

Letting our homes



Shaped
by
residents



Letting our homes

Hastoe provides good quality and affordable sustainable homes for people with limited options in the housing market. We build homes in the South, East and West of England: some for rent and others for sale on shared ownership leases.

It is important that everyone who applies to us for a home is dealt with fairly and equally so we have a detailed policy which we follow. Copies of this policy are available from your local office and our website.

To achieve sustainable communities we build new housing of different sizes, for rent and shared ownership. We agree local lettings policies with local authorities and accept referrals or nominations from a variety of agencies.

Eligibility to apply

In order to be eligible for one of our properties applicants must be in housing need, and unable to meet their housing need on the open market.

Some of the things that help decide whether someone is in housing need are that they:

- live in overcrowded conditions
- live in a property that falls short of the decent homes standard or lacks basic amenities
- occupy a property on a short term agreement that can be terminated in less than 12 months
- have been accepted as statutorily homeless by the local authority
- are at risk because the present accommodation is unsuited to the needs of the applicant or someone living with them
- are unable to benefit from economic, social or community support which the applicant or someone living with them needs, and which is available close to Hastoe's development
- spend a disproportionate amount of time commuting to work or to fulfil other responsibilities
- are in circumstances which force them to live apart from a partner or other people or members of the family who would otherwise live with them
- are adequately housed at home with family but needing to set up home independently for the first time
- are unable to afford outright purchase but able to pay intermediate or sub-market rent.



Applying for a home

Most new rented schemes are built with public funding and we accept applicants nominated by the local authority. We will be working in full partnership with local authorities in the future and have closed our waiting lists to new people. If you want to apply for a home, our advice is to register on your local authority's housing list. It is likely they will be running a Choice Based Lettings (CBL) scheme with the aim of giving applicants greater choice in where they want to live.

Nominations can be made to us from the housing list or through CBL depending on

the type of nomination agreement in place. Each local authority is slightly different and you will need to understand the local application process. We can help you with this so contact your nearest Hastoe office.

Most of our new rural schemes are developed to enable local people to stay in their village. This means that priority is given to people with a local connection.

If you are put forward to be considered for a home that suits your needs, we will visit you to check the information provided on your applications forms is correct.

Moving in

If your application is successful, we will organise a 'move in' date and a tenancy pack for you. On the day you move in, we will:

- complete the tenancy agreement (the contract between you and Hastoe)
- read the utility meters
- confirm how you would like to pay your rent and when it is due
- collect the rent which is owed for the period up to the end of the first month
- help complete any housing benefit forms where needed

- answer specific queries
- set a date for the six-week new tenant visit
- leave a copy of the new tenant satisfaction form, together with a stamped addressed envelope for return Hastoe. We want your feedback on our lettings process.

Within about six weeks of you moving in, your area housing manager will visit you again to see that everything is going well and you are happy in your new home.

How to contact us

Write

Hastoe Hub, Hastoe Housing Association,
Marina House, 17 Marina Place, Hampton Wick,
Kingston Upon Thames, Surrey KT1 4BH



Alternative formats of this document

If you require this information in another language, large print or different format such as braille or audio CD please contact Hastoe Hub.

Telephone

0300 123 2250

Out of hours emergencies

0345 266 6527

Textphone

18001 0300 123 2250

Website

www.hastoe.com

Email

customerservices@hastoe.com

Accreditations

We value fairness and diversity. We strive to do the best we can and to improve to achieve excellence. External organisations check that we mean and do what we say, and have accredited us. These include:



IN business for neighbourhoods means we have made a set of promises – to customers, neighbourhoods and excellence – in line with other National Housing Federation members.



Positive about disabled people means we have agreed to take action to meet five commitments regarding the employment, retention, training and career development of disabled employees.



SHIFT provides an assessment of our sustainability performance.



Investors in People is a standard which helps organisations transform their business performance through staff development. Gold means we have achieved the highest standard of the award.



Stonewall works with a whole range of agencies- diversity champions - to address the needs of lesbians, gay men and bisexuals in the wider community.