



Improved process for new housing applicants

Waterford City & County Council is improving the process of applying for social housing for new applicants. The trial service, available in Waterford City and in Dungarvan, will run for 3 months. Starting from Monday 15th April 2019, a person with a completed application and all relevant documents can self-book an interview using the Council website.

- How do I make an application?
 - Using the income bands set out on the website make sure that your household's net income does not exceed the income limit for your household size. If it does you will not qualify for housing.
 - Download the Application Form, Certificate of Income and HPL1 form from the Council website. You can also collect these documents at the Customer Services Counter in Bailey's New Street or at the Civic Offices Dungarvan.
 - Use the checklist on Page 3 to make sure that you have all the relevant supporting documentation to hand.
 - Complete all forms making sure that you sign the Declaration on the back of the Application Form. When you have done this and have gathered all your information you can then book an interview online.

- How do I book an appointment for an interview?
 - From 15th April 2019 a person wishing to make an application for housing must book an appointment using the online booking calendar on the Council website www.waterfordcouncil.ie.

- What happens if during the interview there is something missing from my application?
 - If there is anything missing from your application, the form and all documentation will be given back to you and you will be told what is required to ensure your application is complete.
 - When you have gathered the missing information you must book another appointment online to meet with a housing staff member.

- What happens if my application is complete?



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Waterford City & County Council

- If your application is complete, it will be assessed in full at the interview and before you leave you will be told if it is approved or refused.
 - A letter confirming this will be sent to the address you provide on your application within 5 working days of your interview.
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- What does being approved for housing supports mean?
 - If your application for housing is approved you will be placed on the Council's housing waiting list.
 - Being an approved housing applicant also means you can avail of assistance under the Housing Assistance Payment (HAP) Scheme. There is a separate application form for the HAP which will be sent to you with your letter of approval. Details of how to apply for HAP are contained in the HAP application form. You will also be required to attend a separate interview for the HAP.

For further details on this new process, please visit: www.waterfordcouncil.ie