

Housing

The Manchester housing register



A guide for people looking to rent from
Manchester's not-for-profit landlords



MANCHESTER
CITY COUNCIL

What is the register?

The Manchester Housing Register is a list of everyone looking to rent from Manchester's not-for-profit landlords.

Join it and all the not-for-profit landlords on page 5 get your details and use them to see what they can offer you.

It keeps things simple. You only need give your details and requirements to one of these landlords and all the landlords will automatically consider you for their available homes.

How do you join the register?

Wherever you live, you can start your registration online at www.manchesterhomefinder.org.uk

There's free internet at your local library. If you don't want to use the internet, or can't easily access it, how you register depends on where you live.

If you are already a tenant and live in the area covered by Manchester City Council (if you're not sure, check which council collects your council tax, and empties your bins) **AND** you live in a home rented from one of the organisations in the Manchester Housing Register (see page 5) contact your landlord.

If you're not a tenant but do live in our area phone (0161) 953 2525 or contact any of the landlords on page 5.

If you live outside the area covered by Manchester City Council:

■ **to apply by post** contact Central Rehousing Group, PO BOX 531, Manchester M60 2JX.
tel. (0161) 234 4833.

■ **to apply online** go to www.manchesterhomefinder.org

Who can register?

Generally, anyone over 16. But by law some of us can't house certain people from abroad who are subject to immigration control; or EEA jobseekers who aren't subject to immigration control but who won't be eligible. If you think this may affect you, phone (0161) 234 4833 for clarification.

Are you already registered for rehousing?

You are registered for rehousing if you have:

- filled in a rehousing registration form on the internet or on a paper application; and
- we have confirmed your registration and given you a rehousing application number.

What happens when you register?

1. We ask you:

- why you want to move;
- where you want to live;
- what sort of home you want;
- which landlords on the register you're interested in;

- whatever details we need to decide what priority you have – documents that show your housing circumstances, for example.

2. We send you:

- a letter within 10 days confirming what you've asked for, telling you which rehousing priority group you are in and giving you a rehousing application number; and
- a letter every six months you're on the register asking if your circumstances have changed and whether you want to stay on the register.

3. We take you off the register if:

- you tell us to;
- you accept a home;
- you don't sign and reply to our six-monthly letter.

4. We promise to:

- share your details with all the housing register landlords;
- **not** share your details with anyone else without permission.

5. We update your details

when-ever they change. So you **MUST** keep the landlord who registered you up-to-date with **any** changes affecting you or the people you're living with. You could lose the home you're after if you don't.

Why have a register?

Manchester's housing scene is changing to meet the city's 21st century needs.

What used to be 'council housing' is now mostly owned and run by different kinds of landlords providing not-for-profit or 'social' housing associations.

The Council itself does not manage or (largely) own homes to rent any more. Where the Council still owns homes to rent, this is managed by 'partners' such as Northwards Housing or Grove Village. But it does allocate about half of the social housing in the city through its nominations agreement with the housing associations.

Most of these homes are in very high demand. So not-for-profit landlords use published criteria to decide who gets their available homes. Many landlords share the same criteria – others use their own.

To keep things simple, all the not-for-profit landlords in Manchester shown on page 5 share the same register of people looking to rent from not-for-profit landlords in the city. You only have to register with one landlord – all the rest automatically use your details to check what they can offer you.

Social housing is just one of the options we can help you look for. Manchester has a wide range of housing on offer for private tenants and owner-occupiers. Visit www.manchester.gov.uk and click on housing to find out more.

How we decide who CAN'T get a home

Manchester's not-for-profit landlords don't want to let their homes to people who might cause problems for their new community.

We use strict – but fair – rules to decide who won't get our homes. We apply these rules carefully to each case, explaining our reasons and telling people how to put things right.

This could apply if you or anyone in your household:

- has a court order or possession order against them for rent arrears, anti-social behaviour or damaging property;
- owes a landlord rent or other debt, and there's no agreement to pay off the money;
- has broken a tenancy agreement, and the problem has not been sorted out;
- has been violent, threatening or disrupted neighbours' lives;
- has committed an offence against the community.

Unhappy with the service?

All the landlords using the Manchester Housing Register must provide a good, fair service. If you are not happy please let the landlord who registered you know what's wrong.

If you are unhappy with their response tell them you want to make a formal complaint. They must then investigate in a given timescale and give you an official response.

Organisations using the Manchester Housing Register to offer not-for-profit rented housing in Manchester.

Manchester City Council	0161 953 2525
Adactus Housing Group	North 0161 230 4070 South 0161 232 6030
Arcon Housing Association	0161 214 4120
Ashiana Housing Association (Great Places Housing Group)	01706 712252
City South Manchester	0161 953 2584
Contour Housing Group	0845 602 1120
Eastlands Homes	0161 274 2390
Grove Village (Harvest Housing Group)	0161 274 1180
Guinness Northern Counties	0845 605 9000
Irwell Valley Homes	0800 035 2212
Manchester and District Housing Association Ltd. (Harvest Housing Group)	0845 345 0272
Manchester Methodist Housing Association (Great Places Housing Group)	0845 850 1966
Mosscaire Housing Ltd.	0161 226 4211
Northwards Housing	0161 953 2662
Parkway Green Housing Trust	0161 953 2608
Places for People	0161 875 1450
People First Housing Association	0161 226 1917
St. Vincents Housing Association	01204 904 550
Southway Housing Trust	0161 953 2586
Willow Park Housing Trust	0800 633 5500
William Sutton Homes	01477 539 250

For the most up-to-date list call (0161) 234 4833.

For a full technical description of this policy see 'allocations policy document'.
Phone (0161) 234 4833 for a copy.

Housing Publication 08/06/31 Mc 4010 June 2008 (replaces MC1122)