Applying for Council or Housing Association accommodation
Anglesey

A summary of the Common Housing Allocation Scheme
July 2016

We hope you find this booklet helpful. If you need more information you can:

Write to: Housing Services, Council Offices, Llangefi, Anglesey LL77 7TW
Call in person at: Housing Services Reception at the above address
  Monday to Thursday – between 8.45 am and 5.05 pm, or
  Friday – between 8.45 am and 5.00 pm
Telephone: 01248 752200
Email: housing@anglesey.gov.uk
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Introduction

This leaflet provides information about how to apply for social rented housing on Anglesey. It explains who is prioritised for housing and summarises the housing allocation scheme.

Q1. What is the housing allocation scheme?

The allocation scheme contains the rules about:

- Who we place on the waiting list for social housing
- How we prioritise applicants, and
- Who is offered housing.

We have a ‘common allocation scheme’. This is one system under which all social rented housing on Anglesey is let, including Council housing and housing let by Clwyd Alyn Housing Association, Grŵp Cynefin, North Wales Housing and Tŷ Glas Housing Society.

Q2. Does the Council keep a waiting list for social housing?

Yes. It’s called the ‘Housing Register’.

Applying for housing

Q3. How do I apply for social housing?

Please contact the Customer Services Team in Housing Services (Tel: 01248 752200) if you want to apply for housing. They will:

- Give you advice
- Arrange a housing options advice appointment, and
- Confirm the information and documents you need to bring to your interview.

Q4. Must I attend a housing options interview?

Everyone wanting to apply to go on the Housing Register must be interviewed. We’ll try and arrange a time that’s suitable for you. If you’re disabled or genuinely can’t come to the Council Offices we’ll interview you at home or over the telephone.

Q5. How will I know what to bring to my housing options interview?

When we arrange your housing options interview we’ll tell you what documents and information you need to bring and confirm this in writing. If you’re unsure what to bring or are having difficulty finding the documents please contact our Customer Services Team before your interview for advice. The contact details are on the front of this leaflet.

Q6. What if I don’t bring the necessary documents to my interview?

We’ll have to re-arrange your interview so your application for housing can be processed. It’s better to re-arrange your appointment rather than turn up without the documents we’ve asked for.
Q7. **What happens during the housing options interview?**

We’ll discuss your situation in detail and see how we can help you. We’ll tell you if you’re likely to qualify for social housing. We’ll also tell you if waiting for social housing is realistic in your particular situation. We’ll ask you for information about your situation so we can decide if you can go on the Housing Register and what priority you’re entitled to. We may also advise you on your other housing options, eg if you’re unlikely to qualify for social housing or if you’ll have to wait a long time to be offered housing.

Q8. **What if I need support to apply for housing?**

We’ll provide you with any support you need to apply for housing. For example if you’re disabled and need support please contact us so we can help you.

Q9. **What if I need a physically adapted property?**

We’ll discuss any need you have for adaptations at your housing options interview. We’ll assess what adaptations you need.

Q10. **What happens if my situation changes?**

You must always tell the Council of any changes as it could affect your band status and whether you’re entitled to housing. For example you must tell us if:

- You move home.
- Someone leaves or joins your household.
- Your income or financial situation changes.

We may cancel your application if you don’t tell us about your situation changing.

Q11. **Can I ask for a joint tenancy with my partner?**

Yes. The landlord will make a decision about whether to grant a joint tenancy if you’re offered a property.

However, you should be aware that:

- A joint tenant would have the same rights as you under the tenancy, including the right to occupy the whole of the property (because there would only be one tenancy, which you’d jointly hold).
- There’s no legal right to ‘convert’ a joint tenancy into a sole tenancy, eg if your joint tenant moves out and you want a sole tenancy in just your own name.
- Your joint tenant can end your tenancy without your permission by giving the landlord a notice to quit. Your joint tenant doesn’t even have to tell you before they do this.
- If your joint tenant ends your tenancy you won’t have a tenancy. If you’re left living at the property it won’t always be possible to give you a new tenancy, eg if you have more bedrooms than you need.
Joint tenants are ‘jointly and severally responsible’ for all of the rent and all other obligations under the tenancy agreement until the tenancy ends. If you’re a joint tenant you’ll continue to be responsible for rent and all tenancy obligations, even if you move out of the property, as long as the tenancy continues.

If your joint tenant dies you become a sole tenant automatically. However if you then die your family members cannot ‘succeed’ to the tenancy. The position if you’re given a sole tenancy is different: members of your family who are living with you may succeed to the tenancy when you die.

Q12. What address should I give if I don’t have a permanent address?

If you only have temporary housing you should give us that address. If you don’t have any accommodation at all you’ll need to provide a c/o address so we can write to you. This can be the address of a family member or a friend who’s willing to receive post for you. We can also email you.

What if I’m homeless?

Q13. What if I’m homeless or I’m going to lose my home?

If you’re homeless or may become homeless we’ll arrange an appointment so we can decide what help the Council has to give you under the homelessness legislation. We’ll also help you apply for social housing if this is appropriate in your particular situation.

Q14. Will I get more priority if I apply as homeless?

If you’re homeless you’ll be awarded a band reflecting your priority for housing (see Q19). However, applying as homeless doesn’t usually make an offer of social housing more likely. This is because we can end homelessness duties by arranging privately rented housing. Also, if you’re owed a homelessness duty you’ll have less choice about:

- where you’re offered housing (see Q24), and
- the type of properties you’ll be offered (see Q27).

How are applications prioritised?

Properties are usually offered to the applicant with the highest band priority who’s been waiting the longest according to their ‘waiting time date’.

Q15. How do you decide what priority I have for housing?

Every applicant who’s entitled to go on the waiting list is awarded one of four priority ‘bands’ (we don’t award points anymore, you’re given a band instead). Your band status is based on:

- whether you have a local connection (see Q18), and
- how urgently you need housing (see Q19).
The bands, in descending order of priority, are:

<table>
<thead>
<tr>
<th>Band</th>
<th>You qualify if you have:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Urgent</td>
<td>An urgent housing need + A local connection</td>
</tr>
<tr>
<td>Band 1</td>
<td>A housing need + A local connection</td>
</tr>
<tr>
<td>Band 2</td>
<td>An urgent housing need but No local connection</td>
</tr>
<tr>
<td>Band 3</td>
<td>A housing need but No local connection*</td>
</tr>
<tr>
<td>No band award</td>
<td>No housing need</td>
</tr>
</tbody>
</table>

* There are some exceptions to this general rule with Band 3. In some situations people only qualify for Band 3 even though they have a local connection (see the last four Band 3 categories at Q19).

**Q16 Where will I be placed when I’m first entered onto the list?**

If you’re a new applicant your application will be entered at the bottom of the band that you’re entitled to. This is because all applicants are awarded a ‘waiting time date’ and other applicants in your band have been waiting longer to be re-housed.

**Your ‘waiting time date’ is the date you were awarded your current band status.**

People after you will be placed below you on the waiting list (assuming they need the same type of housing in the same area).

**Q17 When will I get to the top of the waiting list?**

You’ll gradually move up the waiting list as other applicants with the same band priority and earlier waiting time dates are re-housed or come off the list. We can give you advice about how many properties of the type you need have previously become available and how many people are ahead of you on the list – for the same type of housing in the same area (see Q35). This can help you decide if you want to wait for social housing, consider other options, or consider other letting areas or other types of housing.

**Q18 What counts as a local connection?**

You have a local connection if any of the following apply:

- You’ve lived on Anglesey for 5 years (at any time).
- You have relatives who’ve lived on Anglesey for the last 5 years who want you to live near them.
- You’ve been employed on Anglesey for 5 years (at any time).
- You’re a social housing tenant on Anglesey and you are under-occupying your home (in other words you have more bedrooms than you need).
- You provide or receive essential support from someone on Anglesey.
- You’re disabled and can’t take up an offer of employment because you don’t have accessible housing.
- You’re serving in the Armed Forces and are employed or live on Anglesey.
- You’re serving (or have served) in the Armed Forces and have previously lived on Anglesey.
- You’ve been approved to ‘move on’ from care or supported housing on Anglesey.
- You’re homeless as a result of domestic abuse and owed a homelessness duty by Isle of Anglesey County Council.
- You live in an adapted social housing property on Anglesey, but don’t need the adaptations.

Q19  Who qualifies for each band?

The boxes below give an indication of your likely priority. However, you should always wait for written confirmation from the Housing Options Team. The information below is only a summary; the full banding criteria are set out in the Housing Allocation Policy, which is available online at www.anglesey.gov.uk/housingallocation.

<table>
<thead>
<tr>
<th>Urgent Band</th>
<th>To qualify: □ you must have a local connection (see Q18) and □ one of the following must apply</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>▪ You have a very urgent medical, welfare or disability related need for housing</td>
</tr>
<tr>
<td></td>
<td>▪ You have permanently lost your home as a result of a disaster</td>
</tr>
<tr>
<td></td>
<td>▪ You are leaving the armed forces and losing military accommodation, or you’ve suffered a serious injury while serving in the armed forces and need adapted housing</td>
</tr>
<tr>
<td></td>
<td>▪ You’re in care or supported housing and need to ‘move on’</td>
</tr>
<tr>
<td></td>
<td>▪ You need housing urgently to prevent a child being taken into care or remaining in care</td>
</tr>
<tr>
<td></td>
<td>▪ You have a social housing tenancy on Anglesey, are under-occupying, and are suffering financial hardship</td>
</tr>
<tr>
<td></td>
<td>▪ You’re homeless because of abuse or a threat of abuse</td>
</tr>
<tr>
<td></td>
<td>▪ Your need for housing is exceptional</td>
</tr>
</tbody>
</table>
Band 1
To qualify: □ you must have a local connection (see Q18) and □ one of the following must apply

- You’re homeless or threatened with homelessness (but not intentionally)
- Your accommodation is overcrowded
- Your accommodation lacks essential facilities, eg bathroom, kitchen, toilet, hot or cold water supply, electrical supply
- You share a kitchen, bathroom/shower or toilet with other people who aren’t part of your household (this doesn’t usually include sharing with family)
- You live in insanitary housing or in unsatisfactory housing conditions resulting in Category 1 hazards under the Health and Housing Safety Rating System (HHSRS) which are unlikely to be resolved; the hazards present an imminent or serious risk of harm, and you’ve been recommended for re-housing by the Council’s Housing Enforcement Team
- You share a kitchen, bathroom/shower or toilet with other people who aren’t part of your household (this doesn’t usually include sharing with family)
- You are aged 35 or over and share living accommodation with other people
- You need to move on medical or welfare grounds
- You need to move to a particular part of the district, and not doing this will cause hardship

Band 2
To qualify: □ you don’t need a local connection (see Q18) but □ one of the following must apply

- You have a very urgent medical, welfare or disability related need for housing
- You have permanently lost your home as a result of a disaster
- You are leaving the armed forces and losing military accommodation, or you’ve suffered a serious injury while serving in the armed forces and need adapted housing
- You need housing urgently to prevent a child being taken into care or remaining in care
Band 3

To qualify: □ you don’t need a local connection (see Q18) but □ one of the following must apply

- You’re homeless or threatened with homelessness
- Your accommodation lacks essential facilities, eg bathroom, kitchen, toilet, hot or cold water supply, electrical supply
- Your accommodation is overcrowded
- You live in insanitary housing or in unsatisfactory housing conditions resulting in Category 1 hazards under the Health and Housing Safety Rating System (HHSRS) which are unlikely to be resolved; the hazards present an imminent or serious risk of harm, and you’ve been recommended for re-housing by the Council’s Housing Enforcement Team
- You share a kitchen, bathroom/shower or toilet with other people who aren’t part of your household (this doesn’t usually include sharing with family)
- You are aged 35 or over and share living accommodation with other people
- You need to move on medical or welfare grounds
- You need to move to a particular part of the district, and failure to do this will cause hardship

You also qualify for Band 3 □ you have a local connection (see Q18) and if: □ one of the following must apply

- You are homeless or threatened with homelessness and the Council has reason to believe you may have become homeless intentionally (or threatened with homelessness intentionally)
- You live in privately rented accommodation on Anglesey and have lived on Anglesey for five years
- You are a displaced agricultural worker
- You are aged 55 years or over and have want to be considered for housing reserved for older persons.

Q20 What if I don’t qualify for any of the priority bands?

If you don’t qualify for any of the bands you won’t be allowed onto the Housing Register. We’ll send you our decision in writing, explain why you don’t qualify for the waiting list, and tell you about your right to ask for a review of the decision (see Q40). We’ll also advise you about your other housing options if you need it.
Q21 Can my priority be reduced?
Yes. In some situations we can reduce someone’s priority by awarding a lower band, eg if:

- you have enough money or financial resources to obtain housing for yourself
- your behaviour or the behaviour of someone in your household makes you unsuitable to be a tenant, or
- you have housing-related debts, eg rent arrears, council tax arrears or a former tenancy debt.

What choices do I have?

Q22 Can I choose which landlord I want?
No. If you’re accepted onto the Housing Register you may be offered a tenancy with any of the five partner landlords:

- Clwyd Alyn Housing Association
- Grwp Cynefin
- Isle of Anglesey County Council
- North Wales Housing
- Tŷ Glas Housing Society.

Q23 Can I choose the areas I want to live in?
Yes. You can choose as few or as many areas from the list overleaf as you like. However, make sure you only choose an area if you genuinely want to live there. Your application will be removed from the Register if you refuse two offers of housing (see Q39).

Q24 Are there any situations where my chosen areas won’t be accepted?
Yes. We reserve the right not to register you for an area if we think it’s unlikely you’ll be offered housing there. Also, if you’re owed certain homelessness duties special rules apply. If you’re homeless (or at risk of homelessness) you’ll be asked to choose at least six letting areas, and after two months we may widen the areas you’re registered for.

Q25 Can I choose which roads or estates I want within a letting area?
No. If you choose an area you could be offered a property in any part of that letting area. We think this is fair to everyone who needs housing.

Q26 What letting areas can I choose?
The map overleaf and area key, show the areas which you are able to choose from. It is important to note that not all accommodation types are available in each area.
### Key to Letting Areas

<table>
<thead>
<tr>
<th>No.</th>
<th>Letting area</th>
<th>No.</th>
<th>Letting area</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Aberffrâw</td>
<td>34</td>
<td>Llanfairynghonwy</td>
</tr>
<tr>
<td>2</td>
<td>Amlwch</td>
<td>35</td>
<td>Llanfechell</td>
</tr>
<tr>
<td>3</td>
<td>Beaumaris</td>
<td>36</td>
<td>Llangaffo</td>
</tr>
<tr>
<td>4</td>
<td>Benllech</td>
<td>37</td>
<td>Llangefnì</td>
</tr>
<tr>
<td>5</td>
<td>Bodedern</td>
<td>38</td>
<td>Llangoed</td>
</tr>
<tr>
<td>6</td>
<td>Bodffordd</td>
<td>39</td>
<td>Llangristiolus</td>
</tr>
<tr>
<td>7</td>
<td>Bodorgan</td>
<td>40</td>
<td>Llansadwrn</td>
</tr>
<tr>
<td>8</td>
<td>Bryngwran</td>
<td>41</td>
<td>Llanynghenedl</td>
</tr>
<tr>
<td>9</td>
<td>Brynsiencyn</td>
<td>42</td>
<td>Llynfaes</td>
</tr>
<tr>
<td>10</td>
<td>Brynteg</td>
<td>43</td>
<td>Malltreathe</td>
</tr>
<tr>
<td>11</td>
<td>Caergeiliog</td>
<td>44</td>
<td>Moelfre</td>
</tr>
<tr>
<td>12</td>
<td>Caergybi / Holyhead</td>
<td>45</td>
<td>Niwbwch / Newborough</td>
</tr>
<tr>
<td>13</td>
<td>Capel Coch</td>
<td>46</td>
<td>Parc</td>
</tr>
<tr>
<td>14</td>
<td>Carreglefn</td>
<td>47</td>
<td>Penmynydd</td>
</tr>
</tbody>
</table>
Q27 Can I choose the types of property I want?

Yes. You can choose the type of properties (houses, flats etc) and the floor levels you want (i.e. ground floor, first floor etc). However, the type of property you’re eligible for is decided not only by what you’d like, but also by your household type (see Q28 below). Also, your preferences may be overridden if you’re owed a homelessness duty. Some properties are only let to certain groups, eg older persons or people needing physically adapted homes.

Q28 How many bedrooms am I entitled to?

You qualify for one bedroom for each of the following people in your household:

- A single person or couple aged 16 or over.
- Two children of the same gender, if both of the children are aged under 16.
- Two children aged under 10, regardless of gender.
- Any remaining child.

The table overleaf provides a guide to the size of properties common household types are usually registered for:
HOUSEHOLD & PROPERTY SIZE

<table>
<thead>
<tr>
<th>Household make-up</th>
<th>Number of bedrooms</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1</td>
</tr>
<tr>
<td>Single person</td>
<td></td>
</tr>
<tr>
<td>Couple</td>
<td></td>
</tr>
<tr>
<td>Pregnant woman (single or in couple)</td>
<td></td>
</tr>
<tr>
<td>Couple or single parent with one child under 16</td>
<td></td>
</tr>
<tr>
<td>Couple or single parent with two children under 16 of the same sex, or with two children of opposite sex who are both under 10</td>
<td></td>
</tr>
<tr>
<td>Couple or single parent with two children under 16 of opposite sex where one child is at least 10</td>
<td></td>
</tr>
<tr>
<td>Couple or single parent with three children under 16</td>
<td></td>
</tr>
<tr>
<td>Couple or single parent with four children under 16, in any of the following cases:</td>
<td></td>
</tr>
<tr>
<td>▪ all of same sex;</td>
<td></td>
</tr>
<tr>
<td>▪ 2 boys and 2 girls;</td>
<td></td>
</tr>
<tr>
<td>▪ 3 of one sex, where at least 2 children of different sex are under 10.</td>
<td></td>
</tr>
<tr>
<td>Couple or single parent with four children under 16, 3 of one sex, where either 3 of one sex are all over 10, or the child of the other sex is over 10.</td>
<td></td>
</tr>
<tr>
<td>Couple or single parent with five children under 16</td>
<td></td>
</tr>
<tr>
<td>Couple or single parent with more than five children under 16</td>
<td></td>
</tr>
</tbody>
</table>

When is someone not allowed onto the waiting list?

Q29 When are applications rejected?

Your application won’t be placed on the Housing Register if:

▪ you haven’t had a housing options interview
▪ you haven’t provided the information and documents we’ve asked you to provide
▪ you haven’t allowed us to visit you at home (if we’ve decided a home visit is needed)
▪ you don’t qualify for any of the bands (see Q19 for which situations qualify)
▪ you have enough money or financial resources to obtain housing for yourself
▪ you’re ineligible because of your immigration status
▪ you’re unsuitable to be a tenant because of past behaviour or the behaviour of someone in your household, or
you’ve applied before, had your application refused, and your situation hasn’t materially changed since the previous decision.

**Q30  What if I have rent arrears or another type of housing-related debt?**

If you have a housing-related debt of over £100 this could result in:

- your priority being reduced (i.e. given a lower band, see Q21), or
- you not receiving an offer of tenancy, even if you’re admitted onto the waiting list.

We suggest you clear the debt or arrange to make regular payments and keep to the arrangement.

**Q31  How would I know my application has been rejected?**

We’ll write and tell you if we decide your application can’t be included on the Register. We’ll give you reasons for our decision. We will also tell you about your right to ask us to reconsider the decision (see Q40).

**Getting a decision on your application**

**Q32  What happens once I’ve had my housing options interview?**

We’ll write to you within 21 days of your interview with a decision on your application, providing you’ve given us all the information and documents we need.

**Q33  What will the decision letter tell me?**

We’ll write to you and tell you:

- if you’ve been accepted onto the Housing Register, and if so
- your priority (band) (see Q19)
- your waiting time date (see Q16)
- the type(s) of housing you’re registered for (see Q27), and
- the size of property you qualify for (see Q28).

We’ll give you reasons for any negative decisions. We’ll also tell you about your right to ask us to reconsider the decision (see Q40).

**Q34  What if I disagree with the decision?**

You can ask us to look again at a decision, providing you ask within 21 days (see Q41).

**How long am I likely to have to wait for housing?**

**Q35  Can you tell me how long it’ll take you to offer me housing?**

We can’t tell you how long you’ll have to wait for housing. This is because we don’t know in advance what properties will become available. However, we can give you a summary of:

- What housing of your type and size is available in each area
- How many properties have previously become available for an allocation in each area during the past year
- What band the successful applicant had, and
- How long the successful applicant had to wait in that band before being allocated the property they accepted.

This information gives you a general idea of how long you’re likely to have to wait. It also helps you decide if you want to choose other areas (because you’re likely to be re-housed quicker there).

**Being offered a tenancy**

**Q36 What happens when a property becomes available?**

When a property becomes available for letting we decide:

- how the property is going to be let (some properties are reserved for local people or are let to particular groups, eg older persons or people needing physically adapted homes)
- which applicants meet the criteria and qualify for that type and size of property, and
- which applicant has the highest priority. Properties are usually offered to the applicant with the highest band priority (see Q19) who has been waiting the longest according to their ‘waiting time date’ (see Q16).

**Q37 Can I view the property when I receive an offer?**

Yes. The landlord will give you a time when you can view the property. A housing officer will be present to answer any questions you have about the property. You will usually be expected to accept or refuse the offer at the viewing (we must make sure we let properties quickly; if you don’t want a property we must quickly make it available for someone else who needs housing).

**Q38 How many offers can I receive?**

You can receive a maximum of two offers of accommodation if you have Band 1, Band 2, or Band 3 priority.

If you’ve been awarded the Urgent Band you’ll receive one offer before losing the Urgent Band award. You’ll then be placed in Band 1 and your waiting time date will be amended to reflect your new band award (see Q16 about the waiting time date).

**Q39 What happens if I refuse two offers of housing?**

Your application will be removed from the Housing Register if you refuse two offers of housing. This helps us to be fair to everyone who needs housing. You won’t get a third offer. You can re-apply to go on the waiting list after six months.

**What if I’m unhappy with a decision?**

**Q40 What decisions can I ask the Council to reconsider?**

You can ask us to reconsider a decision that:
you’re not entitled to a higher priority band status
you’re not entitled to go on the Housing Register
your application will be taken off the Housing Register
your priority has been reduced
you refused an offer of housing
a refusal of housing should count as one of your two offers

You can also ask us to review:

- your waiting time date
- a decision about the facts of your case that are likely to be, or have been, taken into account when considering whether to allocate accommodation.

**Q41 How do I ask for a review?**

If you want us to review a decision you must ask us within 21 days of being notified of the decision. You’ll need to make sure you clearly ask for a review and tell us which decision you want us to look at again.

**Complaints**

**Q42 What if I’m unhappy with the way my application has been dealt with?**

You should contact us to discuss your concerns. You can contact the person who’s dealing with your case or ask to speak to their manager. We may make an appointment for you so we can discuss the issue in person. If the matter isn’t resolved to your satisfaction you can make a formal complaint. If you want to complain:

- ask for our concerns and complaint form from the person who’s dealing with your case, or
- contact our Customer Care Officer:
  - Email: complaints@anglesey.gov.uk
  - The website: www.anglesey.gov.uk - complaints
  - Phone: 01248 752588
  - Writing to: The Customer Care Officer, Legal Section, Isle of Anglesey County Council, Council Offices, Llangefni, Anglesey LL77 7TW.

If you’re unhappy about a decision that carries a right of review, you can ask us to review the decision (see Q40 and Q41).

**More information about your housing application**

**Q43 What information about my application do I have a right to ask for?**

Please refer to paragraphs 4.4, 4.5 and 16.5 of the Housing Allocation Policy, which is available online at www.anglesey.gov.uk/housingallocation.
Q44 What if I want more information about how social housing is allocated?

If you need more information please contact Housing Services’ Customer Services Team by:

- telephoning (01248) 752200
- emailing housing@anglesey.gov.uk, or
- visiting Housing Services in person at the Council Offices in Llangefni (see the front page of this booklet for our opening times).

If you want more information in writing you can:

- see a full copy of the Housing Allocation Policy online at www.anglesey.gov.uk/housingallocation.
- ask for see a full copy of the housing allocation scheme at the Council Offices in Llangefni.
- pay £10 for a full copy of the allocation scheme to be sent to you.

Receiving information in other formats

Q45 Can you provide information in large print, in braille, on audio tape, or in another language?

Yes. If you need information in these other formats please let us know.