

Priority Cards

What is a priority card and who can have one?

Select a Home is all about giving you choice and being fair when allocating United Welsh homes. At the same time we understand that some people need to move urgently and we provide them with priority cards. We provide these:

- to people who have been nominated to us by a local authority as unintentionally homeless and in priority need
- to people with severe mobility problems whose current housing makes this worse
- to those needing to move away from a violent situation at home
- to people needing police protection who are referred to us by the police
- in exceptional circumstances – for example when one of our tenants need to move out while we carry out essential repairs to their home
- to current tenants who are underoccupying a home by two or more bedrooms.
- to people who are living in a home that has been declared unfit by the Environmental Health department (unless they are a tenant of another social landlord).

Using a priority card

- If you are given a priority card it must be used to apply for the first home advertised which matches your needs. If you don't use it for the first available home, it will be cancelled and is unlikely to be renewed
- Priority cards automatically expire after three months
- If more than one priority card is used to apply for the same home then these are considered in date order
- Where a priority card has been used to apply for a home, this will be shown on the feedback section of the advert

What to do if your circumstances change

Please keep us informed of any change of address and any change to the size of your household; otherwise, you may not be considered for the size of home that you need. You may need to fill in a new application form but as long as this is done quickly you will keep your original registration date.

Data protection and access to information

We will keep your personal information confidential at all times. You can ask to see any of your information held by us, unless it has been provided by a third party or relates to a member of your family.

Comments and complaints

We welcome comments, good and bad, to help develop our service - please feel free to contact us with your views. We hope that you will be happy with United Welsh's Select a Home service. If you are not or wish to appeal against a decision please contact one of our Customer Service Advisers who will advise you how to complain.

We are able to provide information in other formats including large print, audio tape or an alternative language. Please contact United Welsh for further assistance – Tel: 0800 294 0195 or E-mail: tellmemore@uwha.co.uk

View detailed information on exclusions, allocations, and procedures online at www.uwha.co.uk or call 0800 294 0195 to request a copy.

United Welsh is a charitable housing association

Select a Home

united
welsh

Your guide to renting a home with United Welsh



View available properties online at:
www.uwha.co.uk

What is Select a Home?

Select a Home is the name of the system we use for allocating our homes. It is designed to give you the choice of where you live by regularly providing details of all homes available to rent.

How to apply

All you need to do is contact the Customer Service Team on 0800 294 0195. We will process your application and provide you with an application number. You can use this number to register for our Homes Online service which allows you to view our fortnightly advert and your application details. You will also need to quote your application number whenever you get in touch with us about Select a Home.

Who can apply?

Anyone aged 16 or over, including council or housing association tenants.

Why is the registration date important?

The registration date is the date when you first applied for a United Welsh home. Generally, the person with the earliest registration date has the best chance of moving in to the home of their choice. For existing United Welsh tenants looking to move to another rented property their registration date is the start of their current tenancy.

How does Select a Home work?

There are four main stages:

1 Viewing the advertisements

Details of all available homes will be available every fortnight, including:

- a photo
- the rent and any service charge
- location
- any special features
- who the home is suitable for – for example, an older person or a family

Some homes may be advertised for specific applicants – for example, existing United Welsh tenants looking to move or those nominated by the local authority – and this will be made clear in the description. Others can still request these homes but preference will be given to those specified.

2 Choosing your home

If you see something you like:

- Check the description to see if it suits your needs.
 - Make sure you are eligible for the home(s) you have chosen.
- The type of home(s) you can apply for is decided according to the information you provided on your application. You can view this information through our Homes Online service.
- Let us know what home(s) you are interested in. You can apply for a maximum three homes per advert.

This can be done in a number of ways:

- **Online** – through our Homes Online service at www.uwha.co.uk
- **By e-mail** – selectahome@uwha.co.uk
- **By text** – text BID+advert no+bid reference+preference (e.g. BID 131) to 07781489823
- **By telephone** – 0800 294 0195
- **By post** – return your fully completed reply slip
- **In person** – call into one of our offices

No responses received after the closing date will be taken into consideration when allocating available properties

3 What we do next

After the closing date, all reply slips are checked and the eligible applicant with the earliest registration date is contacted immediately to arrange a meeting.

We will check:

- the information on your application
- any information we have asked for
- whether you owe any money to United Welsh or another housing association or local authority
- that you have not previously been evicted from a housing association or local authority property
- that the home you have chosen suits your needs

If you are a current United Welsh tenant we also check that your home is decorated to a reasonable standard and there is no damage. Once these checks have been made, you are invited to view the property you have chosen, sign the new tenancy agreement – and move in!

We are unable to contact you if you have been unsuccessful but you can continue to view the fortnightly adverts.

4 Receiving Feedback

Select a Home is open and fair and each advert includes a feedback section. The feedback section shows the number of applications received for each home advertised and the registration date of the successful person (no personal information is ever published). This way, if you apply for a home but are unsuccessful, you can check your own registration date against that of the successful person and see how many people applied for each home. You can also use this information to help you decide which homes to apply for in future. All of this information can be viewed easily through our homes online service at www.uwha.co.uk.



Free Email accounts are available from providers such as www.hotmail.co.uk and www.yahoo.co.uk. They are straightforward and quick to setup and require very few personal details. If you do not have internet access at home, free access and guidance is available in most local libraries.

Register for our online service at:
www.uwha.co.uk