



# Waiting for social housing

Social housing is for people with a serious housing need who, for a number of reasons, can't find somewhere suitable to live.

If you are eligible for social housing, the length of time you have to wait for a house will depend on:

- how quickly a suitable house becomes available
- what your needs are
- the number of people waiting with urgent needs.

While waiting for a house it's important to keep looking for other rental options. We can help you with this. You can also make an appointment for a Housing Options seminar.

## While you are waiting

What you have to do	What we will do	What the housing providers will do
<ul style="list-style-type: none"> <li>• Let us know straight away about any changes in circumstances</li> <li>• Look at other housing options</li> </ul>	<ul style="list-style-type: none"> <li>• Pass your details to housing providers as housing becomes available</li> <li>• Review your need for social housing if your circumstances change</li> <li>• Give you information about other housing solutions</li> </ul>	<ul style="list-style-type: none"> <li>• Contact you when a suitable property becomes available</li> <li>• Invite you to view the property</li> <li>• Arrange for you to sign a tenancy agreement if you accept the property</li> <li>• Become your landlord</li> </ul>

## You need to keep in touch with us

You must let us know straight away about any changes in your circumstances and in your partner's circumstances (if you have one). If you don't tell us, you might not get housing that best meets your needs, or you may no longer be eligible for social housing at all.

Some examples you need to tell us about are changes to your:

- address and phone number
- income or financial circumstances
- family or household arrangements.

We may also contact you to talk about your circumstances. It's important you answer our calls or letters or we may think that you no longer need social housing and cancel your application.

To advise us of a change in circumstance, call Work and Income on **0800 559 009** or Senior Services on **0800 552 002**.