



**Rochford District
Council**

LETTING POLICY FOR SOCIAL HOUSING

1. INTRODUCTION

This guide sets out the Council's procedures should you wish to apply for Social Housing or if you are already a tenant and need to transfer to alternative accommodation. The Council works closely with Registered Social Landlords (RSL's) previously known as Housing Associations, to provide housing and operates a joint transfer scheme with certain specified RSL's in the District:

This guide has been developed with help from local tenants groups following a change in Government legislation about the letting of social housing within the Homelessness Act 2002. We have tried to make sure that it includes all the relevant information for you to be able to make informed choices. Section 167(4A) of the Homelessness Act 2002 requires that this information be provided, so that you can:

- assess how your application will be treated;
- whether you will receive preference under Section 2;
- whether accommodation appropriate to your needs will be provided;
- how long it is likely to be before such accommodation becomes available to you.

Rochford District Council has an extremely small and reducing housing stock. The demand for Social Housing far exceeds the housing stock available and the Council is unable to build new housing to replace those sold, but works closely with RSL's to try to alleviate some of the shortages. Nominations to RSL properties form an increasing proportion of new and re-let properties. The Council carefully considers its letting policies and procedures in order to ensure that those people in the greatest housing need have the greatest chance of being housed or re-housed.

We hope that you will find this guide useful. If you require any further information please do not hesitate to contact the Revenue and Housing Management Department, Rochford District Council, 7 South Street, Rochford, SS4 1BW on 01702 546366. If you have any complaint about the way your application has been dealt with you can have your circumstances reviewed by an independent Officer.

Mr Steve Clarkson,
Head of Revenue and Housing Management



2. WAITING LISTS

The Council administers two waiting list for housing, a Housing Register that is for new applicants and a Transfer List for tenants of Rochford District Council and partnership Housing Associations. Both lists are administered via a points-based scheme that is designed to reflect the degree of housing need. All points cease when you accept a permanent offer of re-housing.

The Council undertakes to maintain a 50/50 split in its lettings between transfer applicants and new applicants (excluding sheltered and OAP designated properties). This is in order that this allocation scheme reflects a sensible balance between meeting the housing needs of existing tenants and new applicants, whilst ensuring the efficient use of stock. The Council is aware that if all or nearly all lettings go to homeless families this can become a self-defeating policy since homelessness becomes the only route into social housing. The Council has considered carefully how to best allocate its scarce resources.

AIMS

The Council has four principal aims in letting its housing:

- To ensure that priority for Social Housing is targeted to those that are in the greatest housing need.
- To empower customers by giving them more opportunity to express choice and preferences about where they want to live and the type of property they would prefer to live in.
- To maintain flexibility to create and build sustainable communities, tackle social exclusion and make the best use of the Councils housing stock (within the national context of variations in local housing markets).
- To provide a simple and easy to understand lettings service which aims to be transparent, open and fair.

MEETING AREA CHOICE PREFERENCES

Rochford District Council is committed to provide a customer orientated service that aims to offer real choice about where you want to live over a range of appropriate homes whilst continuing to meet housing need.

You can choose which area/s of the District you wish to live in, by selecting from up to 10 areas on the application forms with your preferences. If you are over 60 and wish to live in Sheltered Accommodation you may state which specific scheme/s you are interested in.

Your preferences for a particular location will be taken into consideration when an offer is made, in order that as far as possible you will be housed in an area of your choice. You can change your preferences by notifying the Council in writing or as part of the annual review process.

3. LEGAL DUTIES

The Council gives reasonable preference to the following:

- People who are homeless (within the meaning of Part VII of the Housing Act 1996).
- People owed a duty under section 190(2), 193(2) or 195(2) (or under section 65(2) or 68(1) of the Housing Act 1985) or are occupying accommodation secured by any such authority under Section 192(3).
- People occupying insanitary or overcrowded housing or otherwise living in unsatisfactory housing conditions.
- People who need to move on medical or welfare grounds
- People who need to move to a particular locality in the District where failure to move would cause hardship to themselves or others.

The Council also gives Additional Preference to those in reasonable preference requiring urgent housing e.g.:

- Those owed a homeless duty as a result of violence or threats of violence
- Those who need to move because of urgent medical reasons.

In addition the Council takes into account:

- The financial resources available to a person to meet their housing costs
- Any behaviour of a person (or a member of his household) which affects their suitability to be a tenant
- Any local connection (within the meaning of section 199) which exists between a person and the authority's district.

4. Other Options for a Move

There are also two other options for obtaining a move:

- (a) Mutual Exchanges: every Council tenant has the legal right to exchange their tenancy with another tenant of any Council or registered social landlord (housing associations) subject to the Council's permission.
- (b) Housing Organisations Mobility and Exchange Services scheme (HOMES/HEMES scheme): the Council accepts nominations from Councils and registered social landlords (housing association) in respect of senior citizens requiring sheltered accommodation.

5. HOUSING REGISTER

Do I qualify to go on the Register?

1. Everyone is entitled to go onto the Housing Register unless you are excluded under the Asylum and Immigration legislation or not eligible due to being guilty of unacceptable behaviour. A complete list of these instances is detailed under the heading 'Who Does Not Qualify to go on the Housing Register'.
2. An age qualification applies in certain circumstances for particular properties:-
 - For General Needs properties you must be 18 years of age or over. People aged between 16 and 18 will not normally be admitted unless the Council has a duty under the Homeless legislation and a guarantor will be required (which may be a Social Services Department) who can guarantee that you will abide by the tenancy agreement. The offer of permanent accommodation before you are 18 is at the discretion of the Head of Revenue and Housing Management.
 - In the case of requests for sheltered housing, and pensioner-designated dwellings, you must be 60 years or over (if a couple both must be over 60).
3. The Council also has a duty to tenants in agricultural dwellings affected by the Rent (Agricultural) Act 1976 s28, who will be dealt with appropriately, following recommendations from the Agricultural Dwelling House Advisory Committee (ADHAC).

Who does not qualify to go on the Housing Register?

The following are **excluded** from the Housing Register by the Housing Act 1996 as amended by the Homelessness Act 2002:

1. Applicants subject to immigration control

Applicants who are subject to immigration control within the meaning of the Asylum and Immigration Act 1996 (c.49) and/or the Immigration Act (1971) are not eligible unless:

- i) The applicant is a British Citizen
- ii) A Commonwealth citizen who has the right of abode in the UK.
- iii) A citizen of a member country within the European Economic Area
- iv) A person who has been granted refugee status
- v) A person who has been granted exceptional leave to enter or remain in the UK which is not subject to a condition requiring him/her to maintain and accommodate him/herself and any dependants without recourse to public funds
- vi) A person who has a current leave to enter or remain in the UK which is not subject to any time limit or condition. (Other than a sponsored immigrant who has been here for at least 5 years and whose sponsor(s) is still alive).

2. No Habitual Residence

Persons who are not habitually resident within the Common Travel Area of the UK, Republic of Ireland, Isle of Man and Channel Islands

3. Nationals of the European Economic Area with no right to reside

A person who is a national of a country within the EEA and who is notified by the Home Secretary that s/he no longer has a right to reside in the UK.

4. Excluded from receiving Housing Benefit

A person who is excluded from entitlement to Housing Benefit by section 115 of the Immigration and Asylum Act 1999 (c.33).

Not Eligible for the Housing Register

5. Guilty of Unacceptable Behaviour

If an applicant, or a member of his household, has been guilty of unacceptable behaviour serious enough to make them unsuitable to be a tenant (i.e. a Possession Order could be obtained under the Housing Act 1985 s.84 if the applicant were a secure tenant) and at the time of application is still considered to be unsuitable.

In addition the Secretary of State may by regulation prescribe other classes of persons from abroad as ineligible for housing.

If you are refused entry onto the Housing Register, you will be advised in writing, including the reasons for it, and have a right of appeal.

How Will the Council Assess My Application ?

1. You will be required to provide relevant documents to support your application before an offer is made. If you fail to provide these it will result in a delay in the process of your application.
2. References will be required from a landlord or mortgage provider and other checks made, to ensure that you have not been guilty of unacceptable behaviour serious enough to make you unsuitable to be a tenant and whether you are still considered to be unsuitable.
3. If you have rent arrears with any Local Authority, (including Rochford District Council) or a Registered Social Landlord, firstly a decision will be made as to whether you are eligible for the Housing Register. If you are eligible, your application will be suspended until you enter into and maintain a regular repayment arrangement for at least six months, or until the arrears are reduced to 4 weeks net rent of any benefit. The offer of accommodation before the arrears are cleared in full will be at the discretion of the Head of Revenue and Housing Management
4. If you are a tenant of Rochford District Council or a tenant of a partnership Housing Association operating within the district of Rochford Council, you may also apply to go onto the Housing Register or go on the Transfer List.
5. If you are applying for Sheltered Housing you will be visited at home in order to ensure that you are given the fullest possible information about the services available and that sheltered housing is appropriate to your needs. If the accommodation is assessed as being unsuitable you will be advised in writing and advised of other housing options.
6. Any children included in your application must normally be dependent on you and reside with you, before they are taken into account when assessing your point levels. Actual access arrangements will be taken into account and not necessarily any Court Order.
7. If you have received and refused two offers of suitable accommodation and had the opportunity to appeal against these offers, your application will be suspended for one year.
8. You will be given a written decision on your application, so that you can establish your prospects of being re-housed.
9. You will be removed from the list if you request it, or if you have never been or no longer qualify for inclusion, (except in the case where you are owed a duty as homeless person under the Homelessness legislation) or if you fail to re-register every twelve months when invited to do so, or if you fail to respond to a request for further information. In each case you will be advised in writing that your name has been removed and the reasons for it, providing a forwarding address is known.
10. The Council cannot divulge any information about you to anyone. We will therefore treat any information regarding your registration on the Housing Register in confidence, and can only divulge this information directly to

you. We may therefore ask you to confirm your N.I. number or other coded name known only to you when discussing your application.

11. In exceptional circumstances only, at the discretion of the Head of Revenue and Housing Management, these criteria may be waived and an applicant admitted to the Register.
12. You have a right to request a review or appeal on any decision made on your eligibility.
13. Making a false statement or withholding relevant information to obtain a tenancy is a Ground for Possession (eviction) and a criminal offence for which a fine is payable on summary conviction.

6. The Temporary Suspended Policy

Applicants and transfers will be temporarily suspended from the Housing Register and Transfer Register for the following reasons:

- (a) A new applicant or transfer applicant who knowingly withheld or gave false or misleading information in their application for housing and has been successfully prosecuted under section 171 of the Housing Act 1996, will be suspended for one year.
- (b) A new applicant or transfer applicant who have received and refused the two prescribed offers of suitable accommodation and have had the opportunity to appeal against these offers will be suspended for one year. New applicants and transfer applicants cannot exclude RSL properties as reasonable offers because they are not Council properties.
- (c) A new applicant or transfer applicant with rent arrears with any Local Authority, (including Rochford District Council) or a Registered Social Landlord, which are not deemed serious enough to be considered guilty of unacceptable behaviour, will be suspended until they enter into and maintain a regular repayment arrangement for at least six months, or until the arrears are reduced to 4 weeks net rent of any benefit. The offer of accommodation before the arrears are cleared in full, will be at the discretion of the Head of Revenue and Housing Management.

7. TRANSFER LIST

Am I Eligible to go on the Transfer List?

1. If you are a tenant of Rochford District Council or a tenant of a partnership Housing Association operating within the district of Rochford Council, you may also apply to go onto the Transfer List. Tenants of other RSL's may go on to the Housing Register. The partnership Housing Associations in the District are:
 - Springboard Housing Association
 - London and Quadrant Housing association
 - Plume Housing Association
 - Estuary Housing association
 - John Grooms Housing Association
 - Sanctuary Housing Association.

How Will the Council Assess my Application?

1. If you are a tenant of Rochford District Council your property will be inspected to check that there has been no breach of the Tenancy Agreement. A transfer will only be approved on the understanding that no expense falls on the Council, from such costs as redecoration, repairs or the removal of rubbish. The offer of accommodation before all the tenancy obligations have been met, will be at the discretion of the Head of Revenue and Housing Management. Your property must be left clean and decorated to an acceptable standard. Gardens must be left tidy and without rubbish. Empty properties are inspected and you will be required to pay for any repairs or cleaning.
2. If you are in rent arrears with Rochford District Council or your Registered Social Landlord your application will be suspended until you enter into and maintain a regular repayment arrangement for at least six months, or until the arrears are reduced to 4 weeks net rent of any benefit. The offer of accommodation before the arrears are cleared in full will be at the discretion of the Head of Revenue and Housing Management.
3. If you are applying for Sheltered Housing you will be visited at home in order to ensure that you are given the fullest possible information about the services available and that sheltered housing is appropriate to your needs. If the accommodation is assessed as being unsuitable you will be advised in writing and advised of other housing options.
4. If you are a tenant of a partnership Housing Association, references will be required to ensure that you are not in breach of your tenancy agreement.
5. If you have received and refused two offers of suitable accommodation and had the opportunity to appeal against these offers, your application will be suspended for one year.
6. Any children included in your application must normally be dependent on you and reside with you, before they are taken into account when

assessing your point levels. Actual access arrangements will be taken into account and not necessarily any Court Order.

7. You will be given a written decision on your application, so that you can establish your prospects of being re-housed.
8. You will be removed from the list if you request it, or if you have never been or no longer qualify, or if you fail to re-register every twelve months when invited to do so, or if you fail to respond to a request for further information. In each case you will be advised in writing that your name has been removed and the reasons for it, providing a forwarding address is known.
9. The Council cannot divulge any information about you to anyone. We will therefore treat any information regarding your registration on the Transfer List in confidence, and can only divulge this information directly to you. We may therefore ask you to confirm your N.I. number or other coded name known only to you when discussing your application.
10. In exceptional circumstances only, at the discretion of the Head of Revenue and Housing Management, these criteria may be waived and an applicant admitted to the Register.
11. You have a right to request a review or appeal on any decision made on your eligibility.
12. Making a false statement or withholding relevant information to obtain a tenancy is a Ground for Possession (eviction) and a criminal offence for which a fine is payable on summary conviction.

8. HOW DO I APPLY TO GO ON THE HOUSING REGISTER OR TRANSFER LIST?

If you have read the previous sections and think that you qualify to go on either list, the next thing for you to do is to **COMPLETE AN APPLICATION FORM**. This will be supplied with this booklet or can be obtained from Housing Management.

When completing the form please answer all the questions and sign and date it. The more we know about you the better we are able to meet your housing needs. Incomplete forms will be returned. You are strongly advised to study the information about the number of properties available within the District and the vacancies before choosing the areas that you wish to live in. If you only choose areas where we do not have many properties then we will find it very difficult to offer you a home.

Our Letting Section will be pleased to help you, if you have any difficulty, including the interpretation of the questions and the way they relate to you. You can either visit the Council Offices in Rochford or Rayleigh or ring:

Enquiries about the Housing Register –
Mr Ken Banham on 01702 318066 or Miss. Carla Taylor on 01702 318061

Enquiries about the Transfer List –
Mrs Anita Kelley on 01702 318067

You can send your form to us by post or bring it into the Council Offices where we will be pleased to check it over with you if you wish. If you have difficulties getting into the offices, a visit at your home could be arranged. Do not forget to provide the supporting documentation requested. You will receive a reply within two weeks.

If you do qualify, your application will be assessed using a point scheme, designed to give priority for housing to those in the greatest need. Your application will be placed in points order with all the other applications looking for the same type of property. If two or more applications have the same points then the date of application will be used to determine priority.

If you do not qualify to be included on either list we will write and tell you and let you know how you can ask to have the matter reviewed.

9. THE POINTS SCHEME GROUNDS

1. TIME POINTS

Your time on Housing Register or Transfer List, each completed year (to a maximum of 20 points) = 2 points

2. LOCAL CONNECTION AND FINANCIAL RESOURCES POINTS

(a) You have a residency qualification, that is to be currently living in the District and have done so for 6 months in the last year, or have lived in the District for 3 years in the last 5 years **and** you have insufficient income, savings or equity in a property to be able to rent privately or purchase a home locally. If you are over 60 the equity clause will not apply.

= 200 points

OR

(b) You have been accepted by Rochford District Council as having a duty to house you under the Homeless legislation in the Housing Act 1996 as amended by the Homelessness Act 2002

= 200 points

OR

(c) You have a local family connection, that is to have a parent, adult child, brother or sister currently living in the District and who has done so for a continuous period of at least 5 years prior to your application **and** you have insufficient income, savings or equity in a property to be able to rent privately or purchase a home locally.

= 100 points

OR

(d) You are a key worker and have permanent or fixed term employment of at least two years, in this District, for over 25 hours per week. You live more than 25 miles outside the District, there is no relocation package available from your employer, **and** you have insufficient income, savings or equity in a property to be able to rent privately or purchase a home locally. NB a key worker is that prescribed by the Starter Home Initiative, as teachers, police, and nurses.

= 100 points

OR

(e) You are HM Forces personnel within twelve months of expected discharge, occupying service accommodation and have a local connection by virtue of previous residence of at least 5 years and/or parents, adult child, brother or sister, currently resident in the District and have done so for at least five years **and** have insufficient income, savings or equity in a property to be able to rent privately or purchase a home locally.

= 100 points

If your residence qualification was not obtained by choice e.g. due to a period of detention, hospitalisation or institutional care, you will not be considered to have a local connection.

3. MOVING WITHIN THE DISTRICT

You need to move to a particular locality in the District where failure to move would cause hardship to themselves or others e.g. with a proven medical need to move closer to relatives (parent, sibling, child) to provide or receive support

= 3 points.

5. PROPERTY CONDITION

Points awarded in this category may be subject to inspection and report by an Environmental Health Officer.

A. Lack of Facilities

For a property that is lacking one of the basic statutory amenities e.g.

no hot/cold water,

no internal toilet,

no bath or shower,

no living room,

no kitchen facilities,

no electricity supply,

no adequate heating in main living area

no main drainage or sewage system

poor physical conditions

unfit housing

poor internal/external layout or access arrangements = 10 points each

Living above the 4th floor = 2 points

B. Sharing Facilities

You share facilities with a non-related person (usually but not exclusively house or flat sharers) i.e.

bathroom/shower,

toilet,

kitchen

living room = 5 points each

You share with a relative (usually but not exclusively those aspiring to live away from the family unit) i.e.

Living room

Kitchen

Bath/shower

Toilet = 2 points each

Based on two clearly separate households living within and sharing the same accommodation.

C. Slum Clearance, Closing Orders or Housing Act Orders

For a property determined by the Environmental Health Officer as being subject to slum clearance, or a closing order or other action under the Housing Acts; Or affected by a redevelopment scheme which will have effect in the short term = 100 points.

6. OVERCROWDING

You live in overcrowded circumstances, for each bedroom lacking based on the size of properties allocated. = 10 points

You are deemed by the Environmental Health Officer as suffering statutory overcrowding = 50 points

7. UNDER OCCUPATION

You live in large accommodation and are requesting a smaller property, for each bedroom under-occupying = 5 points

You have succeeded to a property that is too large for your needs under Housing Act 1985 Pt IV s87b, and a notice has been served or proceedings taken under schedule 2, Ground 16. = 100 points

You are eligible for the Councils Transfer Incentive Scheme = 100 points

8. LIVING APART

You are an established family of at least six months standing And are forced to live apart due to lack of accommodation = 5 points

OR

You are life partners living apart = 5 points

9. GARDENS

You have an inability to cope with the garden due to disability or being over 60 and requesting a property without a garden = 10 points

You live in a flat without sole use of a garden and have a child/children under 16 years of age = 5 points.

10. HOMELESS, UNSETTLED OR INSECURE ACCOMMODATION

You are homeless (under Part VII of the Housing Act 1996, s190(2), or 192(3) = 2 points

OR

You are a homeless applicant owed a duty under section 193(2) or 195(2) (or under section 65(2) or 68(1) of the Housing Act 1985) = 10 points

You are living in a houseboat, service/tied accommodation, refuge or leaving institutional care = 10 points

You have placed yourself in a floating support project or hostel excluding temporary accommodation and we are advised that you are ready to move on = 25 points

You have been accepted as homeless and temporary accommodation secured for you by Rochford District Council in a floating support project, hostel, refuge or other temporary accommodation (excluding those under interim cover) = 10 points
AND for every three months in that accommodation = 10 points

You have been accepted as homeless and temporary accommodation secured for you by Rochford District Council in bed and breakfast accommodation (excluding those under interim cover) = 25 points
AND for every three months in that accommodation = 10 points

BULK POINTS ONLY

You have no fixed abode = 20 points
You are roofless = 30 points
You are in temporary accommodation under interim cover = 30 points
NB No extra points for sharing/lacking facilities or lacking bedrooms can be awarded for these three categories.

11. MEDICAL AND DISABILITY FACTORS (which can be alleviated by re-housing)

Category A – Immediate re-housing required	= 100 points)	Assessment made by medical consultant
Category B – Urgent need for re-housing	= 50 points)	
Category C – Re-housing required but not urgent	= 25 points)	
Category D – Re-housing desirable	= 10 points)	
Category E – no medical priority	= 0 points)	

A couple having a proven medical need for a separate bedroom = 3 points

12 VIOLENCE AND THREATS OF VIOLENCE

If you or any member of your household need to recover from the effects of violence (including racial attacks) or threats of violence or physical, emotional or sexual abuse and the allegations have been investigated and proved on a balance of probabilities = 10 points

13 URGENT SOCIAL/WELFARE FACTORS

In exceptional circumstances, where the Head of Revenue and Housing Management, in consultation with the Director of Social Services, Essex County Council or Head of Housing, Health & Community Care, may award up to a maximum of = 100 points.

If you deliberately make your housing situation worse in order to improve your chances of obtaining housing, then your points will be assessed at your previous levels.

The Council also reserves the right to make Management moves at the discretion of the Head of Revenue and Housing Management in order to make the most effective use of its limited stock. When letting a property the Council will also minimise any housing management problems to ensure the safety and welfare of its tenants. An applicant awarded a priority management move will only receive one reasonable offer of accommodation.

The Council also gives priority to an Order of the Court; a request from the Police or similar agency; Council staff vacating tied accommodation on retirement or ill health; and displaced agricultural workers (under the Rent Agricultural Act 1976 s28), following advice from ADHAC.

The Council also has an agreement with the Ling Trust to provide housing for one nomination each year.

10. ACCOMMODATION SIZE

The Council tries to match accommodation as closely as possible with an applicant's immediate housing requirement. The following guideline applies:

Size of Household	PROPERTY TYPE							
	Bedsits OAP's	One Bed Flat or Bungalow OAP's	Bedsits	One Bed Flat	Two Bed Flats	Two Bed Houses	Three Bed Flats/Houses	Four Bed House
One Adult Over 60	☺	☺						
Two adults Over 60		☺						
One Adult			☺					
Two Adults				☺				
Household With one child Under 12 months				☺				
Household with one child over 12 months					☺			
Household with two children same sex					☺	☺		
Household with two children different sexes Both under 7					☺	☺		
Household with two children different sexes One over 7							☺	
Household with three children							☺	
Household with four plus children							☺	☺

☆ Ground floor Sheltered and OAP designated properties will be considered for someone with a proven medical need for a ground floor accommodation.

☆ A two or three bedroom house will be let to a family in greatest need for that size of accommodation including the provision of a garden.

☆ Bedroom deficiency points will also be awarded if the bedroom is very small based on the standards used to assess Statutory Overcrowding e.g a bedroom between 50-70 sq. ft. is suitable for one child up to 10.

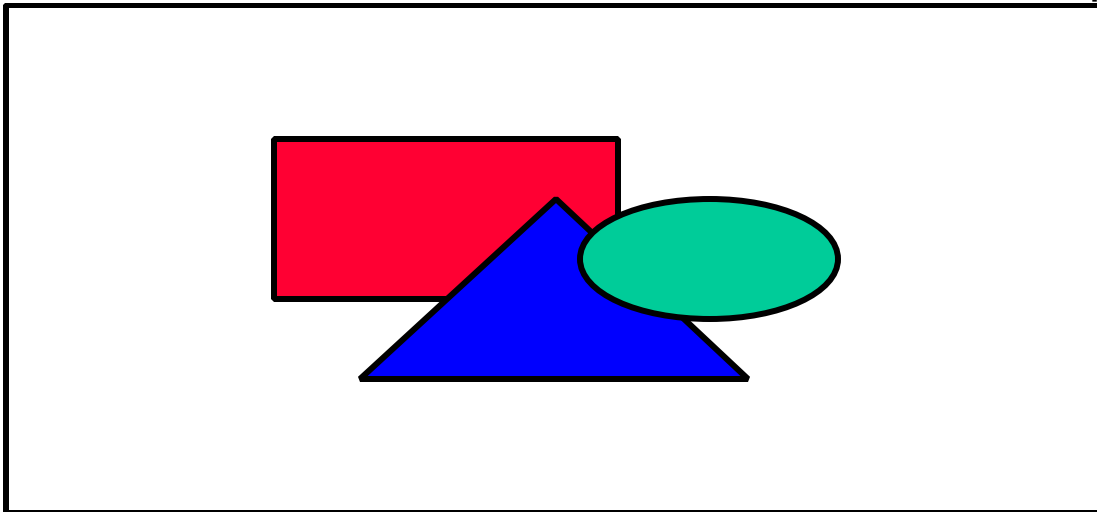
☆ Properties with three bedrooms and two living rooms will be considered to be 4 bedroom and offered to those in the greatest need.

11. WHERE DOES THE COUNCIL HAVE PROPERTIES?

As part of Rochford District Council's commitment to provide greater customer choice, it is important that you are made aware of the social housing, and vacancies, available in the District.

Please study the following information carefully before choosing the areas that you wish to live in. If you only choose areas where there are very few properties available, it will make it very difficult for us to help you.

Parish Map



12. YOUR RIGHTS AND REVIEW PROCEDURES

You have the following rights:

- (a) The right to information that will enable you to assess how your application is likely to be treated under the scheme and in particular whether you will fall within the reasonable categories;
- (b) The right to information about whether accommodation appropriate to your needs is likely to be made available and if so how long it is likely to be before such accommodation becomes available;
- (c) The right on request to be informed of any decision about the facts of your case which has been or is likely to be taken into account in considering whether to make an allocation to you;
- (d) The right on request to review a decision mentioned in (a) or (b) above or a decision to treat you as ineligible because of unacceptable behaviour serious enough to make you unsuitable to be a tenant of the housing authority. You also have the right to be informed of the decision on the review and the grounds for it.

If you feel that you have a right to have your application reviewed, you should make an application for a review or appeal to the Head of Revenue and Housing Management in writing within 21 days of the decision.

13. AND FINALLY

It is most important that you notify the Letting Section of any changes to your circumstances. This should be done as soon as they occur, in order that your points' entitlement can be adjusted. Should you wish to discuss your application or have anything in this guide explained to you, do not hesitate to contact the Letting Section.

USEFUL ADDRESSES

Rochford District Council,
Revenue and Housing Management
Council Offices,
7 South Street,
Rochford,
Essex, SS4 1BW.
01702 546366

or Rayleigh Civic Suite
Hockley Road
Rayleigh
Essex
SS6 8EB

Homelessness and Housing Advice
Rochford District Council
Council Offices
Rochford
Essex, SS4 1BW
01702 318158/318069

Rayleigh Association of Voluntary
Services
132 High Street
Rayleigh
Essex, SS6 7BX.
01268 775255

Rochford and Rayleigh Citizens Advice Bureau
Back Lane
Rochford
Essex, SS4 1AY
01702 545552

or Civic Suite,
Hockley Road
Rayleigh
Essex, SS6 8EB
01268 770782