

Council House Allocations - Frequently Asked Questions

What if there is a change in my circumstances?

Please see the topic [Change of Circumstances](#).

What should I do if I think I might become homeless?

Our [Homelessness section](#) will be able to advise you – you can also call 0800 169 1611.

I have a health condition that makes my current property unsuitable - how does this affect my application?

Please see the topic [Applications on health grounds](#).

How will I know that my application has been assessed?

We aim to process applications within 14 days. We will send you a letter to confirm it is on the list. If you do not provide all the information, it will take us longer and your application may not be pointed correctly.

How long will I have to wait to get an offer?

This depends on your points, the availability of the size and type of home you need (see [The kinds of Council housing in your area](#)), and how often properties become vacant in that area. When a property becomes available we will contact you. You must let us know whether you accept no later than three days from receipt of our offer.