

**General questions about applying online**

**1. I do not have a computer/or internet access**

- a) Do you have a friend, family member or a support worker who can help you?
- b) There are lots of self help computers available to the public in Maidstone. A list of these can be found [here](#).
- c) Maidstone Borough Council's office also has two computers. These can be used for Maidstone websites only.

**2. I don't know how to use a computer?**

- a) Do you have a friend, family member or a support worker who can help you?
- b) A floor walker in Maidstone Borough Council's office can get you set up on the computer to get you started. Please note computer access here is limited.
- c) Some of the public computers in Maidstone also provide a buddy system to help you - please take a look at the [list](#).

**3. I struggle to read or write.**

- a) Do you have a friend, family member or a support worker who can help you?
- b) A floor walker in Maidstone Borough Council's office can get you set up on the computer to get you started. If you need more support please call us on 01622 602440 to book an appointment, to be assisted with your application.
- c) If you would like a course to help you learn, please contact us and we can provide you with some information.

**4. I'm blind.**

- a) Do you have a friend, family member or a support worker who can help you?
- b) Please call Kent Association for the Blind on 01622 691357 as they may be able to help.
- c) If you don't have someone to support you please call us on 01622 602440 to book an appointment, to be assisted with your application.

**5. I have mental health problems, I don't feel comfortable going online.**

- a) Do you have a friend, family member or a support worker who can help you?
- b) Please call Maidstone Mind on 01622 692383 as they may be able to assist.
- c) If you don't have someone to support you please call us on 01622 602440 to book an appointment, to be assisted with your application.

**6. It's not recognising my username and password or I forgot my username and password - what do I do?**

- a) Check you are using the correct details.
- b) Passwords and usernames are case sensitive - for example if your password is Maidstone and you are typing in MAIDSTONE it won't be recognised.
- c) Unfortunately if you have forgotten your details you will need to re-register and complete a new application.

## **General questions about applying to the register**

### **7. Can I apply to other councils too?**

- a) Yes you can, however, the Local Authority you are applying to will tell you directly whether you are eligible and meet their criteria.

### **8. I don't want any correspondence going to my address can I give a C/o?**

- a) Yes, the online application lets you supply C/o address details after filling in the initial address details. Please follow the online instructions.

### **9. When will I know if I am accepted on the housing register?**

- a) Generally you will be notified within 2 weeks.

### **10. I am in immediate danger of domestic abuse?**

- a) If you're in immediate danger you must call the Police on 999. There is also a national domestic abuse helpline you should call on 0808 2000 247, or the men's advice line on 0808 801 0327.
- b) For further advice you can also visit the One Stop Shop who are at the Salvation Army, Union Street every Tuesday morning.
- c) If you are concerned about your housing circumstances please call us on 01622 602440 to speak to a housing advisor.

### **11. I'm going to be made homeless, what do I do?**

- a) If you are going to be made homeless please call us on 01622 602440 to speak to a housing advisor.
- b) Complete the online application. Make sure you fully complete the homeless section and provide evidence of your housing situation.

## **Questions about existing applications**

### **12. I didn't supply my documents/proofs within the 28 days, do I have to reapply?**

- a) Yes, you will have received a letter or email from us telling you which documents you need to provide.

### **13. I've completed an online application, I have not heard anything from you but my circumstances have changed?**

- a) We can update your change of circumstances once your initial online application has been submitted. Please submit a change circumstances form.

### **14. My circumstances have changed, how long before my application gets updated?**

- a) It depends on what your changes are.
- b) The changes may require a reassessment of whether you still meet the council's eligibility criteria.
- c) If you have supplied all the necessary proofs and evidence your application will normally be updated in about 2 weeks.

### **15. I will not be able to supply a specific proof in time?**

- a) If you do not provide your proofs in the required time your application will not be successful.

### **16. How frequently do I need to provide you with details of my income and employment status?**

- a) You must inform us immediately of any change to income ensuring up to date proofs are supplied. (We need the last 6 months wage slips, if you are in the community contribution band, as we need to be able to verify this).

### **17. Why can't I see all the properties?**

- a) Properties are advertised between the four bands.
- b) Usually, you will only be able to see the properties that are in your band.
- c) Some properties are advertised to all bands, for example sheltered housing.

### **18. The computer says I'm in the top 5, will I get a house?**

- a) If you are successful, the Housing Provider will contact you directly.

### **19. How long will it take to get a house/flat?**

- a) There is not a definite answer as it depends on who's bidding on the same properties and the properties available in any given cycle. The demand is far greater than the supply.

**20. Will I get housed quicker because I'm a priority?**

- a) No, it depends on your priority date (the date you applied or provided your proofs - if this was done later) and how that compares with other applicants bidding on the same property.

**21. I am not happy with the decision made on my case? How do I get a review or reassessment done?**

- a) **For a housing register application** – If you have been notified that you are not eligible it will be because:
- you do not meet the local connection, or
  - you do not meet the housing need criteria, or
  - you did not provide the evidence required.

You can request a review of the decision by writing to the Housing Options Team Leader detailing any new evidence and reasons why you disagree

- b) **For a homeless decision** – Please read your homeless decision letter as it details the review procedure and what to do. The Citizens' Advice Bureau, or your solicitor can provide you with further advice and assistance.