 'medium' disrepair assessment by the Council's Environmental Health department. |
| Lack of bedrooms | Applicants who lack one bedroom in their current home. |
| Support/Facilities | The applicant, or a member of their household, needs to move to a particular 'locality' within Cornwall, to give or receive on-going support from 'close' family members, or to access specialist medical facilities. |
| Work/Training | The applicant, or a member of their household, needs to move closer to their place of work/training (of a non-casual nature) within Cornwall. |
| Multiple Needs | An applicant qualifies under two or more of the Band D criteria. |
| Band D | |
| Welfare | Applicants awarded a 'low' priority by the Welfare Assessment Panel |
| Disrepair | Applicants living in private sector accommodation awarded a 'low' disrepair assessment by the Council's Environmental Health department. |
| Shared Facilities | Applicants share bathroom or kitchen with non-family members. |
| Children living in flats and/or lacking a garden. | Applicant has a child/children under 10 years of age and lives in a property above ground floor, with no lift. Applicant has a child/children under 10 years of age living in a property without access to a garden. |
| Band E | |
| Welfare | Applicants awarded a 'nil' priority by the Welfare Assessment Panel. |
| Disrepair | Applicants living in private sector accommodation awarded a 'nil' disrepair assessment by the Council's Environmental Health department. |
| Owner | Applicants who have savings or equity over £75,000. |

| | |
|-------------------|--|
| Occupiers/Savings | |
| Tenancy Issues | Applicants with a history of anti-social behaviour or rent arrears (unless appropriate action is being taken). |
| Adequately Housed | Applicants in accommodation that is suitable for their needs. |

APPENDIX C: ELIGIBLE BAND DATE AND REASON FOR BAND

The eligible date given will depend on the type of application and reason for the assessment. Examples are given in the table below:















| Reason for Band | Eligible Band Date |
|---|---|
| Homeless applicants accepted by Cornwall Council under Part V11 of the Housing Act 1996 | The date the formal homelessness application was received by the authority. |
| New Applications | The date the completed housing register application was received. |
| Move-on from Supported Housing within Cornwall | The date the referral was agreed by the Move-on Panel. |
| Change of Circumstances | Where a band is increased the date will be when the notification was received. If the band decreases or stays the same, the date will not alter. |
| Welfare Award | If the band is increased the date the Welfare Form was received will apply. If the band decreases or stays the same, the date will not alter. |
| Disrepair Award | If the band is increased, the date the Disrepair Assessment Form was received will apply. If the band decreases or stays the same, the date will not alter. |

APPENDIX D: A –Z GLOSSARY OF TERMS

| Term | Description |
|-----------------------------|---|
| Adapted Properties | Property that has been adapted for an applicant with disabilities. |
| Age Restrictions | Where a property is labelled as only being available to applicants of a certain age. |
| Application Number | A unique number given to a housing application and generated by the Homechoice computer system. |
| Area Housing Team | The area based teams that manage the allocation of social housing across Cornwall. There are three teams to cover the West, Central and East of the Council. |
| Bedroom Eligibility | The number of bedrooms a household is assessed as needing. |
| Bid or Bidding | To be considered for an available home, customers are required to apply online or contact their Area Housing Needs Team to 'make a bid' or 'express an interest' in it. No money is involved in 'making a bid' or 'expressing an interest' in a property. |
| Bidding Period | The number of days in which a customer has the opportunity to 'place a bid' or 'express an interest' in a home once it is advertised. |
| Choice Based Lettings (CBL) | The new system being introduced for the allocation of social housing. Designed to offer more choice and involvement for customers in selecting a new home. It is a much more open, transparent and customer based approach in the allocation of properties. Available social rented housing is let by being openly advertised, allowing customers to 'bid' or 'express an interest' in those homes. |
| Cornwall Homechoice | Name of the system that replaces all the previously separate Council social housing allocation systems across Cornwall. |
| Date In Band | The date a customer is placed in a housing needs band. This date becomes important during the short listing process. |
| Date Of Registration | The date a completed housing application form is registered with Cornwall Homechoice. |
| Direct Let | A home that may be offered directly to a customer without them having to make a 'bid' or 'express an interest' in that home. |
| Domestic Violence | Threatening behaviour, violence or abuse (physical, psychological, sexual, financial or emotional) by a partner, former partner or other associated person. |
| Eligible date | The eligible date is the date you went into the particular level of housing need. The eligible date is band specific and may change according to changes in your circumstances. For example, if your circumstances worsen and you are awarded a higher band, your eligible date will change to reflect that |

| Term | Description |
|--|---|
| | change in circumstances. You will always be notified of any changes to your band or date. A full explanation of how we calculate the eligible date is to be found within the Cornwall Homechoice Policy. A summary is available on request, and the full policy can be found on the Cornwall Homechoice web site at www.cornwall.gov.uk/Homechoice . |
| Express An Interest | See Bid or Bidding |
| Housing Options | Looking at what housing might be available to an applicant, including private rented accommodation and other solutions. |
| Housing Register | A register of customers requesting social housing accommodation and who are eligible |
| Housing Providers previously known as Registered Social Landlord (RSL) | Term introduced by the 1996 Housing Act applying to housing associations registered with the Homes and Communities Agency (formerly known as the Housing Corporation). Housing Providers have access to Social Housing Grant public funding for the capital costs of providing housing. |
| Property Label | A description of the property being advertised as available to let. The description will generally include a photograph, location, type of property, number of bedrooms, type of heating, any disabled adaptations, whether there is a garden or not, if pets are accepted and other features etc. The label will also indicate who may be eligible to bid for the property. This could include, for example, where a local connection may be required, if there is an age restriction or the property has adaptations. |
| Shortlist | Once the deadline has passed for registering a 'bid' or 'interest', a list of bidders who have met the advertising criteria for each individual property is taken from the computer system. Generally, the customer offered the property will be the person who has been in the highest housing needs band for the longest period of time. |
| Social Rented Housing | Housing of a high standard that is provided by Local Authorities and Housing Providers at below market cost, for households in housing need. It operates on a basis of accepted and regulated standards of good practice in relation to physical conditions, management, allocation, equal opportunities and accountability. The Homes & Communities Agency (formerly known as the Housing Corporation) sets the maximum rent levels. |

APPENDIX E: GUIDE TO THE SYMBOLS USED

| Symbol | Description |
|---|--|
|  | Extra Care Scheme |
|  | Garden with property |
|  | Homeless only |
|  | Key-worker |
|  | Max number of persons |
|  | Minimum applicant age |
|  | Number of bedroom |
|  | Off street parking |
|  | Pets not allowed |
|  | Property has some mobility adaptations |
|  | Sheltered housing |
|  | Stepped access |
|  | Supported housing |
|  | Wheelchair adapted |

APPENDIX F: LIST OF TOWNS AND VILLAGES IN CORNWALL

| East Cornwall | | |
|----------------------|------------------|---------------------|
| Advent | Lerryn | St Gennys |
| Altarnun | Lesnewth | St Germans |
| Antony | Lewannick | St Issey |
| Baber | Lezant | St Ive |
| Blisland | Linkinhorne | St John |
| Bodinnick | Liskeard | St Juliot |
| Bodmin | Looe | St Kew |
| Boduel | Lower Clicker | St Keyne |
| Boscastle | Maker with Rame | St Mabyn |
| Botus Fleming | Marhamchurch | St Martin |
| Boyton | Menheniot | St Mellion |
| Bude | Metherell | St Merryn |
| Callington | Michaelstow | St Minver Highlands |
| Calstock | Millbrook | St Minver Lowlands |
| Camelford | Morval | St Neot |
| Cardinham | Morwenstow | St Pinnock |
| Carneggan | Mount Edgcumbe | St Stephen |
| Causeland | Muchlarrick | St Teath |
| Cawsand | Narkus | St Thomas |
| Common Moor | Nomansland | St Tudy |
| Crafthole | North Hill | St Veep/St Winnow |
| Darite | North Petherwin | Stoke Climsland |
| Delabole | North Tamerton | Tamar |
| Davidstow | Otterham | Tideford |
| Dobwalls | Padstow | Tintagel |
| Doublebois | Pelynt | Torpoint |
| Downderry | Pensilva | Trebetherick |
| Duloe | Pillaton | Treburgie |
| Egloshayle | Polborder | Trehill |
| Egloskerry | Polperro | Tremaine |
| Fairy Cross | Polruan | Tremar |
| Golberdon | Port Isaac | Treneglos |
| Gunnislake | Poundstock | Tresmeer |
| Hatt | Quethiock | Trevalga |
| Helland | Redgate | Trewen |
| Hendergulling | Rilla Mill | Trewidland |
| Horningtopps | Rock | Upton Cross |
| Jacobstow | Rosenun | Wadebridge |
| Kilkhampston | Saltash | Warbstow |
| Kingsand | Seaton | Warleggan |
| Landrake | Seaton Downderry | Week St Mary |
| Landulph | Shevioc | Werrington |
| Laneast | South Hill | Whitstone |
| Lanivet | South Petherwin | Widegates |
| Lanreath | Stratton | Wilcove |
| Lansallos | St Anns Chapel | Windsor Green |

| East Cornwall continued | | |
|---|---|---------|
| Lanteglos Lanyhdrock Launcells Launceston Lawhitton | St Breock St Breward St Cleer St Clether St Dominick St Endellion St Ervan St Eval | Withiel |

| Central Cornwall | | |
|---|--|---|
| Biscoverey Blackwater Bugle Bugle Burngullow Carnon Downs Chacewater Coombe (Kea) Coombe Crantock Crofthandy Cubert Cuby Falmouth Feock Flushing Fowey Foxhole Fraddon Frogpool Gerrans Goonbell Goonhavern Gorran haven Grampound Grampound Road Gwennap Indian Queens Kea Ladock Lanlivery Lostwithiel Luxulyan | Mevagissey Mitchell Mithian Mount Hawke Mylor Nanpean Newquay Par Penpillick Penryn Penwithick Perranarworthal Perranporth Perranwell Station Playing Place Polgooth Portloe Porthpean Porthtowan Portscatho Probus Quintrell Downs Rescorla Roche Ruanhighlanes Ruddlemoor Shortlanesend St Agnes St Austell St Blazey St Columb Major St Columb Minor St Columb Road | St Dennis St Erme St Just in Roseland St Mawes St Mawgan St Michael Penkivel St Newlyn East St Stephen St Wenn Stenalees Sticker Sumnercourt Sweetshouse Threemilestone Trebarber Tregony Tresillian Trethowal Treverbyn Treviscoe Trewoon Trispen Truro Tywardreath Veryan Whitemoor Zelah |

| West Cornwall | | |
|----------------------|-------------------|-----------------------|
| Angarrack | Landwednack | Porthtowan |
| Ashton | Lanner | Portreath |
| Breage | Leedstown | Praze-an-Beeble |
| Budock | Lelant | Reawla |
| Budock Water | Lizard | Redruth |
| Cadgwith | Loggans | Relubbus |
| Camborne | Long Rock | Rosudgeon |
| Cannonstown | Lowertown | Ruan Major |
| Carbis Bay | Ludgvan Mabe | Ruan Minor |
| Carharrack | Madron | Sancreed |
| Carleen | Manaccan | Sennen |
| Carn Brea | Marazion | Sennen Churchtown |
| Carnhell Green | Mawnan | Sennen Cove |
| Carnkie | Mawnan Smith | Sithney |
| Carnmenellis | Mawnan-in-Meneage | St Anthony-in-Meneage |
| Connor Downs | Morvah | St Buryan |
| Constantine | Mousehole | St Day |
| Coverack | Mullion | St Erth |
| Crowan | Nancegollan | St Gluvias |
| Crowlas | Nancledra | St Hilary |
| Crowtown | Nancledra | St Ives |
| Cury | New Town | St Just |
| Flushing | Newbridge | St Keverne |
| Four Lanes | Newlyn | St Levan |
| Germoe | Paul | St Martin |
| Godolphin Cross | Paul Village | St Martin-in-Meneage |
| Goldsithney | Pendeen | Stithians |
| Grade-Ruan | Penmarth | Towednack |
| Gulval | Penponds | Townshend |
| Gunwalloe | Penzance | Treverva |
| Gweek | Perran Downs | Trewellard |
| Gwinear | Perranuthnoe | Trewennack |
| Gwithian | Perranuthnoe | Troon |
| Hayle | Phillack | Tuckingmill |
| Heamoor | Ponsanooth | Wendron |
| Helston | Pool | Zennor |
| Illogan | Porkellis | |
| Illogan highway | Port Navas | |
| | Porthcurno | |
| | Porthleven | |

APPENDIX G: HOUSING PROVIDERS IN CORNWALL

| Landlord | Address | Contact number | Website |
|---|---|--|--|
| Anchor Housing | Milestone Place 100 Bolton Road Bradford BD1 4DH | 01274 381600 | www.anchor.org.uk |
| Devon and Cornwall Housing Association | Kenwyn Street Truro TR1 3BA | 01872 267300 | www.dcha.co.uk |
| Carrick Housing Limited | Carrick House Pydar Street Truro TR1 1DP | 0800 138 5552 | www.carrick.org.uk |
| Hanover Housing | Gateway House Cornbrash Park Bumpers Way Chippenham Wiltshire SN14 6RA | 01249 707000 | www.hanover.org.uk |
| Habinteg | 20-21 Red Lion Court London EC4A 3EB | 020 7822 8700 | www.habinteg.org.uk |
| Housing 21 | The Triangle Baring Road Beaconsfield HP9 2NA | 0370 192 4000 | www.housing21.co.uk |
| Sanctuary Shaftesbury Housing Association | Leat House Tavistock Road Roborough Village Plymouth PL6 7BD | 0800 083 9283 | www.sanctuary-housing.co.uk |
| West Country Housing Association | Head Office Hatfield House, Hatfield Road, Torquay TQ1 3HF | 01803 200300 | www.westcountryha.org.uk |
| Guinness Hermitage | South West Area Hillfields House Matford Court Sigford Road Exeter EX2 8NL | Plymouth office 0845 6037836 Redruth Office 01209 211174 | www.guinnesspartnership.com |
| Penwith Housing Association | 67 Morrab Road Penzance TR18 2QJ | 01736 331799 | www.penwith.org.uk |

| Landlord | Address | Contact number | Website |
|------------------------------------|--|-----------------------|--|
| Cornwall Rural Housing Association | 1 Dreason Offices Bodmin Rd Bodmin PL30 4BG | 01208 264530 | www.crha.org.uk |
| Coastline Housing | Ferris House Dolcoath Avenue Camborne TR14 8SD | 0808 2027728 | www.coastlinehousing.co.uk |
| Ocean Housing | Stennack House Stennack Road St. Austell PL25 3SW | 01726 874450 | www.ocean-group.co.uk |
| Sarsen Housing Association | 4/5 Russell Court Palace St Plymouth PL1 3AS | 01752 827730 | www.sarsen.co.uk |
| Tamar Housing Association | Belgrave House 73 Mutley Plain Plymouth PL4 6JJ | 01752 250902 | www.tamarhs.org |
| West Devon Homes | The Quay Plymouth Road Tavistock PL19 8AB | 01822 813770 | www.wdh.org.uk |

The map shows where you can find your local One Stop Shop.

There will be local housing service teams in East, Central and West Cornwall.

To contact us call **0300 1234 100**
www.cornwall.gov.uk



If you would like this information in another format please contact:

Cornwall Council
County Hall
Treyew Road
Truro TR1 3AY

Telephone: **0300 1234 100**

Email: **enquiries@cornwall.gov.uk**

www.cornwall.gov.uk