

[How does the banding system work?](#)

[How to apply for a higher banding](#)

Medical banding applications

We can not assess requests for higher banding through the housing inbox.

If you are applying for a higher banding for medical reasons you should log into your Housing for You Account.

You can do this by:-

- Logging into [Housing for You](#)
- Once you have logged in, click on the EHR box
- Click on Application Form

My bids
My saved searches
Your application status Proofs outstanding
Application form
Household
Current address
Address history
Where I want to live
Appointments
Letters
Things you need to supply 
View need assessment

- Go through all the ages until you get to declaration and consents
- Click on Medical in the navigation section

Declaration + Consents

Navigation

- Housing Register
- Medical
- Declaration and Consents

Client Authorisation for Release of Confidential Information

I hereby consent to the Council's Housing Department receiving confidential information which may be required to determine my housing situation.
 I consent to the housing department accessing my Housing Benefit and Council Tax records.
 Furthermore, I agree that information about my housing situation can be shared with relevant agencies/profession and housing providers if it is relevant and necessary in resolving my housing difficulties.
 Depending on the type enquires required for my case: Relevant agencies may include amongst others the following: Doctors, Hospital, Community and Mental Health Service, Citizen's Advice Bureau, Probation Services, Prison Service, Educational Providers, Department of Work's and Pension, Social Services, Past and Present Landlords, Past and Present Employers, Solicitors, Drug and Alcohol support Agency's, Floating support and resettlement Services, Experian Credit Services.
 Information will only be shared if it is relevant and necessary.

- Complete the form

You can then upload further supporting medical information.

Medical bandings can only be awarded when there is a significant medical need, that is made worse by the current property and would be improved by a move to an alternative property. If you have a severe medical condition but it is not being significantly affected by your property you would not be eligible.

Please note your application may become Incomplete and you will be unable to bid until you upload your supporting medical evidence. Make sure you have the evidence before making changes. This will limit the time you are unable to bid.

Overcrowding/Underoccupying

For overcrowding applications, you should log into your account.

Make sure your Household section and Current address is correct.

- My bids
- My saved searches

Your application status Proofs outstanding

- Application form
- Household
- Current address
- Address history
- Where I want to live
- Appointments
- Letters
- Things you need to supply
- View need assessment



In the household section, make sure you include all persons living in the house, even if you are not moving with them.

This will let us assess if you are overcrowded.

Make sure to tick you will not be moving with them.

Harassment / other reasons

For other reasons you should log into you account and click on application form.

My bids
My saved searches
Your application status Proofs outstanding
Application form
Household
Current address
Address history
Where I want to live
Appointments
Letters
Things you need to supply ⓘ
View need assessment

Go through the application form until you get to Current Circumstances – Your housing type.

Update your current circumstances on why your property is not suitable.

Please note that when looking at harassment, we can only award harassment bandings when harassment is targeted against yourself.

In regards to general anti social behaviour, loud noise or people using illicit substances in the area, this would be a housing management issue. You would need to raise these issues with your landlord and police, and work with them to help address the issues. We are not able to give a higher banding for these reasons.

This can take time as landlords and the police need to build up a sufficient amount of evidence to look at enforcement action.

Homelessness

Please log into your customer portal and click on Homeless Assistance.

To get a higher banding for homelessness you have to be assessed by a housing officer and undertake reasonable actions set to prevent your homelessness.

How decisions are made on higher bandings

We aim to complete decisions in 4 weeks of an application.

Please note if you apply without the relevant information, it will be rejected. You can reapply but the 4 week period will start afresh.

This information is contained in our allocation policy which can be located on the following site:-

[Housing for You Allocation Policy](#)

You get a Band 1 if you have an urgent housing need. This includes: -

- Those who are under occupying a socially rented tenancy and seeking to downsize
- Young people leaving care whom are tenancy ready
- Those in temporary accommodation provided by the local authority
- Those whom are threatened with homelessness with specific needs such as pregnancy, dependant children or significant health needs
- Members of the armed forces who need to move due to a medical condition attributable to their service
- Partners of an armed service member who needs to leave services accommodation due to the death of their partner attributable to their service in the armed forces
- Applicants with an exceptional need to move that isn't addressed by the allocation policy

You get a Band 2 if you have a very high housing need. This includes: -

- You are homeless / threatened with homelessness and working with a housing officer to resolve your situation
- You have a severe medical need made worse by your current accommodation and would be improved by a move to alternative accommodation
- You have significant disrepair that can't be resolved. This is a category 1 hazard and needs inspection by our private sector housing team, after the landlord has been given a reasonable opportunity to address the disrepair
- You are overcrowded by two bedrooms or more
- You are in supported living in Worcestershire and your support workers state you are ready to move onto independent living
- You are overcrowded, have children below the age of 10 and no access to a private garden
- You have multiple high level housing needs

You get a Band 3 if you have a high housing need and a local connection. These include:-

- You are overcrowded.
- You are moving to receive or provide care, either as an occupation or to relieve hardship.
- You are suffering from disrepair or accommodation that is unsuitable for other reasons

Housing officers will assess based on evidence you provide if you are eligible for a banding.



[Right to review](#)

If you disagree with a decision made on your banding, please e-mail housing@Worcester.gov.uk.

State that you are seeking a review in the title of the e-mail.

Please advise why you are seeing a review and attached any further relevant information.

You have one right of review against a decision. If you submit further requests after a decision has been made, we will not be able to respond to them.

You can reapply if your personal circumstances change.