

HOMESDALE (WOODFORD BAPTIST HOMES) LTD SHELTERED HOUSING

APPLICATION & APPEALS PROCEDURE

Eligibility

- Homesdale provides sheltered housing for frail persons who have reached statutory retirement age and who are no longer working. In the case of married couples at least one partner has reached retirement age and both are no longer working.
- Homesdale maintains a waiting list for half of the nominations and The London Borough of Redbridge provides the other half of the nominations. Individuals and couples may join either or both lists as they prefer. To be able to join the LBR list the current LBR terms and eligibility criteria on application must be met.
- Homesdale provides sheltered housing with Warden Support, with the addition of Domiciliary Care Services available at extra cost. This means applicants will either be in a position to live independent lives and only require the emergency assistance a Warden provides or will require Warden Support coupled with the additional support that Domiciliary Care visits can provide. It is not a replacement for Residential Care as Domiciliary Care visits only occur at specific and agreed times and 24 hour domiciliary cover is not provided.
- Homesdale is keen to support the local community it serves and maintain the Christian basis that first established it. Where there are vacant units and no person on the waiting lists who meets the eligibility criteria, Homesdale will from time to time allocate housing for a fixed term of 6 months to those who do not meet the age or frailty criteria but who are in housing need and who work in the local community or who are working or have been recently working in a faith based ministry role or similar..

If you require clarification on the position with regards to your eligibility please contact the Housing Officer on 020 8530 3134.

Application

- There are 2 routes into Homesdale Sheltered Housing. The London Borough of Redbridge have the right to nominate applicants, therefore if you live in LBR you can make an application through the Housing Advice Centre, Ilford. Homesdale maintains its own waiting list generated through direct applications.

Housing Advice Centre
17-23 Clements Road
Ilford
Essex
IG1 1AG

Tel 020 8708 4002/4003

Homesdale (Woodford Baptist Homes) Ltd
Housing Office,
Mountier Court
Homesdale Close
Wanstead
London,
E11 2TL
Tel 020 8530 3134

- Homesdale actively encourages applicants to visit the Complex , to see the facilities and flats, before or at the time of application. This applies to both the application routes above.
- A waiting list is maintained according to the date of application, and records any additional information relevant to the application.
- The Placement Committee considers each application in order, looking at the individual circumstances. Applicants are then invited to attend an interview and assessment at Homesdale with the Placement Committee. The Placement Committee are the Care Manager, or senior member of the Care team) the Housing Officer and the Senior Warden.

Interview & Assessment

- The interview and assessment is an opportunity for the Committee and the applicant to ascertain whether Homesdale Sheltered Housing is the right housing option for the applicant
- The assessment is carried out through an informal discussion with the Placement Committee, and a record is completed for each applicant. This will detail factors that directly affect the possibility of the applicant being housed with Sheltered Housing.
- For further details please refer to the Assessment Procedure.
- The applicant can themselves express any concerns, ask questions, and view the Complex, as part of the interview and assessment. It is Homesdale's view that the assessment is as much for the benefit of the applicant as for the Placement Committee.
- During the interview a brief overview of the Complex is given, what facilities are available and the role of the Warden clarified. Also the rights and responsibilities of the landlord and tenant, the rent, and the procedure following the interview and assessment are outlined.

Post Interview Procedure

- After the interview the applicant will be informed in writing of the outcome. This will usually take one of three forms
 - i) The applicant is accepted, and offered a property at Sheltered Housing
 - ii) The applicant is accepted, but currently no properties are available at Sheltered Housing
 - iii) The applicant is not accepted for a property

- In the case of i), the applicant will be informed in writing of the decision and any appropriate outcomes from the assessment will be clarified in writing. Particulars relevant to the property offered, such as rent will also be detailed . The applicant will also be invited to view the property offered, when appropriate. A letter of acceptance will be requested by Homesdale. The tenancy commence date will be set and a Tenancy Agreement drawn up.
- In the case of ii) the applicant will be informed in writing of the decision and any appropriate outcomes from the assessment will be clarified in writing. The applicant will be held on the waiting list until a property becomes available. The procedure then follows that of i)
- In the case of iii) the applicant will receive details regarding the reason they were not accepted. They will be given help and advice on a more appropriate housing service, or what route to take to obtain this. The applicant will also be advised of the Appeals Procedure, if they do not agree with the decision of the Placement Committee.

Appeals Procedure

- If an applicant disagrees with the decision made by the Placement Committee the matter needs to be referred in writing to the Appeals Committee, a sub committee of the Management Committee. (see contact below). This should be done within 21 days of the decision being made.
- Appeals will be heard and a decision made within 21 days of notification. This is to enable a thorough investigation to take place. The applicant will be notified of the date that the Appeals Committee will sit. The applicant may attend to present their case in person. The applicant can bring a friend, or relative with them.
- When the Appeals Committee has reached a decision the applicant will be informed in writing within 14 days of the outcome and the reasons for this.
- If the applicant still disagrees with the decision, the matter needs to be referred to the Housing Ombudsman.

Mr Keith Hawkins
 Homesdale (Woodford Baptist Homes) Ltd
 5 – 7 New Wanstead
 Wanstead
 London
 E11 2SH

Housing Ombudsman
 81 Aldwych
 London
 WC2B 4HN

Signed

Date

Review Date

