

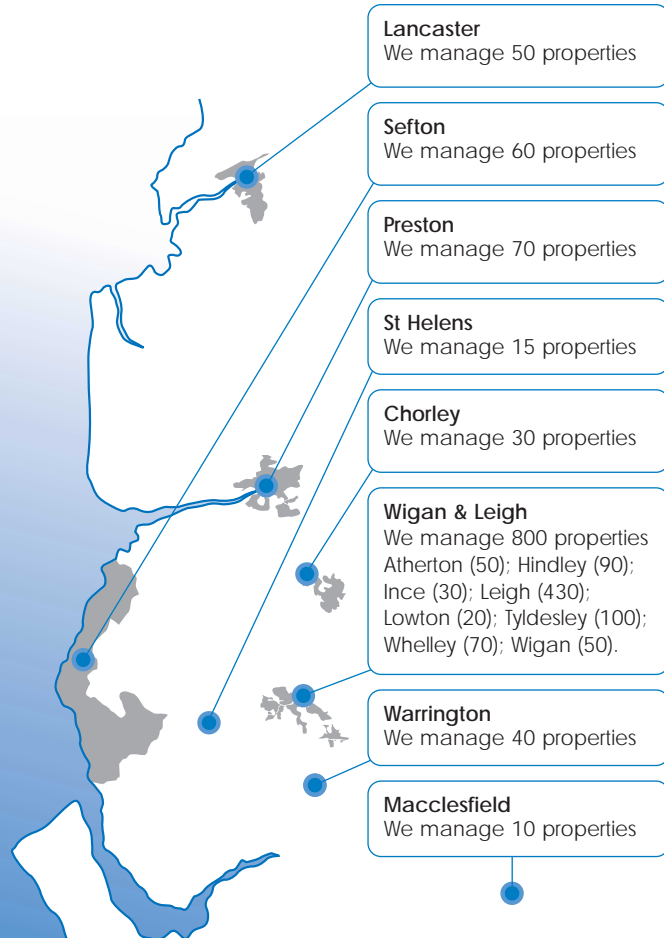
## The areas you can apply to live in

County Palatine owns property throughout the Northwest and you can apply for as many areas as you like. If you apply for several areas you will have a better chance of something becoming available sooner.

The following map shows the numbers of properties we own and where they are.

As a general guide, one property in eight is likely to become available in a six-month period: -

### General needs properties in management (approximate numbers)



## Getting in Touch

If you have any queries regarding the content of this leaflet please contact:

Customer Care, County Palatine, Turner House  
56 King Street, Leigh, Lancashire WN7 4LJ  
Office hours: Mon-Fri, 8am-6pm

**Office Telephone:** 01942 608 715

**Direct Repairs Line:** 01942 262 438\*

\*If our offices are closed and you need to report an EMERGENCY REPAIR please contact Orbis Monitoring Services Ltd: 0845 345 7808. Please check your Lease or Agreement to ensure that you are covered. **This out of hours service is for emergency repairs only.**

Calls may be monitored or recorded.

۲. لدينا امكانية احضار مترجم بامكانه ان يتكلم معك،  
إذا كانت اللغة الانجليزية ليست لغتك الأم.

若您不懂英語，我們可以安排傳譯員來協助您。

ہو سکتی ہیں ہماری زبان انگریزی نہیں ہے تو ہمارے پاس ترجمان کسٹمر سائیڈ ہے جو کہ آپ کے ساتھ آئی زبان میں بات  
چیت کر سکتے ہیں۔



Registered in England under the Industrial and  
Provident Societies Act 1965 Registration No. 28760R  
Housing Corporation Reg No. LH4255  
VAT No. 707 7615 24

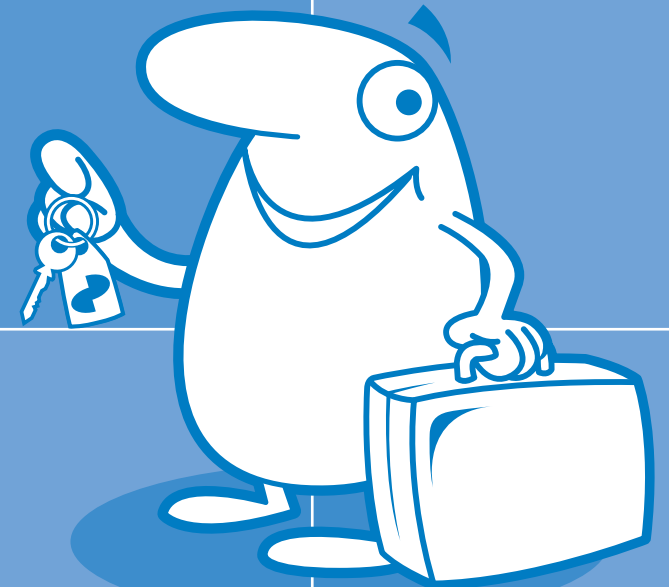


County Palatine is the trading name of County Palatine Limited  
Registered Office: Turner House, 56 King Street,  
Leigh, Lancashire WN7 4LJ  
Chief Executive: Paul F Lees (BAHons) FCIH

This leaflet is available in other languages or on an audio cd.



## How to get a home



01.2003

# Lettings policy

## Overview

To rent one of our properties you will need to first make an application to us and spend at least a short time on our waiting list.

## How we prioritise applications

When we receive your application you will be allocated to one of four Priority Streams depending on your personal circumstances. We rehouse applicants who have spent the greatest amount of time waiting in their Priority Stream in the proportions shown below.

<p>Priority Stream: A Level of Housing Need: <b>Greatest need</b></p> <ul style="list-style-type: none"> <li>- Homeless or potentially homeless</li> <li>- Home is unfit for human habitation</li> <li>- Overcrowded by three bed spaces</li> <li>- Suffering serious harassment</li> </ul>	<p>Proportion of lettings <b>65%</b></p>
<p>Priority Stream: B Level of Housing Need: <b>Some need</b></p> <ul style="list-style-type: none"> <li>- Medical condition made worse by current housing</li> <li>- Living in poor housing conditions</li> <li>- Relationship breakdown</li> <li>- Having financial difficulties</li> <li>- Overcrowded by one bed space or more</li> <li>- Have to share facilities with people who aren't part of the family</li> </ul>	<p>Proportion of lettings <b>20%</b></p>
<p>Priority Stream: C Level of Housing Need: <b>Some need</b></p> <ul style="list-style-type: none"> <li>- Need a smaller home</li> <li>- Need to be nearer work, family or friends</li> <li>- Would like more independence by having a home of own</li> <li>- County Palatine or other RSL tenant wishing to transfer (if categories above do not apply)</li> </ul>	<p>Proportion of lettings <b>10%</b></p>
<p>Priority Stream: D Level of Housing Need: <b>No need</b></p> <ul style="list-style-type: none"> <li>- No specific housing need, but would like to move</li> </ul>	<p>Proportion of lettings <b>5%</b></p>

# How to apply for housing

