



Applying for an **Accessible Property**

Make your home in Monmouthshire



www.monmouthshirehomesearch.co.uk



Thank you for registering with
Monmouthshire Homesearch.
You have indicated mobility
needs in your application. This
booklet will explain what to expect
next with regards to ensuring we
offer your household a suitable
property to meet your needs.

How allocations for adapted and accessible properties work

Housing Associations in Monmouthshire aim to allocate our applicants homes that are best suited to their needs. Please ensure that you only place bids on properties that are advertised as suitable for you and your households' access and mobility requirements.

If you have a medical need to move, we will ask you to provide supporting evidence and additional information regarding how moving from your current home would improve your circumstances. Our homesearch officers will then place your application into a band that reflects your circumstances. Our Allocations Policy can be found on our website **www.monmouthshirehomesearch.co.uk**

A list of acceptable professional evidence is also available via the website under the help page.

www.monmouthshirehomesearch.co.uk/choice/help.aspx

Your Monmouthshire Homesearch application

Before offering a new tenancy for an accessible home, we work very closely with Occupational Therapists' (OT's) at Monmouthshire County Council to ensure we are clear on what type of adaptations you require in your new property.

To do this, we will request an OT 'Desktop Assessment'. The OT can often complete this form quickly if they have assessed your needs previously, but if not, they will get in touch with you and arrange to assess your needs.

Please note:

If you are living outside of Monmouthshire but have a local connection to the area, we will contact your local authority for a desktop OT assessment. If you are already working with an Occupational Therapist in your current council or local health service, it is useful if you can give us their contact details on your medical application form.

Advertising our accessible and adapted homes

Every property on Homesearch is advertised for 8 days, and the priority criteria, accessibility and adaptations are listed on the advert. This is so that you can make an informed decision before placing a bid that the property is suited to your needs.

Sadly, we do not have as many accessible and adapted properties available as we have Homesearch applicants on the waiting list, who require such homes.

You should check Homesearch adverts once a week, preferably on the same day, to ensure you do not miss any homes that are suitable for you. Place a 'bid' on any home that you are interested in applying for that is suitable for your household.

Each of our properties advertised through our website have a mobility rating which will be highlighted on the advert by the following icons:

Mobility Levels:



Level 1 - Suitable for people who are full-time wheelchair users



Level 2 - Suitable for people who do not use a wheelchair indoors but cannot climb stairs or steps



Level 3 - Suitable for people who do not use a wheelchair but have limited mobility

A helpful step by step guide on how to place Homesearch bids can be found on our website www.monmouthshirehomesearch.co.uk



Assisted bidding

We understand that some applicants will need assistance from Homesearch with finding suitable accommodation using our on-line service, for example applicants with no internet access or applicants with some disabilities and/or vulnerabilities who may not be able to access our website adverts.

If you find it difficult to make bids on Homesearch adverts and wish to request the 'assisted bidding' service please contact **0345 900 2956**.

Once you have been added to the Assisted Bidding list, Homesearch will check for available properties which suit your stated needs and preferences. This will happen once a week.

Homesearch will only contact you if they think a suitable property has been advertised. Our officers will discuss the property and its features with you over the phone and place a bid on your behalf if you would like to proceed.



Shortlisting Homesearch adverts

When the property advert closes, a list of eligible applicants is automatically produced. Shortlisting can take up to 2 weeks to begin, please do not contact Homesearch or the Housing Association about this, as responding to enquiries from applicants can delay the shortlisting process further.

If you are at the top of the shortlist the Housing Association will check if you have indicated there are any mobility/accessibility requirements. The Housing Association will try to ensure that the property you have placed a bid on matches your households mobility/accessibility needs. They will only proceed with a provisional offer to you if you are at the top of the list and there is a mobility/accessibility match.

A further assessment with the OT may be required before a provisional offer is made to you, for example to check the property is suitable for your long-term needs, or if any additional minor adaptations are required inside the property.

If there is not a match between the property and your household needs the Housing Association will 'overlook' your bid and move onto the next suitable applicant on the shortlist who has placed a bid. For example if there are several steps to the property and the OT has stated you can only manage 1 or 2 steps then the property will not be a match for you. Another example is if the width of the hallway, rooms & door frames in the property do not meet the need for someone in your household using a wheelchair indoors, who requires wide doorways and turning circles, then the property is not a match for you. This is why it is important that you only place bids on advertised homes that meet your mobility/accessibility needs.

Making a provisional offer

If your Occupational Therapist assessment confirms that the property is suitable for your needs, the Housing Association will move forward with a provisional offer and be in touch with you to arrange their pre-tenancy checks.

If the offer is confirmed, following the pre-tenancy assessment service, you will be given a viewing and a sign-up date for your new tenancy. It is important that you do not visit the property unless you have permission to do so.

After your new tenancy begins

Once you have moved in, it is unlikely that the Housing Association will carry out any further adaptations to your property for a minimum 12 month period. This is because the property should be suitable for your current household needs at the time of the allocation, as stated on your application and on the Occupational Therapist assessment. However, if your situation does change during this time, please contact your Housing Association for guidance and support. Please note further adaptations and accessibility changes to communal areas, including in sheltered housing, are generally not available.



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www.monmouthshirehomesearch.co.uk