

## **RE-APPLYING ON THE HOUSING REGISTER**

### **FREQUENTLY ASKED QUESTIONS**



➤ **Why are you closing the register?**

We are closing the register due a change in the policy, and the application form is being updated to capture further information to coincide with the policy change.

➤ **Why has the policy been changed?**

The policy has been reviewed and implemented to meet new legislation requirements and a change in local needs.

➤ **Will I still be considered for housing?**

Whilst the register is closed allocations will continue to be made by the Housing Associations, during June 2025.

There will be a short pause on allocations at the start of July until 14 July 2025, when no offers will be made.

You will only be considered for social housing within Ceredigion once we have received your new, fully completed and submitted application. Until we receive this you will not be considered for any future social housing within Ceredigion.

➤ **Why do I have to re-apply again?**

You will need to re-apply as the application form has been updated to reflect the new policy, and we need to ensure we have captured the correct information and banded you accordingly.

➤ **I have only just completed an application do I still need to re-apply?**

We understand this can be an inconvenience, yes, in order to comply with the new policy and to ensure we have captured all the relevant information, you will need to re-apply again.

➤ **Will my banding be affected?**

Potentially yes, your banding may change in accordance with the new policy. Please refer to the policy for further information on bandings.

➤ **Will my application date be affected?**

We will honour your effective date as long as you reapply by 31 January 2026. If we do not receive your completed application by this time your date will start when we receive your completed and submitted application.

➤ **How long will it take to be assessed?**

We will endeavour to assess your application as soon as possible, however, we cannot give a specific timescale at present.

- **Will previous evidence i.e. medical information I've provided be considered or do I have to provide evidence again?**  
Historic evidence will only be taken into consideration if it is relevant to your current circumstances and is within date. If it is considered that your historic evidence is no longer relevant you may be required to provide up to date information.
- **What's the deadline for my application to be submitted?**  
We will honour your effective date as long as you re-apply by 31 January 2026, and we have received your fully completed and submitted application by this date.
- **If I start my application but am unable to upload/provide my medical evidence by the 31 January 2026 will I lose my time waiting on the register?**  
No, as long as we receive your fully completed and submitted application by 31 January 2026, we can obtain any supporting medical evidence or any other relevant information when we assess your application.
- **What will happen if I do not re-apply?**  
You will not be considered for Social Housing as your initial application will have been cancelled.
- **If I am struggling with my application, where can I get help to complete it?**  
If you require further support, please ring **01545 574123** where a member of staff will be able to assist you over the phone, or if for any reason you are unable to complete it over the phone, we can arrange an appointment for a member of staff to assist you.  
If you have a support worker, you can ask them to provide support.  
If you are a social housing tenant with Barcud, Wales and West Housing or Caredig you can ask your housing officer to provide support.
- **Will applications still need to be reviewed on a yearly basis?**  
Yes, you will still be required to complete and submit a renewal application on a yearly basis. Your renewal is triggered on the anniversary of your application date, and you will be sent a notification at that time to complete your renewal.
- **What is going to happen if I'm homeless? Will I need to re-apply again?**  
You will still receive support from the Housing Options Team. Please ensure to liaise with your Housing Options Officer. You will need to re-apply again.

**If you require any assistance to complete your application.**

**Please contact 01545 574123**

**where a member of staff will be able to assist you.**

