

Frequently Asked Questions

1. What's changed in the Housing Policy?

The new policy gives priority to people with a strong connection to Castle Vale. This includes:

- Living or working in Castle Vale
- Having close family on the estate
- Providing care for someone in Castle Vale
- Applicants are prioritised based on their contribution to the community. If you don't meet the criteria, you may still be able to apply through Birmingham City Council, which allocates 50% of our properties.

2. Why was the policy changed?

A housing study showed our old policy wasn't meeting the needs of the community. Many long-term customers couldn't find homes in Castle Vale.

We asked for feedback through:

- Community forums
- Face-to-face sessions
- Social media

The message was clear - people wanted better access to local housing.

3. How was the new policy created?

We gathered feedback from customers, applicants, and tenants over several months. Based on this, we drafted a new policy and presented it to our board, who approved it.

4. What do I need to do now?

If you were on the old waiting list, you should have been contacted to re-register. If we've asked for more information, please respond quickly to keep your place.

5. Why do I need to re-register?

The new policy is very different, so everyone must re-register. We need to make sure all applicants meet the new criteria.

Our team is here to help if you need support with the process.

6. Will I lose my place on the list?

Yes, the list has been refreshed. But don't worry, everyone on the old list has a chance to re-register before new applications are accepted.

7. When did the new policy start?

The new policy came into effect on 8th February 2021.

8. Is the waiting list open?

Yes. The list reopened to new applicants on 8th February 2021.

9. Am I eligible to apply?

To be eligible, you must have a local connection to Castle Vale. This includes:

- Living or working in Castle Vale
- Having close family in the area
- Providing care for someone in Castle Vale
- If you're already a tenant, you must also have a housing need (see below).

10. What counts as a 'housing need'?

A housing need means your current home isn't suitable. Examples include:

- Overcrowding
- Needing a ground floor property due to mobility issues
- Experiencing harassment or antisocial behaviour

11. What if I'm not eligible?

You still have options:

- Pioneer tenants: We can help with mutual exchanges
- Non-tenants: You can apply through Birmingham City Council.
- No local connection: You can build one by renting a market rent property from us for 2 years. These often have no waiting list.

12. Who decides if I'm eligible?

Eligibility is based on the policy, not individual staff decisions. If your case isn't clear, it can be reviewed.

13. How can I appeal a decision?

Contact our Customer 1st team: **0121 748 8100** or **application@pioneergroup.org.uk**