

# Taunton Heritage Trust

Huish Homes Magdalene Street Taunton Somerset TA1 1SG

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## Housing application process information for potential Residents

### Stage One

1. Completed housing application form received. – Staff member will contact via phone, email or by letter to acknowledge receipt of the housing application and register the applicants' interest on the system.

#### Criteria which must be met by the applicant:

- **Over 60**
- **In need, on a low income demonstrates hardship.**
- **Capable of independent living**
- **Has a connection to Taunton Deane.**

#### Applicants must complete all areas of the form to include:

- **Next of Kin information – *This person must be happy to be contacted in an emergency and assist the applicant where necessary.***
- **Landlord reference – Previous addresses are required.** previous landlord may also need to be contacted if currently staying with family or friends.
- **Personal reference of at least 5 years** (must not be family member).
- **GP information** – A short form will be sent to an applicants' GP to complete. This information is requested to check if applicant is capable of independent living.

**Applicants must be of good character and able to live harmoniously in a community environment. Applications will be rejected if there are concerns over anti-social behaviour or the ability to adhere to Almshouse living. The Trust has a duty of care to all Residents.**

2. The applicant will be invited into the office for an informal meeting to discuss their application. A copy of the Residents Handbook will be given to the applicant explaining Almshouse living.

### Stage Two

3. An applicant may be shown a vacant flat if there is one available. Applicant is asked to confirm if they wish to be considered for a flat and kept on the Trust's list of interested applicants.

***If there are no vacant flats available, the applicant can continue to register their interest (keep their details on our system – registering future interest).***

### Stage Three

4. If applicant wishes to proceed, a staff member will request the references as detailed above.
5. If all references are adequate and if appropriate, a home visit will be arranged with the site Warden and a Trustee. ***If a home visit is unable to be carried out the Trust may wish to have an additional meeting, this is sometimes a video meeting.***
6. At any point in the application process Trustees or Staff may require further information or an additional meeting - Particularly if some time has passed since the initial application was received.
7. If the home visit/additional meeting is successful, the applicants' final Panel Interview will be arranged with a Trustee and usually two members of Staff.  
This gives the panel and the applicant the opportunity to ask any questions or raise any concerns.  
Once the meeting is nearing the end the applicant will be asked to step outside the room whilst the panel makes its decision.  
The Trustee will inform the potential resident of the outcome.  
**The Panel's decision is final.**

c:\users\laura\tht dropbox\residents\general\residents application documents\housing process info sheet for potential residents.docx

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Providing Sheltered Accommodation and helping those in need in Taunton Deane  
Registered Charitable Incorporated Organisation (CIO) 1177162

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