



Dudleyathome

terms and conditions

The following terms and conditions outline Dudley Metropolitan Borough Council's responsibilities for providing a housing service and your responsibilities as a customer. It is a condition of your acceptance onto the Housing Register (waiting list) that you sign to accept these terms and conditions. If you do not you will be unable to register an application.



Dudley at home terms and conditions

Housing application

<p>Dudley Metropolitan Borough Council will:</p> <ul style="list-style-type: none"> • Check that all the information you have provided on your application is true. • Assess your housing need based on the information you have provided. If we later find anything which is not true, we may take legal action against you and you could lose your home. • Contact your current landlord, any previous landlord or any other agencies as required. • Use the information you have given us on your application to help prevent and detect fraud. • Process your application in accordance with the Data Protection Act 1998. • Give you your Housing Register reference number, band and band start date. We will explain how our choice based lettings system 'Dudley at Home' works and advise you of support available if you have any difficulties accessing or using the system. • Amend your application within 14 days of you notifying us of any changes and inform you of any change to your band and band start date subject to relevant information being provided. 	<p>Applicant (and joint applicants) will:</p> <ul style="list-style-type: none"> • Confirm that all the information supplied with your application is true. • Acknowledge that any false or misleading information may result in legal action against you and should you have been allocated a property based on that information you could lose your home. • Authorise Dudley MBC to make any necessary enquiries regarding your application with any agencies required. • Inform us if you have any difficulties accessing or using the Dudley at home system. • If you currently own a property: declare your intention to sell the property in order to be eligible to join the housing register. • Inform us immediately of any changes to your circumstances for example change of address and/or people leaving or joining your household. • Inform us immediately of any change to your contact details (address, telephone number, email address) • Re-register your application and provide any requested information every 12 months in order to remain on the list and confirm your current circumstances.
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Bidding for properties

<p>Dudley Metropolitan Borough Council will:</p> <ul style="list-style-type: none"> • If you bid for a property which we are able to offer you and you then refuse, suspend your application and you will be unable to bid for properties in the following two cycles. 	<p>Applicant (and joint applicants) will:</p> <ul style="list-style-type: none"> • Only bid for properties that they are genuinely interested in.
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Viewings and offers

<p>Dudley Metropolitan Borough Council will:</p> <ul style="list-style-type: none"> • If you are being considered for an offer invite you to view the property. • Inform you at the viewing of any repairs that will be carried out before you move in and what repairs if any will be carried out after you move in. • In certain circumstances give you options to choose from, for example we may be able to provide a skip to assist with garden clearance or issue vouchers to assist with redecoration. • Let you know the target date by which the property will be ready for you to move in. • Keep you informed of any changes to this target date as work progresses. • If you provisionally accept an offer of a property your application will be deferred and you will be unable to continue bidding on other properties. • Suspend your application if you are invited to view a property and fail to attend without letting us know beforehand. You will be unable to bid for properties in the following two cycles. This will also be counted as a 'no response'. • Not consider you for an offer if any information requested to confirm your circumstances is not provided within 3 working days of request. • Defer your application until the relevant information is provided and you will be unable to bid for properties during this time. • Not allow access to any property unless by prior arrangement and accompanied by a member of staff from our Property Team. 	<p>Applicant (and joint applicants) will:</p> <ul style="list-style-type: none"> • Before being formally offered a property provide any up to date information as necessary to confirm your circumstances. • Provide requested information within 3 working days of request. • Attend viewings as requested or inform the Council beforehand if you are unable to attend. • Not visit any property unless by prior arrangement and accompanied by a member of staff from our Property Team. Gaining access to any DMBC property by deception will result in legal action being taken against you.
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Refusals

<p>Dudley Metropolitan Borough Council will:</p> <ul style="list-style-type: none"> • Defer your application if you refuse a property unreasonably. You will be unable to bid for properties in the following two cycles. This will also be counted as an unreasonable refusal. • Defer your application after 3 unreasonable refusals. You will be unable to bid for properties for 6 months. • Defer your application after 2 no responses. Your application will be deferred and you will be unable to bid for properties for 12 months. 	<p>Applicant (and joint applicants) will:</p> <ul style="list-style-type: none"> • Only refuse offers where the property is unsuitable for a valid reason.
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Acceptance of new tenancy

<p>Dudley Metropolitan Borough Council will:</p> <ul style="list-style-type: none"> • Defer your application if you sign a pre-tenancy agreement and later refuse the property. You will be unable to bid for properties in the following two cycles. This will also count as an unreasonable refusal. • Make sure that your new home is ready to move into by the agreed target date. • Arrange an appointment for you to sign the tenancy agreement and answer any questions you may have about your new home. • Arrange for your Housing Manager to visit you within 6 weeks of your tenancy start date to confirm that you are happy with your new home and answer any further questions you may have about your new tenancy. 	<p>Applicant (and joint applicants) will:</p> <ul style="list-style-type: none"> • When offered a property which you wish to accept attend an appointment with your Housing Manager to sign a pre-tenancy agreement. • Confirm your intention to sign the tenancy agreement when the property is ready to let and your acceptance of our Tenancy Conditions (copy enclosed). These conditions include requiring you to allow access to your home for the purposes of carrying out home checks and annual servicing of gas appliances where applicable. • If you give notice to end your tenancy or accept a transfer to another DMBC property, allow access to your property by our Property Team and/or prospective new tenant(s). • Pay rent in advance (weekly, fortnightly or monthly), the first payment being due at sign up. • Be expected to pay their rent by Direct Debit.
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Future transfer requests

When your home no longer meets your requirements you can apply to rejoin the Housing Register by applying for a transfer. Acceptance onto the register will be subject to approval from your Housing Manager who will check the condition of your property and any breaches of your tenancy conditions.

Applications for a transfer to alternative property will not normally be accepted from any Dudley Council tenant within two years of the tenancy start date.

If there is any damage to your property which is not due to fair wear and tear you may be given the option to put this right yourself or pay for us to do the work before we accept your application.

I agree to the terms and conditions listed above and I have received a copy of Dudley Council's tenancy conditions and can comply with them

Applicant

Signature Name (please print)

Joint Applicant

Signature Name (please print)

On behalf of Dudley MBC

Signature Name (please print)

Date