

Overcrowding

June 2015

Introduction

This resident summary explains how Southern Housing Group helps families living in overcrowded conditions to move to larger properties.

The policy applies to all statutorily overcrowded residents of Southern Housing Group, and to secure and assured residents where the overcrowding is defined by our own lettings standard.

Definition

Overcrowding may be either statutory or in relation to our letting standard.

You may be statutorily overcrowded if the number of people sleeping in a property and the number of rooms available to sleep (which includes a living room) require two people of the opposite sex to sleep in the same room unless the two people are either a married or cohabiting couple, or under the age of 10 years. Whether or not you are overcrowded will also depend on the sizes of the rooms.

Our lettings standard sets out the size of property that is normally offered to housing applicants. Our standards are set so that any property that is statutorily overcrowded will also be overcrowded as we define it.

SHGL Lettings Standard

Single person
Room in shared property, bedsit, or 1 bedroom flat
Couple
One bedroom property

Couple/single person with one child, or 2 children of same sex, or of different sexes and under 10 years
Two bedroom property

Couple/single person with 3 children, or 2 children of opposite sex (at least 1 of them over 10 years)
Three bedroom property

What should I do if I think I am overcrowded?

If you think your household has become overcrowded through its natural growth, you can apply for a transfer to a larger property by contacting the Service Centre. They will send you a transfer application form which we use to assess your priority and therefore which band you are placed into. The transfer list is the list we hold of all residents seeking a move to a different property.

What priority will I be given?

Band B: One bedroom overcrowding
Household requires one additional bedroom

Band A: Two or more bedroom overcrowding
Household requires two or more additional bedrooms

Band AA: Statutory Overcrowding
Household is statutorily overcrowded and, to comply with Housing Law, must be moved to a larger property

How long will I have to wait?

How long you will wait will depend on the priority you are awarded in the banding system, whether your transfer application has identified other needs for your household, the size of the property you

require, and other factors such as how flexible you can be with your choice of areas.

You can contact the Service Centre to request an update on your position in the transfer list. You must update us if your circumstances change; for example, if an adult child leaves home, or perhaps you have identified another area you might like to move to. Your application will then be updated by our staff.

What else can I do?

In some areas it can take a long time for a suitable property to become available. Southern Housing Group offers two schemes to overcrowded households in this position, to try to alleviate the effects of overcrowding;

- We can offer help with space saving furniture and make alterations to your home. To apply for support contact your Resident Services Manager via the Customer Service Centre.
- If you have adult children who may be ready to leave home, we will consider an application from them for a tenancy of their own with the Group. If they are eligible, we may offer a bedsit or a one bed property to an adult child leaving home, who can demonstrate they can sustain a tenancy.

We will look at this option where it would help to alleviate, or completely solve, your overcrowding. For more information, see our Next Generation Policy and Resident Summary.

When a suitable property becomes available, the Lettings Team for the area will contact you to offer you a viewing. You do not have to do anything between applying and hearing from us, except to update us if your circumstances or preferences change, so we can keep your application up to date.

Further information

If you would like any more information on this or any of our other policies or services please contact our customer service centre or go to our website www.shgroup.org.uk. Contact details can be found on our webpage, on our Information Card or in Open Door- your residents' newsletter.

Feedback and Complaints

If you have something to say about the Group's policies and procedures or the information we provide on them then let us know. Please address this feedback to Policy Services Team c/o PO Box 643, Horsham RH12 1XJ or email to service.centre@shgroup.org.uk marking the email 'Policy Feedback'.

If you have a complaint then either our Customer Service Centre or local staff will attempt to deal with it and resolve it. If we can't find a solution in this way, or if you prefer to deal with the matter more formally, then our complaints procedure will help you. Ask the Customer Service Centre for a leaflet which tells you how your complaint will be handled.

For help with translations, or if a large type, Braille or taped summary would be useful, contact the Service Centre.

Arabic	لتلقي المساعدة في الحصول على نسخ مترجمة أو إذا كان من المفيد بالنسبة لكم تلقي نسخ مطبوعة بطباعة مكبرة، أو بطريقة برايل للمكفوفين، أو مسجلة كملخصات على شريط تسجيل صوتي، فيرجى الاتصال بمركز الخدمة Service Centre .
Bengali	অনুবাদে সাহায্য পেতে হলে অথবা বড় অক্ষর, ব্রেইল অথবা টেপে রেকর্ডকৃত সারসংক্ষেপ শুনতে চাইলে সার্ভিস সেন্টারকে 0300 303 1682 নাম্বারে ফোন করুন।
French	Contactez le Centre de services pour obtenir de l'aide sur les traductions, ou si un résumé en gros caractères, en Braille ou enregistré s'avère nécessaire.
Somali	Si lagaaga caawiyo turjumista ama haddii aad jeclaan lahayd farta waaweyn, farta indhoolayaasha (Braille) ama warbixin kooban oo cajilad ku duuban, la xirii Xarunta Adeegga.
Spanish	Si necesita traducciones o resúmenes en letra grande, Braille o casete, póngase en contacto con el Centro de Servicios.
Turkish	Tercüme konusunda yardım için, veya iri puntolu, Braille körler alfabesi ile yazılmış ya da ses kaydı olarak bir özet isterseniz, 0300 303 1683'ten Hizmet Merkezi'ni arayın.