



Your guide to
homehunt[®] NCPC



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Welcome to *homehunt*[®] NCPC

Choosing your new home is one of the most important decisions you will ever make. We aim to help you choose the property you want, and so we advertise our properties, rather than have a traditional waiting list.

You can register online, or direct with our Ashington office and when you have your registration number you can take the first steps towards choosing your new home.

Once registered, and if you see a home advertised that you like, simply let us know and we will consider you for it. *Please note, this system works in the same way for new applicants and existing tenants who want to transfer.*

This leaflet is intended to explain how our service works, and how to apply for the properties we advertise. You can get more information by visiting or telephoning our Ashington office, or by writing to us.

Happy hunting!



Christine Webb
General Manager

Data Protection: The homehunt NCPC service is operated by NCPC Limited, the data controller, whose registered office is at Unit 3, Esther Court, Wansbeck Business Park, Rotary Parkway, Ashington, Northumberland NE63 8QW. Information given by you in using the service, or obtained by the Company from a third party in accordance with the Company's stated homehunt policy that is relevant to your application, will be held by the Company and used solely for the purposes of operating the Company's homehunt policy, and for providing the Company with statistical information relevant to the Company's business development, service improvement or reporting of its activity as a business. The company will not disclose any information without your written consent, unless it is required to do so by law, or by its regulators.

Registering

You need to register with us before you can apply for a house - but registration is a very quick and easy process.

All we need is your name, address and date of birth, and the names and dates of birth of everyone who will move with you, and we ask you to sign a few simple statements to confirm that you are eligible for housing under our scheme.

Registration is completed 'whilst you wait' at our Ashington office (or you can apply by post, telephone or online although these methods will take longer as we will post out a short form for you to sign and return).

As a registered homehunter, you will receive a **homehunt**[®] Registration Pack. This includes information about how to apply for advertised houses.

Applying for Houses

Once registered you can apply for any property that is advertised (as long as the property is suitable - e.g. it would not result in overcrowding, or there are no restrictions on who can apply stated in the advertisement - for example ground floor flat for those of retirement age).



When you see a property you are interested in, you should apply for it by telling us your registration number and the property's address. You can do this in person at our Ashington office, or by phone, by post, or online - but you must do this before the closing date and time specified in the advert.

You can apply for as many available properties as you wish at any one time. However if you qualify for more than one offer at the same time, we will assume that the property you apply for first is your first choice, and so on, in the order you chose to apply. If you qualify for an offer on one house, we will disregard any later applications you have made, so the order in which you apply could be very important to you.

Similarly, if there is nothing you like available, or perhaps it is not a convenient time to move, there is no need to apply. If you haven't applied for a property for a year, we'll write and check that you still want to remain registered with us.

Offers of Property

We will make offers on the same day as the closing date for applications.

Once the closing date and time has been reached, we will look at everyone who applied for each property, and will normally make an offer according to the following steps:

1. Who would make 'best use' of the property - for example, by using disabled adaptations, or by using all the available bedrooms.
2. If there is a transfer applicant, and their property is overcrowded, underoccupied or waiting refurbishment they will be given priority.
3. If more than one person would qualify for an offer given the above, then the offer will go to the person who registered with the company first.

There are some exceptional circumstances when this may not apply - if you would like more information about this, we can give you full details of our **homehunt**® NCPC policy.

Transfers

NCPC Ltd. tenants, who wish to transfer to another property for the following reasons, will have priority over new applicants, providing they have conducted their tenancy satisfactorily.

- Overcrowding in their current home.
- The home they are currently living in is now too large for their needs.
- They currently live in a property awaiting refurbishment and they wish to move to a property that has been refurbished.

When a registration form is received from an NCPC tenant, they will receive a transfer Priority Pass form which will enable them to apply for a Priority Pass if appropriate.



To find out
which properties are available
see our weekly property list available
from our Ashington Office or
FREEPHONE 0800 328 1751 or visit us
online at **www.homehunt.info**

Who is not Eligible for Housing

In certain circumstances, registrations will be put 'On Hold'. You will not be able to apply for any houses until the 'Hold' status is removed.

As part of the registration process, you will be asked to sign several statements, to confirm that you are eligible for housing with us (see also False Information), and if any criteria are not met, then your registration will be put 'On Hold', until such time as you can demonstrate to us that the 'Hold' status no longer applies. Examples of when registration are put 'On Hold' include:

- Rent arrears, either with the Company or another landlord, are outstanding and no agreement to pay them off has been maintained satisfactorily.
- History of anti-social behaviour or criminal activity (subject to the Rehabilitation of Offenders Act) - when action has been taken (or is pending) by Police, Local Authority, Landlord etc. The registration will be kept on hold until we are satisfied that any such behaviour is unlikely to re-occur.
- If you supply false or misleading information - see below.

If you would like more information about whether or not you are eligible, please contact us in strict confidence. If you are not eligible, we will advise you what action is required before you can apply through our normal system.

False Information

If you intentionally give false or misleading information in an attempt to secure an offer of property, your registration will be put 'On Hold' for three years. If a tenancy has started, we will immediately take steps to recover the property.

Where to go homehunting

We publish a weekly property list available at our Ashington Office.

You can phone our FREEPHONE number 0800 328 1751 to hear a list of available properties.

You can also log on to our website at **www.homehunt.info**.

Finally, if you need any help or advice at any time, or you have any comments you would like to make, please contact our Ashington housing office (the address and phone number is below).

The information requested by the Company in connection with any registration, offer or allocation will be used solely in connection with the assessment of applications, and the allocation of the Company's properties. Details will only be shared with third parties where it is necessary for the Company to do so in the normal operation of the Company **homehunt**[®] policy. The Company may also use information contained within applications for statistical purposes. To promote choice the Company may give a public report on each house allocated. This is anonymous but would state whether or not best use was achieved and the date of registration of the successful applicant.



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