



Empowering People.
Inspiring Communities.

Summary of our Allocations Policy

How do I apply for housing?

Please call us on 01782 252575, text us on 07838 906952, or email us at mailbox@epichousing.co.uk with your contact details. You can also apply online at www.epichousing.co.uk.

What happens next?

We will ask you a few brief questions about the type of property you would like and how many people are to be housed with you.

Your name will then be recorded on our Register of Interest, and we will let you know how long the waiting time is before we visit you at your current address to complete your application.

The home visit

If you live within 10 miles of Bentilee, we will visit you at your current address to discuss your application. During the visit, we will check your identity and address details (and those being housed with you), and get to know a bit more about your housing and employment situation and note any specific requirements about the type of property that you need. We will also complete an income assessment to check that you have enough income to cover your rent and the other bills that you would need to pay whilst running a home.

We also check our records to see if you have had a tenancy with us before, and request a reference from the landlord of properties you have lived at in the previous 3 years.

Unemployed Applicants

Applicants who are not in work are required to attend our special coaching programme before they are accepted for housing. These confidential one to one sessions help you develop your aspirations, put you in touch with specialist employment services and ensure that you are fully prepared for taking on a tenancy.

Accepting your application

Once we have all of the information we need, we will either text you to let you know that you have been accepted onto our waiting list, or write to you with details of why we have rejected your application.

Waiting time

We use the date that you first contacted us as the date of your application. Offers of properties are made in date order, based on the type of property you need. If your application meets our "Reasonable Preference" criteria you will be awarded one month's advance on your application date.

Offer of a property

We will normally offer you a property by text message. You will have the chance to view a property before deciding to accept it. If you reject 2 offers of housing that we make to you, your application will be cancelled.

Lettable Standard

The property we offer you will be safe, clean, fit for purpose and comply with legal standards. Although we do not decorate properties before letting them, we offer paint free of charge at the beginning of your tenancy. We will also connect your gas or electric cooker safely for you free of charge once you have moved in.

EPIC Telephone numbers

Customer Services

01782 252575

07838 906952

Tenancy Management

01782 252572

Income Services

01782 252581

Repair line

0800 694 0434

You can view the full Allocations Policy on our website by visiting www.epichousing.co.uk

This leaflet can be provided in large print or on coloured paper on request.

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