



Applying for retirement
accommodation
a guide

What type of housing does Hanover provide?

Hanover Housing Association is the oldest and one of the biggest suppliers of retirement accommodation, with properties all over England. We provide a service to independent older people who wish to move into rented retirement properties knowing there is the security of the Estate Manager service and Hanover's own 24 hour central control centre. We also have a small number of *extraCare* schemes where an on-site care team provides care to residents.

Equal Opportunities

Hanover is committed to providing housing services to the whole community and seeks to ensure that no-one applying for housing will be discriminated against on the basis of their ethnic origin, nationality, religion, gender, sexual orientation, race, or disability.

Who can apply?

Any person over 55, whatever their circumstances can apply, although to be eligible for offers of housing they would normally need to be over 60. We have a small number of general need Estates where younger applicants are accepted.

I'm a homeowner can I apply?

Yes, but at some schemes we will ask you for evidence of the value of your property as equity limits apply.

As a homeowner you may choose to buy a retirement property.

Please call [Hanover Property Sales Limited](tel:01442214506) on 01442 214506 to pursue this option.

Can I choose where I want to live & the type of property I live in?

Yes, by telling us on your application form. We have limited numbers of bungalows and ground floor properties, if you choose this type of accommodation you may have a long wait. We will discuss your chances of being rehoused at your preferred schemes and advise you how you could increase your chances of becoming a Hanover resident. We recommend you visit the areas and estates you are interested in so you can check whether they meet your needs. Individual estate guides are available on request.

Can I bring my pet with me?

Yes, Hanover operates a pet friendly policy. All we ask is that you ensure it doesn't cause a nuisance to other people.

What do you look at when assessing a housing application?

Applicants are placed on the waiting list in the date order in which they apply for housing. In a very limited number of circumstances it may be appropriate to grant an applicant a priority need for housing.

How do you let your homes?

When a property becomes available for letting it will be offered alternately to the council waiting list and the Hanover waiting list.

When it is the Hanover waiting list's turn it will be offered in the following order

- Sponsored nominations - we have a very small number of applicants supported by organisations who have the right to nominate to our schemes.
- Those with a priority need.
- All other applicants.

What size of property can I register for?

We automatically register singles/couples for one bedroom accommodation. If you want larger accommodation we will consider you for it once we have looked at households with a proven need for larger accommodation or where larger accommodation is required because of a household's size.

We do have a few studio flats on some estates which we may offer to single applicants.

What happens if I refuse an offer?

We will make you an offer of housing based on what you have asked for and assume that you have a real interest in moving to those areas.

If you refuse an offer we will discuss this further with you. Where applicants unreasonably refuse two offers of housing they will lose their position on the waiting list.

What happens if I accept an offer?

Hanover accommodation is in high demand and we expect you to be in a position to accept a tenancy at very short notice. We would normally expect you to confirm acceptance within 3 days of an offer being made and your tenancy to start within 7 to 10 days of your acceptance.

How can I increase my chances of being rehoused?

We work with a large number of local councils. The nomination arrangements we have with them usually mean that at least half of all our vacancies are made to people who the local council nominate to us. Although on some schemes this can be as much as 100%. You could increase your chances of housing by applying to the local council.

Can you rehouse me if I'm homeless?

You can register on our waiting list, but your application would be assessed in the same way as all other applicants. If you are threatened with, or are actually homeless you should contact your local council for help.

Do you exclude or suspend applicants from your list?

Yes

- Applicants from abroad whose immigration status excludes an offer of accommodation being made may register to establish a date priority for the future.
- Applicants living abroad who have no date of return to this country will not be offered a tenancy, but may register to establish a date priority for the future.
- We consider people who have been guilty of unacceptable behaviour unsuitable to be an applicant of Hanover.
- The application was fraudulent.
- Applicants who are in rent arrears.

Can I check the information on my application?

The Housing Act 1996 and the Data Protection Act 1998, gives you the right to see the information relating to your application. You have the right to change anything you think is wrong.

Do I have the right of redress?

Yes, if you are unhappy with the way your application has been handled you have the right to use our complaints procedure.

If you do not receive a satisfactory outcome, you may take your complaint to the Independent Housing Ombudsman Service.

A full copy of our Lettings policy is available on request.