



MANORESTATES
Housing Association



How to Apply for Housing

ABOUT MANOR ESTATES

This leaflet explains how to apply for our housing in Edinburgh. Manor has less than 10 properties in Fife acquired via the Mortgage to Rent scheme and will seek nominations from Fife Council should any vacancies arise within Fife in the future.

Manor Estates is a Registered Social Landlord (RSL) with about 945 houses and flats for rent mostly throughout Edinburgh. This includes:

- ❖ 3 retirement housing developments at Greenlaw Rig (Firrhill), Tressilian Gardens (The Inch) and Sutherland Street (Roseburn/Haymarket), for people over retirement age;
- ❖ Some amenity housing for older people in Leith and Oxfords;
- ❖ General needs housing in Niddrie, Leith, Muirhouse, Telford, Oxfords;
- ❖ Some general needs housing in Balerno, Currie, Ratho, Ratho Station and South Queensferry.
- ❖ Small numbers of general needs housing in other areas of the city, like Sighthill.

HOW TO APPLY FOR RENTED HOUSING

Manor Estates operates its housing applications and allocations via EdIndex. Completion of a single application form gives you immediate access to 21 Landlords operating within Edinburgh.

If you wish to be considered for housing by Manor Estates you must:

- ❖ Be aged 16 or over;
- ❖ Have completed an EdIndex form and have been given a reference number;
- ❖ Have proof of leave to remain in the UK if you are not a UK resident.

If you are an existing Manor Estates tenant, you should still complete an EdIndex form and discuss the issue with your Housing Officer. A mutual exchange via Homeswapper or House Exchange is another option you may wish to consider and we can advise you on this.

THE EDINDEX FORM

You can get EdIndex forms from this office or from any of the other Landlords who use EdIndex. The Central Administration Unit (CAU) of EdIndex processes all the forms and keeps the originals in their offices.

The Landlords who use EdIndex can all access the Register and get applicant information from computers in their own offices.

If you need advice, information or support in completing your EdIndex application form, a member of staff from Manor Estates can help you.

The completed forms should be returned to the CAU address.

Please remember that some Landlords are specialist (for example, Hanover Housing Association mainly provide housing for older people) or only operate in a specific area for example Muirhouse Housing Association only has housing in Muirhouse) so not all landlords will be able to consider you.

HOW ARE HOUSES ALLOCATED AT MANOR?

Like the majority of social rented landlords in Edinburgh, Manor uses the Choice system to allocate its vacant housing. Choice allows anyone with an active Edindex application to place a note of interest in any advertised property. The property is always allocated to the interested person with the highest housing priority.

Each vacancy will be allocated via one of the following groups:

- ❖ Starters only (generally homeless people and those with no secure housing);
- ❖ Movers only (generally people already housed but who need to move);
- ❖ Starters and movers.

We will sometimes give preference to existing Manor tenants when we allocate to Movers only.

Our Allocations Policy and Annual Lettings Plan explain how we decide which group to allocate a vacant property from. If you would like a copy, please contact us.

Priority awards are made to reflect applicants' circumstances and will be used to determine how bids for empty properties are prioritised.

Priority	Description
Gold	Property not suitable for applicant's needs
Gold urgent	Exceptional – e.g. to enable hospital discharge
Silver	<ul style="list-style-type: none">▪ Homeless▪ Overcrowded households▪ Under Occupation▪ Demolition▪ Exceptional housing need

The order of priority is as follows, with the highest priority at the top:

- Priority – gold urgent
- Priority – gold
- Priority – silver
- Non-priority – waiting time/length of time at current address.

All priority cases will be ranked by the date priority awarded. Non-priority cases will be ranked by the date of application for starters and the length of time at current address for movers. Where an applicant would be eligible for more than one category of priority, the highest level will apply.

The City of Edinburgh Council advertised all vacant houses available for bidding through Choice at <http://keytochoice.co.uk/>. Access is also available from all partner landlords, as well as local libraries and other council offices.

Once you have completed the EdIndex form and have a reference number, you can start bidding. Please remember that bidding only means you are noting your interest. The property will be allocated to the person who has the greatest housing need. You can bid for up to 3 properties each week.

WHEN WILL I BE CONTACTED BY MANOR?

We will only contact the person with the greatest priority who submitted a bid.

If you are at the top of the shortlist after the closing date, you will be asked to attend a short interview at this office or a Housing Officer will visit you, to assess your housing needs based on what you have put in the EdIndex form. If your housing need is confirmed, you will be made an offer and asked to view the property. If you are interested after viewing, we will then arrange to start the tenancy as soon as possible.

If you are not interested in the area or property when we contact you, we will update your EdIndex application accordingly. We do not suspend anyone for refusing offers. However, if you refuse an offer and a vacancy in a similar property in the same area becomes available within one month of your refusal of offer, you

will not be considered for the second vacancy. If you refuse 3 valid offers of housing, you will be interviewed by a Housing Officer to make sure that we have accurate information about what you are looking for.

HOW DO I FIND OUT WHAT PRIORITY I HAVE?

You can contact the Council or any of the partner Landlords and ask them to tell you what level of priority has been awarded. If you wish to discuss gold or silver priority awards in particular, you need to contact the Council as they make these awards.

WHAT HAPPENS IF MY CIRCUMSTANCES HAVE CHANGED?

You should contact either the CAU or any of the partner landlords to advise them of your change of circumstances. Your application will then be updated accordingly. If you have moved, you will be asked to complete a new EdIndex application.

I'M HOMELESS – WHAT DO I DO?

Manor does not provide any temporary or emergency housing. If you have nowhere to live, you should present as homeless to the Council at either their Homelessness section at 1A Parliament Square, or any of their local offices. The Council has a legal obligation to provide advice and assistance to homeless people and has access to some temporary housing.

USEFUL INFORMATION

EdIndex Team

Waverley Court
Level 1:4
4 East Market
Street
EDINBURGH
EH8 8BG

EdIndex@edinburgh.gov.uk
[www.edinburgh.gov.uk/
housingoptions](http://www.edinburgh.gov.uk/housingoptions)

Tel 0131 529 5080
Fax 0131 529 6202

Shelter Housing Aid Centre

6 South Charlotte
Street
EDINBURGH
EH2 4AW

www.shelter.org.uk
Tel 0808 800 4444
(free phone)

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Suite 4, 5 New
Mart Place,
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Tel 0131 510 8540

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Tel:- 0131 510 8540

Email:- info@manorestates.org.uk

Web:- www.manorestates.org.uk

Do you need information provided in a different language or format?



We can arrange to have information translated into most languages - please contact the office for further information.

We can also provide information in alternative formats (for example, large font or on CD) - again, contact the office for further details.