

GUIDANCE FOR ALMSHOUSE APPLICANTS

The following information is a guide to the application process for applicants for almshouse accommodation.

1. On receipt of the completed application form, we will firstly check that the applicant(s) meets the criteria for accommodation. To be accepted on to the waiting list applicants must either:

For Harpur House, Cardington Road, Bedford

- Have been born in Bedford *or*
- Be normally resident in Bedford (on the electoral roll etc.) *or*
- Have been resident in Bedford for a period of not less than 30 years at some stage

For Randalls Close, Bromham

- Have been born in, or normally resident within Bedford or North Bedfordshire including Marston Moretaine *or*
- Previously been employed within the Agricultural Trade *or*
- Previously been employed within the Construction Trade *or*
- Previously been employed by Randalls Industries or within the distribution trade

In addition, applicants will normally only be considered if they are of retirement age or consider themselves to be disabled as defined within the Chronically Sick and Disabled Persons Act 1970.

Applicants to both schemes can only be considered if they are planning to move within two years of the date of application.

Applicants not meeting the above criteria may be considered in exceptional circumstances.

2. Having checked that the applicant(s) meets the above criteria, we will write to you informing you that we are placing your name(s) on our waiting list, we will also arrange a home assessment. We will endeavour to write to you within 28 days of receipt of your application form.

3. The Scheme Manager will visit you at your home to assess your needs, this will be an informal visit, and will be an additional opportunity for you to ask any questions that you may have regarding the almshouses. The visit will also enable us to assess your level of priority on our waiting list.
4. In the event of an appropriate property becoming vacant, the applicant assessed as being in greatest need will be offered the property. Should they decline, the next applicant on the waiting list will be offered the property, this will continue until an applicant accepts the property.
5. Periodically we will send you an 'update' form to enable you to confirm your continued interest and desire to remain on our waiting list. This will give you an opportunity to inform us of any changes in your circumstances. However should your circumstances or needs change at any time, please let us know as soon as possible.
6. If you are not satisfied with the way in which we deal with your application, you are entitled to complain. In the unlikely event that you should need to complain, you should in the first instance contact the Scheme Manager, and Try to resolve the complaint informally.
7. If this proves to be unsuccessful then you should inform the Scheme Manager that you wish to take the complaint further. You should then contact the Housing and Maintenance Manager at BCHA. On receipt of the complaint BCHA will acknowledge the complaint in writing within 7 days of receipt. Where the complaint has been made verbally the acknowledgement will include a summary of the complaint. The Housing and Maintenance Manager will investigate your complaint and notify you in writing of the results of the complaint within 28 days of receipt of the complaint.

Housing and Maintenance Manager
Bedford Citizens Housing Association
Bedford Charter House
1a Kimbolton Road
Bedford
Mk40 2PU