



HELP SHEET: LETTING A HANOVER PROPERTY

Hanover's aim is to provide high quality lettings, ensuring that we use our stock effectively, minimise rent loss and ensure that continuous improvement in performance is achieved.

What type of housing does Hanover provide?

Hanover specialises in the design, development and management of retirement housing and related services and can offer properties on a rental, leasehold or shared ownership basis.

We manage almost 19,000 properties on just over 600 estates across the country, and each estate is individual, with tailored services and support to suit the needs of its residents.

Retirement Housing

Hanover's retirement housing offers affordable, high quality properties for older people who wish to buy or rent. Our estate manager service, which ensures the provision of a well managed home and grounds, coupled with a 24 hour alarm call service, promotes security and peace of mind. We provide a tailored service on each estate which we agree each year with residents, enabling them to decide what is most important to them and involve them in any decisions that will affect them or their estate. At Hanover, our residents are constantly shaping retirement housing choices for the future.

Extra Care Housing

Hanover pioneered the development of Extra Care in England – a model of housing which enables older people with a care requirement to live independently in their own spacious and modern property. The reassurance of care and support is important and every Extra Care estate has a 24 hour, on-site team of care professionals as well as a number of other on-site facilities for added convenience.

Who can apply?

Any person aged over 55 years can apply whatever their circumstances, although to be eligible for an offer of housing they would normally need to be over 60 years on most estates. We have a small number of estates where people below this age could receive an offer.

On application you must advise us of your telephone number that we can use to contact you about your application, e-mail address, mobile number and that of anyone who would act on your behalf – we will not usually register your application without this information.

I am a homeowner, can I apply?

Yes, homeowners are able to apply for rented accommodation as long as this will be their main and principle home.

Can I bring my pet with me?

Yes, Hanover operates a pet friendly policy. Please advise us that you own a pet and we will advise you more specifically on the terms of our permission. All we ask is that you ensure your pet does not cause a nuisance to other people.

How do you let your homes?

When a property becomes available it will be offered to either Hanover's own waiting list or to the local council who will nominate someone from their waiting list or choice based lettings scheme. You should therefore also contact your local council and register on their waiting list so that you may be considered for all of our vacancies. There will also be on some estates, a proportion of properties for sale.

When a property is to be offered to our waiting list it will be offered in the following order:

- Sponsored Nominations (we have a very small number of properties supported by specific organisations who have the right to nominate to our estates from their list)

- Those on our list with a priority need
- All other applicants in date order

The top three applicants will be invited to a viewing day organised by the state manager and the Lettings team. Each applicant will be informed of the position they hold on the list. Following viewings the offers for this property will be made in date order.

What size of property can I register for?

The majority of our properties are one bedroom; however we do have some studios as well as some two bedroom properties. We will automatically register you for a one bedroom property unless you tell us otherwise on the application form.

As we have limited numbers of two bedroom properties we aim to match the size of the households seeking re-housing. Two bedroom property will usually be offered to – A couple with a son or daughter, a couple with proven need for two bedrooms, a brother and sister, a household that has support from a live in carer before other applicants.

If your preference is for a two bedroom property please do explain this on your application form. As a result you may wait longer for a suitable property to be offered. A point to remember is that if you are claiming any form of Housing Benefit, then the Local Authority may not offer benefit on a two bedroom property if you are a single person.

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

Yes by telling us on your application. We do have a limited number of bungalows and ground floor properties. If you choose this type of accommodation you may have to wait longer.

If you are interested in purchasing a property, let us know on your application by ticking the box to say that you are interested in home ownership.

What will happen when you have registered on our waiting list?

Once your application has been received we will register you on the waiting lists for your chosen areas and acknowledge this by letter to you within 10 days.

It is important that you keep in contact with us regularly, especially if your circumstances change for example address, contact telephone number. For those that we do not hear from, Hanover will contact them annually to ensure they are still interested.

If your contact details are not kept up-to-date you may miss an offer of accommodation. The estate managers on your chosen estates will also periodically contact you to check your details are still current.

After you have registered for an estate we will invite you to the estate to have a look around and to ensure that you have made the right choice for your retirement. In some cases you may wait on a list for some time but during this period we will work with you to familiarise you with the area and building so that in the event of an offer being made you are comfortable to accept a property. We will also ensure that you have a copy of the local agreement which explains the services provided at your chosen estate.

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.

How can I increase my chances of being rehoused?

Should your circumstances change significantly please contact us again and we can discuss other options with you.

Can you rehouse me if I am homeless?

If you are threatened with, or actually homeless you should contact your local council immediately for assistance.

Do you exclude or suspend applicants from your list?

Yes in certain circumstances. Suspensions or exclusions from the waiting list can usually only be authorised by the National Lettings panel. In most cases there will be no automatic suspensions. Instead cases will be treated on their own individual merits. Some examples of exclusion or suspension would be rent arrears, Anti-Social Behaviour or if the application was fraudulent. If you have further concerns, please contact our Service Centre on 0800 2802575 for advice.

What happens if I refuse an offer?

We will make you an offer of housing based upon the information you have given us and the knowledge that you actively want to move. If these circumstances change at any time you must let us know before we reach offer stage.

If you are offered a property that matches your criteria and you refuse this offer we will discuss the reasons with you. Unfortunately, in some circumstances, your reasons may be considered unreasonable, particularly if you refuse a property which matches your requirements.

Applicants who refuse offers of accommodation twice for reasons not related to their housing requirements may lose their position on the waiting list – this decision is taken by our lettings panel. Should you refuse on reasonable grounds, for example, you can no longer manage stairs or are in hospital or awaiting hospital treatment, then this will be recorded on your application but no further action taken.

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. If you are the first person to be offered you must respond within 3 days, second person 2 days, third person 1 day. We would expect your tenancy to start within 7 to 10 days of your acceptance.

If we offer you accommodation that matches your needs and we have no response from you, we will assume you no longer wish to be re-housed and withdraw your application.

Our lettings team will send you an acceptance letter and information pack for you to read and bring with you to your sign up appointment. Your estate manager will contact you directly to agree a suitable time for sign up.

Should we contact you with an offer and you feel you are not ready to move, we will discuss options and advise that your application be suspended until you are ready. The suspension may be for a limited period only.

Please contact us again when you are ready to move and we will activate your application. Please note that after one year we may ask that you complete a new application.

Opportunity to buy

On some estates Hanover can offer existing residents the opportunity to buy or to invest in their home if they choose to do so. Once you become a Hanover resident, if you have expressed an interest in this opportunity, we will contact you again with more information.