

# SPIRE VIEW HOUSING ASSOCIATION

## PROCEDURES FOR DEALING WITH HOUSING APPLICATIONS

### Housing Application Forms

Application forms will be submitted either by hand, email or post. In addition, they may also be received as a photocopy from Copperworks Housing Co-operative. All forms should be passed to the Housing Assistant immediately.

1. If the form is an original (and not a copy from Copperworks), the Housing Assistant should check if the applicant has ticked any of the 'Copperworks' streets in page 7. If they have then the form should be photocopied and sent to Copperworks the same day. Stephen
2. The Housing Assistant should check, using the SDM waiting list, if the applicant has previously applied to the Association. If a previous application can be found, whether 'live' or 'cancelled', the previous reference number should be used and the new paperwork attached to the old file. If there is no previous application on file or the applicant is applying from a new address then their name and address should be entered into the housing application reference spreadsheet and the next consecutive number allocated to the applicant. The date of application should be entered on the application spreadsheet. The application number should be put onto the top of the application form and this should be put onto a yellow folder. Stephen
3. The application should then be loaded onto SDM as far as possible, except for points and street selections which will be entered once the application has been assessed onto a specific list (i.e. 2apt, 3apt, etc.) by a housing officer. An acknowledgment text should then be sent to the applicant within 2 days of receiving the form. Stephen
4. A pink sheet should be attached to the form and as many details as possible entered e.g. name, address, ref no. etc. (NB Use blue sheets for wheelchair properties). The form should now be passed to the Housing Officers for assessment. Stephen
5. The housing officers will indicate what info is required and phone the applicant or indicate what letter is required to be sent to the applicant (select 4). The housing officer should also update the 'process start date' on the pink sheet. A selection of forms will then be checked and countersigned by the second housing officer. Lesley/Arlene/  
Margaret
6. Once assessed, the application will be returned to the Housing Assistant to finish loading the form onto SDM. The statuses (live / await info) and streets should be updated and the appropriate points letter sent. The **diary system** should also be completed with details of the letter sent etc. Please ensure the pink / blue sheet has been fully updated at each step of the process. Stephen
7. If the application is 'awaiting info' it should be filed in the folder, in numerical order, at the front of the waiting list cabinet. 'Cancelled' files are scanned onto Filestream, indexed accordingly and then shredded. Stephen

### **Additional Information Received**

8. Where additional info is received relating to an application form, the Housing Assistant should attach and complete a green 'additional information' sheet and match this immediately with the appropriate file. If the original application was copied to Copperworks, the additional information should also be copied. The file and the additional information should be passed to the housing officer for re-assessment. If the additional info is verbal, this should be written down on the green 'additional information' sheet, signed and dated and passed to the housing officer with the file. Steps 6 - 8 should then be followed again. Stephen

### **Internal Transfers**

9. When an internal transfer application is received, again SDM should be checked for a previous application. The new application should only be matched with a previous one if the address is the same. If the address is different then the applicant will have been re-housed under the old ref. If there is no previous application, the next available reference number should be allocated using the spreadsheet. The application date should be entered onto the spreadsheet. Stephen
10. A blue Internal Transfer Assessment sheet should be attached to the application form and as many details entered as possible. Steps 6 and 7 should then be followed again. Stephen
11. Applications should be filed in the appropriate space in the IT cabinet. Stephen
12. Where additional information is received, follow step 9 above. Stephen

### **Allocations**

13. Where an allocation is made, the housing officer will pass all the necessary paperwork e.g file, hb form etc. to the housing assistant who will be responsible for updating SDM and notifying Copperworks ([info@copperworks.org.uk](mailto:info@copperworks.org.uk)) of the allocation. This is done as part of the sign up check list. At this point, the housing assistant should ensure that all paperwork has been completed fully and accurately including cover sheets, additional info sheets and sign up checklist as well as updating the relevant void spreadsheets. Stephen

### **No Information Received**

14. Where a select 4 has been sent, applicants are allowed 14 days to respond. The Housing Assistant should enter a recurring reminder in their diary to check these every week. Where the 14 days has been exceeded the Housing Assistant should issue a reminder letter to applicants allowing a further 7 days to respond and advising if no response is received, the application will be cancelled. If no response is received by the end of the 7 days, the Housing Assistant should remove the files from 'awaiting info', scan them onto Filestream and shred them. The Housing Assistant should also update SDM immediately 'cancelled – No reply to letter'. Stephen

### **Additional Notes**

- ✚ SDM fields **must** be filled in as much as possible and accurately at all times.
- ✚ Forms need to be processed as quickly as possible. If these procedures are put in place on a daily basis and immediately upon receipt of forms, the waiting list will always be up to date.
- ✚ Pink covering sheets need to be updated as quickly and regularly as possible. Everyone should contribute to this process.
- ✚ All files should be kept tidy, in order and up to date. All correspondence should be filed immediately.
- ✚ Please ensure correct spelling of names and addresses etc. It is also important to ensure forenames and surnames are in the correct place.
- ✚ Please ensure the spreadsheet is accurate and up to date at all times to allow us to measure the processing times.
- ✚ The timescale for processing application forms is;
  - Process start date to process end date 5 working days.

**April 2016**