

# Finding a home

This leaflet explains our responsibilities as a housing provider and your responsibilities as a customer.



# Finding a home

Gentoo own and manage more than 28,000 properties across Sunderland. We have a range of properties available for social, affordable and market rent.

## **Our promise:**

To enable you to find a good quality, affordable rent home which fulfils your housing requirements based upon need.

## **We will:**

- Provide you with support, advice and guidance to help you find a new home that suits your needs
- Provide you with information specific to your new home

## **Housing register**

To search and apply for a social or affordable rent home with us you will need to create an account and complete an online housing application. This simple process will take approximately 20 minutes.

Our online housing register is a website that allows you to search and apply for social and affordable housing in your area. Gentoo advertises properties using this online system. It is accessible and user friendly.

From January 2020 the advertising cycle will run from 2pm on Wednesday until 12 noon the following Wednesday.

## **Housing needs**

As a charitable community benefit society we need to ensure we prioritise those who have a housing need and disabled or chronically sick people who need rehousing.



# How does the banding system work?

Following the assessment of your housing application you will be placed into one of four priority bands depending on your level of need:

- **Band 1+** - This is for applicants living in a Gentoo renewal area
- **Band 1** - This is for applicants who have an immediate need to move and are in statutory or urgent housing need
- **Band 2** - This is for applicants who have a priority housing need

- **Band 3** - This is for general housing needs and is open to all applicants (including out of city applicants)

Once you have completed the online application form you will automatically be placed into Band 3 whilst we assess your application.



**What do I do if I am not happy with the band I have been placed in?**

All applications are individually assessed based on the information supplied; this ensures we are fair, flexible and transparent. Every applicant has the right to request a review of their banding decision if they disagree.

**Will you check that needs are genuine and gather evidence?**

There are circumstances where we will ask for evidence to place you in the correct band. For example, before accepting a medical priority we will require a specialist medical assessment to be carried out.

**How many bids can I make?**

You can make a maximum of five bids per week.



## How do I apply to join the housing register?

To create an account and apply, visit [www.gentoogroup.com/finding a home](http://www.gentoogroup.com/finding-a-home)

Before you apply, make sure you have the following to hand:

- Your National Insurance number
- Your address history (for the last five years)
- Income and employment details
- Information on any medical conditions or disabilities

## What support is available?

- If you don't have a computer or access to the internet support is available in our local offices
- If you have any banding or landlord specific questions please call your local office or email [contactus@gentoogroup.com](mailto:contactus@gentoogroup.com)
- If you are unable to complete an online application we can offer one-to-one support



If you or someone you know would like this information in large print, on CD or in Braille then please contact your local office.

If you or someone you know would like this information in another language, then please contact your local office. Interpretation services are available.

যদি আপনি বা আপনার জানা-শোনা কেউ এই তথ্য অন্য কোন ভাষায় পেতে চান, তাহলে দয়া করে আমাদের সঙ্গে যোগাযোগ করুন। দোভাষী পরিষেবা পাওয়া যাচ্ছে।  
(Bengali)

如果您或您認識的人希望此信息是其它語言，請與我們聯繫。口譯服務可提供。(Cantonese)

اگر شما و یا شخص دیگری که شما میشناسید میل هستيد اين اطلاعات را به زبان دیگری دریافت نمائيد، لطفاً با ما تماس حاصل کنید. خدمات ترجمه موجود می باشد. (Farsi)

如果您或您认识的人想要本信息以另外一种语言版本提供，那么就请与我们联系。我们同时还提供口译类服务。(Mandarin)

Jeśli Państwo, lub jakaś osoba, którą Państwo znają, chcieliby otrzymać te informacje w innym języku, proszę się z nami skontaktować. Dostępne są także usługi tłumacza ustnego. (Polish)

[www.gentoogroup.com](http://www.gentoogroup.com)

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Gentoo Group Limited is a charitable community benefit society,  
registration number 7302

NOV-19

