

What happens after I have applied

You will be contacted by the Council to confirm whether you have been accepted on to the waiting lists. You will also be advised of the number of points you have been awarded, which is based on your housing need.

What is the Housing Register?

Each council administers a list of all the eligible people who have applied for permanent housing with any registered social landlord with homes in their areas.

How will my application be assessed?

All applicants will be assessed using the Local Authority's points or banding system to help decide individual housing need. The different factors will be considered that make your current accommodation unsuitable and you will be given a priority for each of these factors. They all relate to specific housing needs, such as lack of bedrooms or facilities etc.

How are properties allocated?

Those applicants in greatest housing need are given priority for any properties that become available for re-letting.

An offer of accommodation will be made to the applicant with the highest points or band and the greatest housing need.

We have an agreement with South Hams District Council giving them the right to nominate applicants from their Housing Register to our properties that become available for re-letting.

We have similar nomination agreements with our Local Authority partners in Plymouth, Teignbridge, East and West Devon.

Our properties that become available for re-letting in Exeter and Torbay are advertised through Exeter City Council's and Homefinder Torbay's Choice Based Lettings schemes. Applicants must apply directly to www.exeterhomechoice.org.uk or www.homefindertorbay.co.uk to register on these schemes.

What happens if I am offered a property?

We will carry out a pre-allocation visit at your current address to verify your circumstances and your priority for re-housing. If successful, you will then receive a written offer from us with details of the property, the rent and the accommodation. All applicants will normally only receive one written offer of suitable accommodation.

What happens if there is a change in my circumstances?

If your circumstances change after you have sent in your application form, or you believe that the information you have given is inaccurate or out of date, please inform the Council and Tor Homes immediately and your application will be re-assessed.

If you do not, it may affect the priority you have been given and your position on the waiting list

The factsheets below tell you about the standards you should expect when you move into your new home and what you should do when you move out

[Moving in](#)

[What to expect in your new home](#)

[How clean is your home?](#)

[Starter tenancies](#)

[Moving out](#)

If you would like to know more, please contact [Kate Brotherton](#).

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