

Applying for housing



your guide to the housing register



We maintain a list of people wishing to be considered for housing. Those on the list are allocated a number of points, based on their household's situation. These points are used to make sure that those in greatest need are re-housed first.



Who can go on the housing register?

Anyone can apply for housing. Whether your application will be considered will depend on individual circumstances.

What do I have to do?

You will need to complete an application form to be added to the housing register. Application packs containing the form and useful information about the area are available from:



Aspire Housing
Kingsley
The Brampton
Newcastle under Lyme
Staffordshire
ST5 0QW
Tel 01782 635200

Completing your application form

Inside the application pack you will find a 'Guide for Applicants', which explains how applications are assessed and dealt with.

There is also a leaflet which gives information about the areas in which we offer homes and the types of accommodation available.

If you need help to complete your application one of our staff will be more than happy to assist.



What happens next?

Your completed application form should be returned to us for registration. You will receive confirmation that your application has been received, and if your application has been accepted. The letter will confirm the date of your application, the number of points you are eligible for and the areas you have requested for housing.

If your application is not accepted, you will be sent a letter giving the reasons for this and details of how you can appeal against the decision.

Keep in touch

It is important that you contact us if your circumstances change, for example after the birth of a child, as this will affect your application. Your application will be reviewed annually.

Equal Opportunities

At all times we will act in an unbiased and non-discriminatory manner. If you believe you have been treated unfairly, you have the right to complain through our complaints procedure.



*its a great place to live,
we never want to leave it!*

This information can be made available in

- Other languages • Large print • Braille • Audio tape • Computer disc.

We can also offer a translation service.

If you would like information in another language or format, please ask us.

यदि आपको सूचना किसी अन्य भाषा या अन्य रूप में चाहिये तो कृपया हमसे कहे - Hindi

اگر این اطلاعات را به زبانی دیگر و یا در فرمتی دیگر میخواهید لطفاً از ما درخواست کنید - Farsi

اگر آپ کو معلومات کسی دیگر زبان یا دیگر شکل میں درکار ہوں تو برائے مہربانی ہم سے پوچھئے۔ - Urdu

Jeżeli chcieliby Państwo uzyskać informacje w innym języku lub w innym formacie, prosimy dać nam znać. - Polish

ئەگەر زانیاریت بە زمانیکی که یا بە فۆرمیکی که دەوی تکایه داوامان لی بکه - Kurdish

We really value your feedback, whether good or bad, to help us improve our services.

Please contact us if you have a comment, compliment, suggestion or complaint to make about any aspect of the service we provide.

How to contact us



By telephoning
01782 635200

By minicom
01782 854993

By fax
01782 715498

By writing to
Aspire Housing
Kingsley
The Brampton
Newcastle under Lyme
Staffordshire
ST5 0QW

By visiting our offices
By emailing us
enquiries@aspirehousing.co.uk
Via our website
www.aspirehousing.co.uk

word|for|word

APPROVED BY ASPIRE HOUSING CUSTOMERS