



Your guide to our
**POINTS
SYSTEM**



Railway Housing Association

POINTS SYSTEM

The Association operates a points based lettings system and applications are assessed using the following housing need points.

1. Homeless/Potentially Homeless

Includes the following circumstances:

Persons who will be homeless within the near future (56 days) and can produce written evidence	200
Assured shorthold with notice and court action pending	100
Refused statutory homeless on grounds of non-priority/no local connection	100
In hospital and unable to return home	100
Relationship breakdown with no security of tenure/right to remain	100
Leaving tied accommodation	100
B&B/Agencies	100
No fixed abode (Written evidence must be sighted)	100

2. Overcrowding

Lacking one bedroom	100
Lacking each subsequent bedroom (Separate bedroom for each couple living together/single parent)	50

3. Underoccupation

Under-occupying by 1 bedroom	100
Under-occupying by 2 or more bedrooms	150

4. Disrepair

N.B. Not awarded to Housing Association/ Local Authority tenants.

Statutory Disrepair (only awarded with third party assessment)	100
Non-Statutory Disrepair	50

5. Existing Housing Conditions

No hot water supply	20
No bath/shower facilities	20
Lack of basic heating	10
No separate kitchen	10
No inside WC	20
Sharing Amenities (awarded only to those applicants sharing with non-related residents)	
Sharing bath/shower facilities	10
Sharing kitchen	05
Sharing WC	10

6. Medical Grounds

Applicants who cannot climb stairs and have medical support/Social Services recommendation/in wheelchair	150
Applicants who find stairs difficult due to a medical condition	100
(Any other illness which affects the applicants housing need can also be awarded 100 points)	
A doctors letter may be requested	
Applicants with minor health problems who find they have difficulty managing their home	30
Applicants whose current property has been adapted or designed in such a way that it alleviates some of the medical problems encountered	30

7. Families Living Apart

Only awarded where family are forced to live apart due to housing circumstances	30
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8. Social Need

Awarded for the following:

Availability of family support	25
Availability of support facilities e.g. carers, requiring warden controlled accommodation	25
Availability of community groups	25
Loss of relative by bereavement	25
Living in an area where applicant feels at risk e.g. areas of high vandalism, burglaries etc. or where applicant wishes to move from an area in which they have previously suffered harassment	25
Applicants who require accommodation in order to secure employment	150
Financial hardship - awarded to applicants who are unable to afford or maintain their current accommodation	100
Approved adoptive parents or foster carers who need to move because their current accommodation is unsuitable. Supporting evidence is required from a recognised adoption or fostering agency	150
Member or former member of the Armed Forces in urgent housing need within 5 years of discharge; or bereaved spouses and civil partners who are no longer entitled to stay in Ministry of Defence accommodation and do not have alternative suitable accommodation; or member or former member of the reserve forces and suffering from a serious injury, illness or disability which is attributable (wholly or partly) to their service	50

9. Harassment/Domestic Abuse

Domestic abuse	200
Harassment (Awarded with third party proof e.g. Police, Local Authority, Solicitor). Applicants who have suffered incidents of harassment within six months of their application being considered will be awarded 200 points. In cases where it is more than six months since the last incident, applicants will be awarded 25 points	200

10. Time On List

Given for up to a maximum of 5 years	5 per year
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11. Transfers

Transfers including national mobility schemes	50
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Information can be made available in other languages, or other formats such as Braille or Audio Tape, on request. Please ask a member of our staff for more information, or if you need any other help or advice. (They can arrange to speak to you in your own language if you need them to.)

L'information peut être rendue disponible dans d'autres langues, ou en d'autres formats tels que braille ou bande magnétique audio, sur demande. Veuillez demander à un membre de notre personnel pour plus d'information, ou si vous avez besoin de tout autre aide ou conseil. (ils peuvent organiser de vous parler en votre propre langue si vous avez besoin qu'ils le fassent.)

Bilgiler istenildi_inde di_er dillerde de temin edilebilir ayrıca görme özürülerin kullanabilece_i kabartma alfabesiyle veya Teyp kaseti _eklinde de hazırlanabilir. Daha fazla bilgi için veya herhangi bir konuda yardım ve tavsiye ye ihtiyacınız varsa lütfen görevli personelden birisiyle konu_unuz. (E_er ihtiyacınız varsa personelimiz sizinle kendi dilinizde konu_abilmek için bir tercüman arayabilir).

نستطيع توفير المعلومات بلغات اخرى وصيغ اخرى مثل البريل (لفاقدي البصر) والشرائط الصوتية، حسب الطلب. يرجى الاستفسار من احد موظفينا للحصول على المزيد من المعلومات او للحصول على المساعدة او الارشاد. (يستطيع موظفونا توفير وسائل اخرى للتحدث معكم بلغتكم اذا احتجتكم الى ذلك.)

该资料已被翻译为其它的语言，也有诸如盲文或录音磁带的其它形式供选。请询问我们的职员以便获得进一步的资料、其它帮助或建议。(如果你有需要，他们可以安排用你自己的语言来和你交谈。)

در صورت درخواست، اطلاعات به زبانهای دیگر در دسترس قرار خواهد گرفت و یا به هر شکل دیگر از قبیل خط برجسته و یا صدا. جهت دریافت اطلاعات بیشتر و یا دریافت راهنمایی و کمک، لطفاً از یک کارمند سوال کنید. (آنها میتوانند ترتیبی بدهند که در صورت لزوم با زبان خودتان با شما صحبت کنند.)

ز انبار پانہ بہ زمانی خواتن ده ست ده که ویت، و یا به شیوہ کانی دیکہ، لہ وانہ بہ خہ تی گہ ورہ و یا بہ دہ نگ۔ نہ گہ ر بیویستت بہ ز انباری زورتر، یارمہ تی و یا ناموزگار ی ہہ یہ، تکایہ پرسیار بکہ لہ یہ کیک لہ کارمہ نده کان. (نہ وان کاریکی و ادہ کہ ن کہ بہ زمانی خوت لہ گہ لتا قسہ بکہ ن.)

ਬੇਨਤੀ ਕਰਨ ਤੇ, ਜਾਣਕਾਰੀ ਦੂਸਰੀਆਂ ਬੋਲੀਆਂ, ਜਾਂ ਹੋਰ ਰੂਪਾਂ ਜਿਵੇਂ ਕਿ ਬਰੇਲ ਜਾਂ ਆਡੀਓ ਟੇਪ ਤੇ ਵੀ ਦਿੱਤੀ ਜਾ ਸਕਦੀ ਹੈ। ਹੋਰ ਜਾਣਕਾਰੀ ਵਾਸਤੇ, ਜਾਂ ਜ਼ੋਰ ਤੁਹਾਨੂੰ ਹੋਰ ਸਹਾਇਤਾ ਜਾਂ ਸਲਾਹ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ ਸਾਡੇ ਸਟਾਫ਼ ਦੇ ਕਿਸੇ ਮੈਂਬਰ ਨੂੰ ਪੁੱਛੋ। (ਜੇਕਰ ਤੁਸੀਂ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਉਹ ਤੁਹਾਡੇ ਨਾਲ ਤੁਹਾਡੀ ਆਪਣੀ ਬੋਲੀ ਵਿਚ ਗੱਲਬਾਤ ਕਰਨ ਦਾ ਪ੍ਰਬੰਧ ਕਰ ਸਕਦੇ ਹਨ।)

یہ معلومات گنڈارش کرنے پر دیگر زبانوں یا دیگر صورتوں، جیسا کہ، بریل (آنہری ہونی کھائی، ہینا انخاص کے پڑنے کی کھائی) کی ای ڈی اور شیپ پر بھی فراہم کی جاسکتی ہیں۔ مزید معلومات یا اگر آپ کو کسی مدد یا مشورے کی ضرورت ہو، تو براہ مہربانی ہمارے عملہ کے ممبر سے بات کریں۔ (اگر آپ کو ضرورت ہو تو وہ آپ سے اپنی زبان میں بات کرانے کا انتظام کر سکتے ہیں۔)

Contact us

Our office in Darlington, Maple House, 11 Tillage Green, Westpark Village, DL2 2GL is open between 8.30 am and 4.30pm Monday to Friday.

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Registered Social Landlord: A1855 | Registered Charity: 1188450

Member of the Housing Ombudsman Service

