

## FREQUENTLY ASKED QUESTIONS

<b>Applying for Housing</b>																						
How can I apply for a House?	<p>You need to register first with Border Choice Homes (the Borders Common Housing Register).</p> <p>Registration is completed 'whilst you wait' at any participating landlord's office or you can apply to register by post, telephone or online.</p> <p>Once registered you can apply for properties advertised by:</p> <ul style="list-style-type: none"> <li>• telephone</li> <li>• in writing</li> <li>• at any participating landlord's office</li> <li>• via the Homehunt website at <a href="http://www.homehunt.info/">http://www.homehunt.info/</a></li> </ul>																					
How long is your waiting list?	<p>We do not have a waiting list. Once you have registered with Border Choice Homes (BCH) (<a href="http://www.homehunt.info/register.asp">http://www.homehunt.info/register.asp</a>) you can apply for any suitable property that is advertised.</p>																					
Where are your houses?	<p>We have properties in the following areas:</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 33%;">Ancrum</td> <td style="width: 33%;">Heriot</td> <td style="width: 33%;">Newtown St Boswells</td> </tr> <tr> <td>Bonchester</td> <td>Jedburgh</td> <td>Selkirk</td> </tr> <tr> <td>Bowden</td> <td>Kelso</td> <td>St Boswells</td> </tr> <tr> <td>Earlston</td> <td>Lauder</td> <td>Stow</td> </tr> <tr> <td>Galashiels</td> <td>Melrose</td> <td>Yetholm</td> </tr> <tr> <td>Hawick</td> <td>Morebattle</td> <td></td> </tr> <tr> <td>Heiton</td> <td>Newcastleton</td> <td></td> </tr> </table> <p>The majority of our properties are in Galashiels, Hawick, Jedburgh and Kelso.</p>	Ancrum	Heriot	Newtown St Boswells	Bonchester	Jedburgh	Selkirk	Bowden	Kelso	St Boswells	Earlston	Lauder	Stow	Galashiels	Melrose	Yetholm	Hawick	Morebattle		Heiton	Newcastleton	
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I'm homeless what should I do?	<p>If you are homeless or facing the threat of homelessness within the next two months, you should contact Scottish Borders Council Homelessness Services on 01896 752111 who have a responsibility to provide you with housing information, advice and assistance in accordance with the Housing (Scotland) Act 2001. You can get further details and information from the Council's website at:</p> <p><a href="http://www.scotborders.gov.uk/info/1022/housing_advice_for_homeless_people/411/homeless-what_to_do">http://www.scotborders.gov.uk/info/1022/housing_advice_for_homeless_people/411/homeless-what_to_do</a></p>																					
I'm not homeless, what are my chances of getting a house?	<p>Only a percentage of our properties are allocated to people who are classed as homeless.</p> <p>Properties are allocated on a priority basis e.g. homelessness, health assessments, overcrowding, under-occupancy, unsuitable housing, specific need to be in a community.</p>																					
How can I apply for a priority?	<p>If you consider your current housing situation entitles you to Priority, you should complete the appropriate Priority Application Form available from all participating landlords.</p> <p>Applying for Priority is straightforward (although if you require any help or advice at any time, please ask.)</p>																					
Is there a restriction on the type of property or the area I can choose?	<p>No – providing the property you are applying for matches your needs. Your pass will only be valid for properties that meet your criteria.</p>																					

<p>Why has my registration been put on hold?</p>	<p>This could be for several reasons, for example:</p> <ul style="list-style-type: none"> <li>• If we need to contact other agencies to find out more in relation to your housing needs, then your registration will be put 'On Hold', until this information has been gathered and the 'Hold' status no longer applies.</li> <li>• You have refused two offers of housing without reasonable cause. Your priority will be removed and your registration will be put 'On Hold' and you will not be able to apply for a property for a period of six months.</li> <li>• If you have received an offer of a property you will not be able to apply for other properties whilst the offer is still valid.</li> </ul>
<p>If I am allocated a property how quickly can I view it?</p>	<p>As soon as the property is ready to let a member of staff will contact you.</p>
<p>Where can I get more information about applying for a house?</p>	<p>For more information please visit the homehunt website at <a href="http://www.homehunt.info">http://www.homehunt.info</a> or give us a ring on 01450 364200.</p>