

Your Ref:
My Ref:
Date: 30 April 2009
Direct Dial: 01782 252575

Dear

Re: Housing Application Form

Thank you for getting in touch with us about finding a home in Bentilee. In order for us to help you please fill in the form enclosed with this letter.

Here is some help and tips on how to fill in the form:

1 Take your time

The form is quite long but we need all of this information to make sure we offer you the right home. Take your time and read the question carefully. Write clearly and in BLOCK CAPITALS, remember to ✓ boxes that apply to you.

If you do not answer all of the questions we may have to send the form back to you which will slow down getting you onto our waiting list.

2 Send us the right information

Part of the form asks you to send us photocopies of information; you need to send us the following for each person who will be on the tenancy:

- One form of identification (this is proof of who you are) – this could be your birth certificate, or marriage certificate, or driving licence or medical card, benefit letter or passport
- Two forms of address (this is proof of where you live) – these could be bank statements, utility bills (gas, electric, water) or telephone bills – these must be dated within the last 3 months
- Copies of birth certificates for any children who will be living with you
- Your National Insurance number (this is on a letter you get telling you about your benefits or wage slip)
- If you are from outside the United Kingdom you will need to provide:
 - European – letter from the Home Office stating eligibility to work in the United Kingdom and proof that you have lived and worked in the UK for the past 12 months (this will need to be evidenced by a letter from your employer and wage slips)
 - Non – European – letter from the Home Office stating residency status and a copy of your passport

You also need to send us:

- Landlord references for the past 3 years if you have had a landlord.
- If you have not had a tenancy before you will need to give us a character reference.

We cannot offer you a home without the photocopies and references.

3 Tell us about any special circumstances

You may want to send us:

- Proof of pregnancy
- Proof of homelessness (this is a letter from the Council)
- Proof that your home is being knocked down
- Letter from a doctor or consultant if you have a medical condition

4 Ask for help

If you have any problems filling in the form please call us on 01782 252575 and we will help you, for example we could complete the form over the phone with you.

5 Send it back to us

We have included a pre paid envelope for you to send the form back to us, or you can call into our offices at:

**EPIC
131 – 141 Ubbberley Road
Bentilee
Stoke on Trent
Staffs
ST2 0EF**

6 What may stop us from accepting your application

- If you have rent arrears
- If you have been involved in or caused anti social behaviour
- If you have been evicted from a previous home due to causing a nuisance or anti social behaviour

We will always look at each application separately and if we do decide that we can't give you a home you have the right to appeal.

7 Now what happens

When you have been accepted onto our waiting list this is how we will tell you of the properties we have available:

- We will send you a letter with a list of properties.
- You call us to let us know if you are interested in any of them.
- If you are interested and you are top of the list we will call you to arrange a viewing.
- Please be aware that we will offer our flats in the following way:
 - 1 bed for single applicants
 - 2 bed for couples, families
 - 3 bed for families
- A date and time will be arranged for you to meet with a member of staff at the property.
- If you want the property you will be asked to come to the office where we will talk through and sign paperwork.
- Paperwork will include the tenancy agreement, a menu of actions and any Housing Benefit forms that are needed.

Once this has been completed the keys to the property will be given to you.

Thank you for taking an interest in having a home with us, we look forward to receiving your completed form.

Kind Regards

**Loren Kirton
Customer Services Team
Empowering People Inspiring Communities Ltd**