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Key Worker Scheme FAQs

This document is intended to answer any questions that you may have about our key worker properties before submitting your application.

Should you have any questions that are not covered in this FAQ form then please do not hesitate to contact the Key Worker Lettings Advisor by email:

Rent4.less@myclarionhousing.com

How long does the application process take?

Once we have received your completed application form and credit report/s the length of the process is largely dependent on the time it takes for your referees to respond to reference requests. We would advise you to give written consent to your employment referee authorising the release of your details, we also advise you to inform your landlord/agent; these actions can speed up the application process.

Why do I need to send in a credit report summary?

We require a credit report summary for all applicants so that we can assess your credit history and the repayment status of your accounts. We may reject an application with unsatisfied payment defaults although it would depend on the amount owing and when the default was registered.

I have a poor credit score, is it still worth applying?

We assess every credit report so it is still worth applying, if a rejection is given you can write in and appeal the decision.

Is it secure to send a credit report by email?

We accept no liability if the sensitive information is sent to the wrong email address, however providing the credit report is sent to the key worker lettings advisor it will be handled in accordance with the Data Protection Act 1998 and will be destroyed when no longer required. It is possible to encrypt the information that you email to us, however you would need to provide us with a password so that we can access your documents.

Can I view the property before submitting my application?

We can offer one appointment per applicant per property when the application process is complete and you have received a firm offer of accommodation from us. The appointment serves as a combined viewing and signup appointment, this typically takes one hour to complete. We can send you photographs of similar scheme properties on request to help you make a decision as to whether you would like to submit an application.



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What kind of tenancy do you offer?

The tenancy agreement offered to all key worker accommodation tenants is a **Periodic Assured Shorthold (monthly)**; you are required to give one month's written notice to terminate the agreement and must follow Clarion Housing's termination process.

What payments are required up front?

One month's rent deposit must be paid at the signup, this **must** be a cheque or banker's draft made payable to **The Deposit Protection Service**. The amount payable will depend on the property offered.

A UK credit or debit card rent payment is required during the signup, the figure charged is the rent from the date of sign up to the end of that calendar month and this will depend on the date of signup and the total monthly rent on the property. Future rent payments are taken by direct debit on the **1st** of each following month.

There is no charge for the administration process.

When can I view and sign for the property?

Dependent on housing officer availability viewings are arranged between 11-4pm on Mondays, 9-4pm Tuesday-Thursday and 11-3pm on Fridays. We cannot complete viewing and signup appointments during weekends.

What do the different property types mean?

Cluster Room: A single room with private en-suite and shared communal facilities (kitchen/dining area)

Single Studio: A self-contained studio suitable for one person with a personal en-suite and kitchenette.

Double Studio: A self-contained studio suitable for two people with a personal en-suite and kitchenette.

One Bedroom Flat: A flat with one double bedroom suitable for two people, bathroom, kitchen and living space.

Two Bedroom Flat: A flat with one double and one single bedroom suitable for three people, bathroom, kitchen and living space.

Three Bedroom Flat: A flat with one double room and two single rooms suitable for a maximum of four people, bathroom, kitchen and living space.

How many key workers share communal facilities?



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On average cluster rooms share kitchen and dining facilities with 5 other single rooms.

What bills will I have to pay?

Water Rates are included in the rent for all key worker scheme accommodation with the **exception of Hudson Court**.

Gas is not present in any of the schemes with the **exception of Hudson Court**.

Council tax is included in the rental charge on all **cluster rooms**; however it is the tenant's responsibility for all other property sizes. Council tax bandings are listed below.

St Giles House: Double Studio – Band B
St Giles House: 1 Bedroom Flat – Band B
St Giles House: 2 Bedroom Flat – Band C

Hanover Park: Single Studio – Band A
Hanover Park: 2 Bedroom Flat – Band C
Hanover Park: 3 Bedroom Flat – Band D

Grove Vale: Single Studio - Band A
Grove Vale: Double Studio – Band A

Sandringham Lodge – 1 Bedroom Flat - Band B
Sandringham Lodge – 2 Bedroom Flat - Band C
Sandringham Lodge – 3 Bedroom Flat - Band C

Balmoral Lodge – 1 Bedroom Flat – Band B
Balmoral Lodge – 2 Bedroom Flat - Band C
Balmoral Lodge – 3 Bedroom Flat – Band C

Electricity is not included in the rent and must be purchased by topping up pre-pay meters with a card that can be purchased from machines within each scheme using £2, £1 and 50p's only.

St Giles House and **Hudson Court** do not use pre-pay meters, electricity is chargeable to the tenant who must use a utility provider.

Bertha James Court uses electricity card keys that can be topped up at any outlet with a PayPoint facility, or at the Post Office.

What other facilities are provided?

The following schemes have a communal laundry containing washing machines and tumble dryers. **Clarence Lodge, Sandringham Lodge, Balmoral Lodge, Bertha James Court, Grove Vale, Hanover Park & Sir James Black House**. Communal washing machines cost **£4** per cycle and tumble dryers cost **£2** per cycle.



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Hudson Court and **St Giles House** properties have their own washing machines.

There is a communal room at **Clarence Lodge** and **Grove Vale** available for all tenants, there is also a courtyard at **Grove Vale** with outside seating.

Does accommodation come furnished?

With the exception of Hudson Court - which has white goods only - our key worker accommodation is furnished with beds, mattresses, chairs and desks/tables, kitchens will also have appliances. Applicants are advised to bring their own bedding, cutlery etc.

Can furniture be removed if I want to bring my own?

We do not have the facility to remove furniture from the scheme properties, should tenants wish to bring their own furniture then storage of the association's furniture must be arranged and paid for by the tenant and it must be returned in a fair condition at the end of the tenancy to avoid deposit deductions.

Is Wi-Fi or other Internet access provided?

None of the schemes have Wi-Fi provided.

Are televisions provided?

None of the schemes have a TV provided however there is a TV aerial in each property.

Is there parking available?

There is no parking available at the key worker sites with the below exceptions:

Bertha James Court parking is available and is administered and charged by the housing team however there is a waiting list for available spaces and there are many more rooms than available spaces.

Balmoral Lodge, Clarence Lodge, Sandringham Lodge parking is available and is administered/charged by the housing team however there is a waiting list for available spaces and there are many more rooms than available spaces.