



Renting a Council Home from Flintshire County Council

Helping you make the right housing choice



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Introduction

This booklet explains how to apply for Flintshire County Council housing, and how we decide what priority people get for rehousing.

Flintshire Council have approximately 7,400 properties in its housing stock and approximately 550 are let every year.

Due to the shortage of housing in Flintshire there are not enough council homes for everyone who needs one, but we will work with you to help find an alternative solution if we are unable to help.

Allocations Policy

This Policy has been written to comply with the legal requirements of “The Housing Act 1996” and the “Homelessness Act 2002” and the Welsh Assembly Government’s Code of Guidance on the allocation of accommodation and homelessness.

The policy will ensure that those who are housed are fairly selected, and will seek to achieve a balance between the needs and preferences of applicants. The Council operates a points system to assess applicants housing need. **A copy of the points scheme policy is attached at the back of this booklet.** A copy of the full policy document is available from your Local Area Housing Office (contact details found on page 13).

The Council is committed to equal opportunities in the delivery of all its services. Applicants are invited to indicate if they require a **translation or interpretation service** or if they require other specialist services as a result of **visual impairment, hearing disabilities or any other disability**.

If you would like a copy of this publication in your own language or in an alternative format such as large print, braille or on tape, please contact your Local Area Housing Office.

Staff members are happy to assist anyone who has difficulties in completing documentation and a home interview service is available for the elderly or for those with mobility difficulties.



Quick Guide to Flintshire Council Housing

The flowchart below briefly explains how our allocation policy works. A more detailed explanation is provided later in this booklet.

To apply for rehousing you firstly need to register on our housing waiting list by completing an application form and returning it your local area housing office.



Flintshire Council operates a points based lettings scheme. After assessing your application we will write to inform you of your unique housing reference number and how many housing need points you have been awarded. The letter will also inform you if you have a *likely* or *unlikely* chance of being rehoused.



If a council property is vacated in an area that you have requested and it matches your household size your housing reference number will appear on the housing list. You will be offered the property if you have the highest number of housing need points at the time the list was drawn up, i.e. if you are top of the list.



If you are allocated a property you will receive an offer letter with an acceptance/ refusal form attached. You have 5 working days to complete and return the form stating whether you are accepting or refusing the provisional offer of accommodation. As soon as the property is back from our Repairs Service you will then be asked to view the property with a Neighbourhood Housing Officer and sign for the tenancy.

How to Register for Council Accommodation

All applicants use the same form (including council tenants who wish to transfer). Application forms can be completed on Flintshire County Council's Website – www.flintshire.gov.uk, collected in person, or requested over the telephone from any of the council offices listed in Useful Information.

You must make sure all sections of the application form are completed **FULLY** and **ACCURATELY**.

The form will be returned to you if you do not complete **ALL** sections and if the relevant **PROOF** is not provided. Please **DO NOT** send original documents in the post, we will accept photocopies or a member of staff will copy documents for you if you take them to one of the Local Area Housing Offices.



Who can apply for Flintshire Council Housing?

You are eligible to apply for housing and be placed on the housing register if you are:

- Residents of the United Kingdom aged 16 or over – including Flintshire tenants who wish to transfer to other accommodation.
- British nationals and European Economic Area (European Union countries plus Iceland, Norway and Liechtenstein) aged 16 and over who have been habitually resident in the United Kingdom, Channel Islands, Isle of Man or the Republic of Ireland (Common Travel Area). Any period of residence less than 2 years will have to be tested by the Council.
- Refugees or other persons granted permission to remain in the United Kingdom.

Who cannot apply for housing?

- Persons under the age of 16
- Persons subject to immigration control within the meaning of the Asylum and Immigration Act 1996 (c.49) unless they are of a class prescribed by regulations made by the Welsh Assembly Government.
- Persons who fall within other classes of persons from abroad prescribed by Welsh Assembly Government
- We may also consider suspending your application if you are guilty of serious unacceptable behaviour e.g. anti-social behaviour, rent arrears or convictions.

Who are the priority households?

- person(s) who are homeless and the Local Authority have a duty under Homeless Legislation.
- person(s) who are living in unsanitary or overcrowded housing or other unsatisfactory conditions
- person(s) who need to move on medical or welfare grounds (including disability)
- person(s) who need to move to a particular locality in the area, where failure to meet that need would cause hardship to themselves or others.



What type of property will be offered?

The chart below indicates the ideal property size that households will be considered for:

Household Size	Property Size
Single person/ couple	Bedsit One Bedroom Flat Two Bedroom Flat Bungalow (where eligible)
Household with one child	Two Bedroom House Two Bedroom Ground Floor Flat Three Bedroom house
Household with 2 children of the same sex or opposite sex under the age of 10	Two Bedroom House (large) Three Bedroom House
Household with 2 children of opposite sexes, one of whom is aged over 10	Three Bedroom House
Household with 3 children	Three Bedroom House Three Bedroom & 2 sitting Room House 4 Bedroom House
Household with 4 or more children	3 Bedroom House & 2 sitting Room House 4 Bedroom House 4 Bedroom House & 2 sitting room House

Where are the Council Houses/ Flats/ Bungalows?

Please refer to both the table above and on the next page prior to completing an application form as it shows how many properties we have in our housing stock. The information on this table and in the table on page 16 will help you decide which area to select as your preferred area to be rehoused, as you will be able to see how many properties we have in the area you desire and how often the properties are let. If you are too restrictive in your area choices this can severely affect your chances of being made an offer of accommodation.

Flintshire County Council Stock Oct 2011

Area	1 Bed Properties	2 Bed Properties	3 Bed Properties	4 Bed House	Over 55's 1 Bed	Over 55's 2 Bed	1 Bed Sheltered	2 Bed Sheltered
Abermorddu		16	11		12	0	0	0
Bagillt (East)		44	49		8	5	39	1
Bagillt (West)		14	74		0	0	20	2
Berthengam		5	19			0	0	12
Broughton		37	157	3	22	0	23	0
Bretton					10	0	0	0
Brynford			16		0	0	0	22
Buckley	44	82	239	11	57	9	148	1
Caergwrle		2	51	1	7	0	0	0
Caerwys		2	8	0	0	0	13	26
Carmel		3	0	0	2	4	0	0
Cilcain		0	2	0	0	8	0	0
Connahs Quay	47	145	268	3	31	6	210	24
Cymau		0	9	6	5	0	0	0
Dobshell		5	5	0	0	0	0	0
Drury		4	22	0	0	0	27	0
Ewloe		0	33	0	0	0	44	14
Ffrith		0	7	0	0	0	0	0
Flint (Castle)	3	10	163	2	0	0	39	132
Flint (Coleshill)		27	27	2	0	0	87	123
Garden City	1	23	30	3	9	0	14	0
Greenfield		11	147	0	5	5	19	16
Gronant		0	3	1	0	0	0	55
Gwaenysgor		0	5	0	0	8	0	0
Gwernaffield		0	3	0	0	0	0	29
Gwernymynydd		0	9	0	0	0	0	0
Gwespyr		0	11	0	0	0	4	16
Halkyn		0	2	0	0	7	0	0
Hawarden		7	65	5	19	0	0	0
Holway		1	114	0	0	14	0	0
Holywell (central)	2	5	7	0	0	0	0	0

Flintshire County Council Stock Oct 2011

Area	1 Bed Properties	2 Bed Properties	3 Bed Properties	4 Bed House	Over 55's 1 Bed	Over 55's 2 Bed	1 Bed Sheltered	2 Bed Sheltered
Holywell Llwyn Aled/ Beuno		1	0	0	0	0	60	14
Holywell Strand	8	22	146	10	0	0	0	0
Hope		11	19	0	0	0	0	0
Kinnerton		0	8	0	12	0	0	0
Leeswood		25	36	5	0	0	14	22
Lixwm		0	1	0	0	0	0	15
Mancot		14	55	0	12	0	76	25
Mold	46	93	283	13	8	5	27	12
Mostyn		44	74	11	0	9	18	66
Mynydd Isa		1	8	0	0	7	0	0
Nerowys		1	0	0	0	0	8	4
New Brighton		0	12	0	0	0	0	20
Northop		0	21	0	0	0	5	18
Northop Hall		1	15	0	4	4	0	25
Oakenholt	3	23	164	1	0	0	0	0
Pentre Halkyn		7	15	0	0	0	0	28
Peny Y Maes	20	45	35	3	0	0	18	0
Penyffordd (Chester)		1	34	0	0	0	0	0
Penyffordd (Holywell)		3	35	0	0	0	0	0
Pontybodkin		13	2	0	0	0	0	0
Queensferry	1	11	53	5	28	0	0	0
Rhes Y Cae		0	1	0	0	4	0	0
Rhosesmor		3	4	0	0	0	0	32
Rhydymwyn		2	12	0	0	0	2	22
Saltney		63	294	10	17	0	78	1
Sandycroft		4	24	1	25	10	0	0
Sealand	9	59	82	0	7	1	18	0
Shotton	2	56	207	14	63	7	133	3
Sychdyn		1	9	0	0	12	0	0
Trelawny		0	4	0	0	0	0	0
Trelawnydd		0	12	0	0	0	6	24
Treuddyn		30	21	4	0	0	29	1
Whitford		2	2	0	0	0	0	0

What happens after I apply for housing?

You will be advised in writing whether or not your application has been accepted onto the Housing Register. If it is accepted you will be given the following information.

- **Your unique reference number, to quote in any communication.**
- **The registration date of your application.**
- **The points your application has been awarded – which are assessed using the scheme at the back of this booklet.**

You will be told either:

You are **unlikely** to be housed by the Council – which means, you do not fall within one of the preference groups and your points are so low that based on the average number of vacancies we have per year, it is reasonable to advise that you will not be considered for housing, or that you will **only** be considered for less popular properties.

OR

You are **likely** to be considered for Council accommodation. This is only an indication that you fall within a preference group. It does **NOT GUARANTEE** we will be able to assist you with housing.

Frequently Asked Questions



Q. What happens if I don't agree with my points group?

Your first point of contact is your Neighbourhood Housing Officer who will be able to offer you more of an explanation for your point's score and will be able to discuss any other housing options with you. If you are still dissatisfied with the outcome please put your comments in writing addressed to your local Neighbourhood Housing Manager.

Q. I have a medical condition, will this get me more points?

If you have a medical condition that is directly affected/ worsened by the accommodation you currently live in, you can submit a Medical Self Assessment Form. This form can be obtained from your Local Neighbourhood Housing Office. Please supply any supporting letters/ reports from any relevant health professional (Occupational Therapists, Social Workers, G.P's etc). This information is presented to a group of health and housing professionals who meet monthly to assess all medical applications. The Medical Panel decide which category of points to award.

Points will only be awarded if it is obvious that your health or standard of living would benefit from rehousing.

Q. How long will I have to wait to be offered a house?

We aim to process your application within 14 days of receipt, providing **ALL** proofs are received (unless a Medical Assessment or additional information is required).

How long you have to wait will depend on the type of property you can be considered for, where you want to be re-housed, and the demand for properties in that area.

Q. How many points do I need to get a house?

There is no maximum number of housing need points. There are different lists for every area where we have council accommodation and we have different lists for every household type. Housing lists vary from area to area. There is more demand for highly populated towns than rural areas. The housing need points will also depend on how many people are registered on the list who have chosen, the area where the vacancy is and how many vacancies we have had in the area. Please refer to pages 7 & 14 to see our council stock list.

Q. My landlord has served me with a Notice to Quit. Can you find me a house soon?

You need to contact Flintshire's Housing Options Team by telephoning 01357 703777 or e-mail housingoptions@flintshire.gov.uk as soon as you think you could become homeless. The Housing Options Team cannot offer accommodation easily or quickly, but they can work with you to try to find an alternative solution in a managed and suitable way.

Q. What happens if two applicants are in the same priority group and have the same number of points?

In this situation the applicant who has been registered for the longest time would be offered the property.

Q. If I refuse an offer will I go to the bottom of the list?

No you can have up to two offers in a 12 month period. The refusal of a third offer may result in you being suspended from the housing register for 6 months. This will only happen if you have had 'reasonable' offers in areas of your choice. If you do not agree with the suspension you can appeal against the decision by writing to the Neighbourhood Housing Team Leader.

Q. Can I apply for sheltered accommodation if I'm under 60 years old?

Flintshire's sheltered schemes are typically allocated to person(s) over 60 years old, and we have a number of schemes which are available to the over 50's. If there is little demand for the over 60's accommodation we will consider younger applicants (typically over 50).

Any household that requires ground floor accommodation based on medical or disability grounds can be assessed for a bungalow/ flat in sheltered accommodation.

Q. I am a Flintshire council tenant in a family house, and I'm thinking of applying for a sheltered bungalow. Are there any incentives available to help me move?

Yes. We can cover the cost of your removals, and/ or pay for the reconnection of your telephone, cooker etc if you can prove that you are unable to do this yourself. For terms and conditions of our Tenant's Incentive Scheme please contact your Local Area Housing Office, details are in Useful Info section.

Q. What happens if I wish to apply to go on the list for future housing, but I do not want to be housed at the moment?

You can request that your application form is placed on the "suspended" list. You will continue to receive an annual review and your application will accrue points for length of time on the register, but you will not actively be considered for vacancies. It will be **your responsibility to let us know when you wish your application to be activated**, this does not guarantee you immediate housing.

Q. What do I do if I change my address or my circumstances change?

All you need to do is contact your Local Area Housing Office (see page 13 for contact details) and complete a change of circumstance form.

Q. If allocated a property am I allowed to keep a pet?

Yes, providing you obtain the Council's written permission, and the pet does not cause a nuisance, annoyance, or disturbance to any other persons. There are some exemptions to this and your Neighbourhood Housing Officer will give you this information when making an offer.

Do I really need to move? Are there any other options available to me?

We have trained staff who are available to help you with the following options:-

- Applying for an adaptation or disabled facilities grant
- Shared ownership schemes
- Renting in the Private Sector
- Renting from Housing Associations
- Exchanging Homes with another Council tenant/ Homeswapper – please see page 12
- Housing Benefit advice
- Mortgage Rescue
- Housing Options Advice if you are threatened with homelessness

Contact details can be found in Useful Contacts on page 13 or please contact your area office for advice.

How to apply to Housing Associations

To increase your chances of being rehoused by a social landlord you can apply direct to local housing associations and ask for an application form. The main housing associations with properties in Flintshire are Clwyd Alyn Housing Association, Wales & West Housing Association Cymdeithas Tai Clwyd. Contact details of these associations can be found in the Useful Information section.



Nominations to Housing Associations

Housing associations are obliged to give Flintshire Council 50% of their vacancies to people on our housing register. In order to be nominated for any housing association property please ensure you have ticked the relevant box on Flintshire's housing application form titled 'Other Housing Options'.

Private rented Accommodation

There is a good supply of privately rented accommodation in Flintshire and properties are available in most areas. Please search our housing website for more information www.flintshirehousing.co.uk, click on 'available properties'.

Newspapers provide the most up-to-date information of local landlords as well as property search websites such as www.rightmove.co.uk or www.zoopla.co.uk.

Flintshire Bond Scheme

Working in partnership with YMCA Wales, the Flintshire Bond Scheme can help people who cannot afford the deposit when trying to rent property through private landlords. We can assist you with a non-cash deposit, help you complete your housing benefit form and ensure you know how much rent you must pay to the landlord. We can advise on tenancy related issues you may have whilst in your property such as difficulties paying the rent or repair issues and can talk directly to the landlord on your behalf.

Who is eligible?

- People over 16 years old with a family connection in the Flintshire area
- Single people or couples without children
- People who are deemed "priority need" through the Housing Options Team
- Persons who are homeless or threatened with homelessness
- People in receipt of benefits or on a low income
- People looking for private rented accommodation but unable to afford a deposit
- People with less than £250 savings

Please contact us to discuss the scheme further.

Affordable Home Ownership

Is intended for people who are unable to afford to purchase a property or to rent privately. It is a priority of Flintshire County Council to provide affordable home ownership for local people by working with housing association partners and local developers .

Affordable rent – these are properties available to applicants who are in employment but cannot afford, or do not wish to consider home ownership. The rent is usually about 80% of local market properties.

Shared equity – you are given a share in a property with the aid of a mortgage, and the council or housing association owns the remaining share, you do not pay rent on it. When the property is sold the council will be entitled to receive their share of the value of the property.

Homebuy – you will be given a loan of 30 – 50% of the Open Market Value of the property you wish to purchase, you will be given finance for the remaining percentage. There is no monthly rent or interest on the loan, but when the property is sold you will have to re-pay the percentage of the Open Market Value of the property at that time.

Shared Ownership – allows you to buy your home/ new home (usually 50%) and to rent the other part from a Housing Association/ Developer.

If you are interested in affordable home ownership please contact Cymdeithas Tai Clwyd – contact details in Useful Information.

Homeswapper

If you are a council or housing association tenant at present and you wish to move, you can register to swap homes with another council or housing association tenant nationwide by registering your details for free on the Homeswapper website www.homeswapper.co.uk. For more information please contact your Local Area Housing Office.




Useful Contacts

Area Housing Offices


South Area Office

County Hall
Mold
CH7 6NT

 01352 701500 (reception)


North Area Office *

Kings Head Buildings
High Street
Holywell

CH8 7TH
 01352 701750

East Area Office

Wepre Drive
Connahs Quay
CH5 4HB

 01352 701190

* North Area Office will be relocated in to County Offices, Flint in 2012, telephone numbers will remain the same

Citizens Advice Bureaux: <http://www.flintshirecab.org.uk>

Mold

The Annexe Terrig House
Chester Street
MOLD
Flintshire
CH7 1EG
Tel: 01352 753520

Holywell

The Old Library
Post Office Lane
HOLYWELL
Flintshire
CH8 7LH
Tel: 01352 711262

Shelter Cymru

advicenorth@sheltercymru.org.uk
Po Box 2293
Wrexham
LL11 0FB
Tel: 0845 075 5005

Flintshire Bond Scheme

Private Sector Support Team
County Offices
Chapel Street
FLINT
01352 703808 or 703811

Housing Benefits

Benefits Team
Flintshire County Council
County Hall
Mold
CH7 6NA
01352 704848

Benefit Surgeries

Benefit surgery's are held at our Holywell and Connah's Quay offices. Benefits advisors are on hand to deal with queries and no appointment is needed:

• County Offices Holywell

Tuesdays & Thursdays; 09.00 – 12.00
King's Head Building, High Street, Holywell, CH8 7TH

• County Offices Connah's Quay

Mondays; 09.00 – 12.00
Civic Centre, Connah's Quay, CH5 4HB

Housing Debt Helpline - 0800 107 1340

www.housing-debt-helpline-wales.org

Immigration Advice Service - 020 7357 6917

www.iasuk.org

Local Housing Associations:

Clwyd Alyn Housing Association

72 Ffordd William Morgan
St Asaph Business Park
St Asaph
Denbighshire
LL17 OJD
Tel: 01745 536800
www.clwydalyn.co.uk

Cymdeithas Tai Clwyd

54 Stryd Y Dyffryn
Dinbych
LL16 3BW
Tel: 0345 230 3140
www.taiclwyd.com

Wales and West Housing Association

North Wales Office
Unit 2
Acron Business Park#
Aber Road
Flint
CH6 5YN
Tel: 0800 052 2526
www.wwha.net

Number of Properties Let within a 12 Month Period (Oct 2011-12)

	1 Bed Flat	2/3 Bed Flat	2 Bed House	3 Bed House	2/3 Bed Maisonette	Over 55's Bungalows	Over 60's 1 Bed Bungalows	Over 60's 2 Bed Bungalows	Over 60's Flats
NORTH AREA									
Bagillt		4	2	6		2	5	2	
Caerwys							1	1	
Flint		3	1	23			2	4	22
Greenfield				5	7		2	3	
Gronant				1				5	10
Holywell	1	5	5	16			3		
Holway				8		2			
Mostyn			5	2				7	
Pentre Halkyn			2					1	
Penyffordd				4				2	
Rhewl						1			
Rhosesmor				1				5	
Strand				3					
Trelawnyd				1			1	1	
Trelogan				1					
TOTAL	1	12	13	73	7	5	14	31	32
SOUTH AREA									
Broughton		2	2			3			3
Buckley	3	17	1	6		3	10		6
Caergwrle			2	4			3		1
Cilcain						1			
Cymau				3		1			

	1 Bed Flat	2/3 Bed Flat	2 Bed House	3 Bed House	2/3 Bed Maisonette	Over 55's Bungalows	Over 60's 1 Bed Bungalows	Over 60's 2 Bed Bungalows	Over 60's Flats
Drury				1					
Gwernymynydd						1			1
Hawarden			1	3		3			
Hope			1	1			2		
Leeswood			1	2			1		
Mold	6		7	8		1	2		2
Nannerch						2			
Nercwys									2
New Brighton								1	
Northop Hall				1				1	
Penyffordd				2		1			1
Pontybodkin			1						
Rhydymwyn								4	
Saltney			6	14		1	12		
Sychdyn						2			
Treuddyn			2				3	1	
TOTAL	9	17	24	47		19	33	7	16
EAST AREA									
Connahs Quay	7	4	9	10	1	0	13	0	13
Ewloe				5			3		4
Garden City			1	3			3		
Mancot		1		2		1	4		4
Queensferry				7		3			
Sandycroft		1				1			1
Sealand	1	1		6		1	13		
Shotton		1	1	10		2			6
TOTAL	8	8	11	43	1	8	36	0	28

The Points Scheme Policy

All eligible housing applications will be assessed using the following points scheme:

Points Category	Criteria	Points
Local Connection	Current Residence- Where a customer is currently resident by choice in Flintshire. 1 point per completed year.	10 max
	Previous residence- Where a customer currently residing outside of Flintshire County Council area has previously lived in the area by choice for 5 years or more. A residence period of 5 years will be awarded 1 point. Residency points will be awarded on the basis of one point per year thereafter up to a maximum of 10 points. N.B. Members of the Armed Forces will be able to establish local connection via residency or employment.	10 max
Waiting time	1 point for each year on the Housing Register.	10 max
Medical points	Points will be awarded by the 'Assessment Panel', following the completion of a 'Medical Assessment Form'. Cases are life threatening or likely to become so and the existing accommodation is a major contributing factor.	100
	Cases are critical where a customer or a member of their household: Has a serious physical or mental illness, disability or medical condition or behavioural disorder, which is causing serious dysfunction to the family unit e.g. terminal illness, permanent disability or progressive condition and they are completely unable to cope in their present accommodation. Re-housing is the only option. Is hospitalised and is unable to return to their home as it is totally unsuitable for their long term needs by way of design, location and/or is unsuitable for disabled adaptations.	60
	Cases are urgent where an applicant or a member of their household: Is unable to access essential facilities within the property e.g. bathing or toilet. Or access to the property itself is totally unsuitable. The property cannot be adapted to meet their needs or it would not be cost effective to adapt the property or it would not be suitable to meet the long term needs of the customer. The property is not suitable to meet the mental health needs of the customer.	40
	Cases where the customer or a member of their household:	20

	<p>Has some difficulty in using facilities or rooms, in the property or gaining access to the property, which could be alleviated by re-housing.</p> <p>Has health or social care problems which are likely to be alleviated if they were re-housed or moved near family for support.</p> <p>Has a mental illness which could be alleviated by re-housing.</p>	
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Criteria for Reassessment of medical points:

The Medical Panel will reassess points where there has been a change in circumstances since the last assessment, or additional information has been provided which the panel did not have access to and which evidences greater need than the original points award.

The Medical Panel will link to the Specialist Housing Group, where it is unlikely that Flintshire County Council will be able to assist with re-housing of serious/ special cases in its own stock e.g a wheelchair user requiring a fully adapted unit of accommodation.

Cases referred to and accepted by the Specialist Housing Group will be nominated outside of the normal nomination rules and the customer will not have to qualify on points, as best use is being made of specialist housing stock.

Overcrowding points	<p>For each bedroom the accommodation lacks.</p> <p>The following illustrates how bedroom need is calculated:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 50%;">Household</th> <th style="width: 50%;">Separate Bedroom Need</th> </tr> </thead> <tbody> <tr> <td>Single Parent</td> <td>One bedroom (1 bed space)</td> </tr> <tr> <td>Couple</td> <td>One bedroom (2 bed spaces)</td> </tr> <tr> <td>Single child</td> <td>One bedroom (1 bed space)</td> </tr> <tr> <td>Two children of opposite sex both under 8</td> <td>One bedroom (2 bed spaces)</td> </tr> <tr> <td>Two children of opposite sex, one over 8</td> <td>Two bedrooms (2 bed spaces)</td> </tr> <tr> <td>Two children of same sex (any age)</td> <td>One bedroom (2 bed spaces)</td> </tr> </tbody> </table> <p>For example a couple with one child will require 2 bedrooms. If the child is sharing a bedroom with the parents 20 points will be awarded.</p> <p>A single child of any age would not be expected to share with another family member other than a brother or sister. E.g a grandparent and grandchild.</p> <p>A single applicant can share a bedroom with a brother or sister</p>	Household	Separate Bedroom Need	Single Parent	One bedroom (1 bed space)	Couple	One bedroom (2 bed spaces)	Single child	One bedroom (1 bed space)	Two children of opposite sex both under 8	One bedroom (2 bed spaces)	Two children of opposite sex, one over 8	Two bedrooms (2 bed spaces)	Two children of same sex (any age)	One bedroom (2 bed spaces)	20
Household	Separate Bedroom Need															
Single Parent	One bedroom (1 bed space)															
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	<p>However the Council will not award points to a customer where overcrowding can be avoided by re-organising where people sleep, or where it has been caused deliberately. This will not include, where a family member has moved in to be cared for or to act as a carer.</p>	
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	<p>Points will only be awarded once proof of child benefit has been received.</p> <p>Where the applicant has children with access only rights, overcrowding points will not be awarded if sufficient bed space is available with the other parent. Proof will be required. Customers in these circumstances will only be considered for flats and maisonettes.</p>	
	<p>The sleeping arrangements of all persons living in the property will be taken into account, but proof of residence for each person will be required.</p> <p>If a room can only accommodate 1 single bed because of its size, it will = 1 bed space. Therefore 2 persons sharing a room will be awarded 20 points</p> <p>For the purpose of assessing overcrowding a parlour shall be counted as an additional bedroom. (Only where it is a separate room, it will not be counted if you have to walk through it to get to another room).</p> <p>If a single customer lives in a bedsit they will not qualify for overcrowding points. If a couple live in a bedsit they will qualify for 20 points.</p> <p>In the cases of relationship breakdown, the customer must provide evidence of the relationship breakdown if he/she is still sharing accommodation with his/her former partner and wishes to be assessed as a single person needing their own accommodation. E.g separate claims for income support, removed name from mortgage</p> <p>Overcrowding points do not apply to households in temporary or supported accommodation.</p>	
Shared Facilities	<p>These points apply where a customer shares amenities (Living room, kitchen or bathroom), with others who are not to be re-housed with them.</p>	
	Households with Children or expecting a child	15
	Couples or single persons over the age of 35	10
	Single persons under the age of 35	5
	These points are not awarded to customers in temporary or supported accommodation.	
Lacking Amenities	<p>These points are awarded where accommodation lacks the following:</p> <ul style="list-style-type: none"> No inside toilet. No bath or shower. No adequate cooking facilities. No provision of hot water supply. No cold water supply. No electricity supply. 	10 for each lacking.
Property Condition	An 'actionable' Category 1 hazard has been identified.	40
	An 'actionable' Category 2 Hazard has been identified.	20
	If remedial action is taken these points will be withdrawn.	

	Property condition points will not be given if lack of amenities points are applicable.	
Homelessness Prevention Points	These points are awarded to customers who are threatened with homelessness through no fault of their own (unintentional) and are likely to be in priority need if homelessness is not prevented within a 56 day period. Points are awarded following assessment by the Housing options Team. Examples may include households issued a Section 21 notice because the landlord wishes to sell, or where mediation and negotiation can only sustain the current accommodation for a relatively short period of time.	30
Homeless Points	These points are awarded to Customers who are unintentionally Homeless and in priority need Customers who are unintentionally homeless but do not have a priority need. Customers who are intentionally homeless with a priority need. Customers who are intentionally homeless and do not have a priority need. These points are awarded following assessment by the Council's Housing Options Team.	50 20 10 5
Additional points	These points are awarded after a continuous 12 month period in temporary accommodation. This only applies if placements are made or agreed by Flintshire's Housing Options Team. These points do not apply to customers living in supported accommodation	20
	These points are awarded if a continuous period of 24 months has been spent living in temporary accommodation. These points do not apply to customers living in supported accommodation	20
Under Occupation	Where a tenant of Flintshire County Council is living in accommodation too large for their needs and they wish to move to a smaller property. This is to ensure best use of the stock and to enable customers to move when they are no longer able to afford to remain in a large property. E.g. A single person over the age of 60 living in a 3 bed house wanting to move to sheltered accommodation. A single person who has succeeded to his mother's 2 bed house. These points may also be used whereby a single parent and 1 child are living in a 3 bed house which they are struggling to afford.	100
Welfare	Where a customer with children under 10 years or a pregnant customer is living in a flat or maisonette above ground level and there is no lift. These points are also awarded to customers 60 or over who cannot manage stairs and a lift is not provided. These points are not to be duplicated by medical points. An Occupational Therapist visit will be required.	40
	A family with dependent children is forced to live apart due to suitable accommodation not being available to the whole family group. All relevant proofs will be required before points are awarded. E.g. claims for income	10

	support, change of bank details, household bills etc	
Move on points	Points will be awarded if a customer is currently living in supported accommodation and is ready for independent living without the level of support currently provided. Supporting evidence will be required from the relevant support provider.	30
Hardship	Where a customer needs to move to a particular locality in the Flintshire County Council area, where failure to meet that need would cause hardship (to themselves and others). Consideration will be given to any financial impact on the customer, the distance living apart or travelled on a regular basis and the level of support currently been given and the support needs of the customer or recipient of support. (In order to avoid a duplication of points, these points will not be awarded where a customer has already been awarded 20 medical points for support and social care needs relating to medical issues.)	10
Management Points	These points can only be awarded by the Head of Housing, in conjunction with the Executive Member (or nominated deputies) where securing alternative accommodation for the customer will make best use of the Council's housing stock. For example: <ul style="list-style-type: none"> • An assignee willing to move to more suitable accommodation. • To a customer remaining in a Council property on the death of the tenant, where there is no statutory right to succeed. • Council employees living in tied accommodation wishing to retire. • Where a property is to be demolished. • Where a customer has been moved to another property to allow Flintshire County Council to undertake major repairs and they wish to remain in the property and it makes best use of Council stock. Or Where re-housing is a matter of urgency and the points already awarded under the points scheme do not reflect the urgency. Examples include: <ul style="list-style-type: none"> • racial incidents • sexual abuse • domestic violence • severe anti social behaviour • provision of a home for fostering or adoption • housing of applicants through MAPP/MARC • To facilitate strategic housing aims e.g. housing renewal and regeneration projects. 	100
	For less serious cases where management points are thought to be applicable.	50
Penalty Points	A reduced priority will be given and points deducted on the basis of 10 per £100 of debt if the customer: Owes any outstanding housing related debts to the	10 per £100

	Council i.e. rent arrears or former rent arrears, rechargeable repair debts. Debts to other landlords or mortgage arrears will also be considered. Penalty points will not be awarded if customers can demonstrate that mortgage arrears or arrears accrued whilst in the private rented sector were due to affordability issues e.g. a change in circumstances due to redundancy and a shortfall in funds or Housing Benefit payments.	
<p>If a customer is found to have broken the terms of their current or former tenancy agreement and has failed to keep the property in good condition or damaged the property. The cost of the remedial work will be applied as penalty points.</p> <p>For Flintshire County Council tenants the penalty points will be calculated by using the Council's Schedule of Rates.</p>		
	In the case of proven Anti Social Behaviour which does not warrant exclusion a customer's priority will be reduced by the award of penalty points. E.g Noitce of Seeking Possession	100
<p>If a customer with penalty points is short-listed for a property they will either have to clear the debt in full or demonstrate a regular payment pattern and reduction over a 6 month period or in the case of Anti Social Behaviour, there have been no reported incidents for a 6 month period. Tenancy support will be offered to ensure that the tenancy is sustainable.</p> <p>Points will be reinstated once issues have been completely resolved. The onus is placed on the applicant to notify the Council when they believe that points should be reinstated.</p> <p>If an applicant has serious housing need or is homeless, this may override any penalty points. Each case will be assessed on it's own merit by the relevant Neighbourhood Housing Manager.</p>		
Deduction Points	If a customer has the financial means to resolve their housing need for example equity in a property, savings, investments etc to purchase a property or rent a property, deduction points will apply. N.B. deduction points will only apply after a threshold of £100,000.	10 per £50k (above £100k threshold)