

ACCESS TO HOUSING

South Holland District Council – Housing Allocations Policy Document

1. INTRODUCTION

This document explains how South Holland District Council (SHDC) allocates permanent homes to people included on the housing register.

If you need very urgent help because you are worried about losing your home, please telephone a Housing Advice Officer or call in to the Council Offices at Priory Road, Spalding. Contact details are available on page 14

The Council is committed to equal opportunities and anti-discriminatory practice. We will treat all people applying for housing fairly and sensitively, and will not discriminate on the grounds of race, ethnic or national origin, disability, religion, age, gender, sexuality or marital status.

Confidentiality

All information and details that are held on an application for housing will be kept confidential, and will not be disclosed to a third party without the expressed consent of the applicant. This consent should normally be given in writing.

The Data Protection Act 1998 and Sec 166 of the Housing Act 1996 will be observed. Where it is necessary to share information about an applicant with another Agency; for instance, Social Services, Housing benefits etc. permission will be sought from the applicant in advance of this happening.

All applicants have the right to inspect the information that is kept about them on their Housing Application. However, if this information includes comments from third parties; for instance, doctor's letters, then we will need to seek permission from that third party before the information is disclosed.

2. AM I ELIGIBLE FOR COUNCIL OR HOUSING ASSOCIATION HOUSING IN SOUTH HOLLAND?

- a. We will only consider those confirmed as eligible for accommodation
- b. The law (Housing Act 1996) prevents us from allocating homes to certain persons from abroad. This means any person from abroad who is subject to immigration control as determined by the Housing Act 1996 (as amended by the Homelessness Act 2002) and people who do not satisfy the habitual residency test (See Asylum and Immigration Act 1996). We ask for specific information on the application form in order to check whether someone is not eligible on these grounds. If we can't consider you for accommodation we will advise you in writing, confirming the reason for the decision.
- c. With the exception of those persons excluded by law, paragraph 2b, we will consider all people eligible as long as their application is made in the correct way, See item 3 below.
- d. Persons under the age of 18 are not able to hold a legal interest in land, in other words they can't hold a secure tenancy. This means that we can register applications from 16 and 17 year olds but can't offer them a secure tenancy until they are 18. In certain circumstances a tenancy can be held in trust by a responsible

person/guardian providing they are guarantor until the applicant reaches the age of 18.

If you are 16 or 17 and have nowhere to stay or are worried that you may lose your current accommodation, please contact us for help.

3. HOW DO I APPLY TO JOIN THE HOUSING REGISTER?

The starting point is to complete a housing application form, available from the Council Offices or on the internet at www.sholland.gov.uk. It is important that you complete the form in full so that we can deal with your application promptly. **You are legally obliged to give us accurate information on your application form. If you give us false or misleading information we can take legal action against you under the Housing Act 1996 s. 171. If you are found guilty of giving false or misleading information you could be fined up to £5000. We also reserve the right to remove you from the housing register and you will be notified of this decision.**

If you have difficulty making an application contact us and we will provide advice and assistance.

4. HOW WILL MY HOUSING APPLICATION BE DEALT WITH?

Once an application form is received, the information and any further evidence provided is checked to see if you are eligible to be placed on the housing register. Your application will be processed within 14 days and we will write to advise you of our assessment.

The following are examples of the supporting information you may need to include with your application. Please ensure that you enclose all supporting documents relating to you and any member of your household as it could hold up the processing of your application. We need to see at least **two** documents for each of the main applicant/s and proof of income as listed below. In addition we will require proof of dependent children who may form part of the application.

Proof of identification of the main applicant/s

- Birth Certificate/s
- Marriage Certificate
- Passport
- National Insurance Card
- Driving Licence
- UK residence permit
- EEA Identity Card
- EU Identity Card
- Recent utilities bill
- Hospital maternity records with proof of estimated due delivery date
- Divorce papers or Separation papers
- Completion of sale document for the last property you sold
- Proof of employment. We need this if you work in South Holland District
- Tenancy Agreement: If you live in rented accommodation and you are not a South Holland District Council tenant, we require proof of your tenancy. If you do not have a

- copy of the tenancy agreement, please provide your rent card or confirmation from your landlord.
- Parental custody/access agreement
 - If you are a property owner, please provide proof of savings and investments. If you have a recent valuation please enclose this too.

Proof of dependent children

- Birth certificates
- Child benefit book or bank statement showing child benefit payments – name and address must appear on the statement

Proof of all income

- Wage slips – please supply 5 weekly or 2 monthly wage slips
- Self-Employed income details
- Benefit books
- Child Tax Credits – award notification letters
- Working Families Tax Credits – award notification letters
- Bank or Building Society statements – must have name and address on the bank statement
- Proof of Child Benefit Payments
- Proof of sale of home (owner-occupiers)
- Proof of child support agency payments or other maintenance payments

If you don't provide this information we cannot process your application and we may cancel it.

5. HOW WILL MY PRIORITY BE ASSESSED?

South Holland District Council operates a scheme where points are awarded to reflect housing need and priority on the housing register.

The law states that reasonable preference must be given to households in certain housing circumstances. The points scheme enables us to achieve this and allows us to consider all applications in a fair and consistent way. Reasonable preference must be given to the following groups of people:

- People who are homeless (this includes people who are intentionally homeless, and those not in priority need);
- People who are owed a duty by the housing authority under specific sections of the Housing Act 1996 relating to homelessness:
- People occupying unsanitary or overcrowded housing or otherwise living in unsatisfactory housing conditions;
- People who need to move on medical or social and welfare grounds
- People who need to move to a particular locality, where failure to meet that need could cause hardship.

6. HOW IS MY APPLICATION POINTED?

The following provides a guide to the points scheme:

HOUSING NEED	POINTS AWARDED
<p>Homeless and potentially homeless</p> <ul style="list-style-type: none"> ○ Where a household has been found to be homeless, in priority need and is owed a duty under Part VII of the Housing Act 1996 or it is considered they are likely to be. ○ Homeless but Non-priority ○ Homeless but intentionally so ○ Households who are subject to notice to vacate their accommodation, proof would be required 	<p>Urgent need for rehousing 100 Points</p> <p>50 points</p>
<p>NON-PERMANENT / UNSUITABLE ACCOMMODATION</p> <p>There are three different awards of points as set out below:</p> <ul style="list-style-type: none"> I. No fixed abode II. You live in bed and breakfast accommodation III. You live in a privately run hostel IV. You are moving between addresses, as you have nowhere else to live V. You live in a bed-sit and share facilities with other residents e.g. bathroom or kitchen VI. You live in a caravan and have to share or don't have necessary facilities VII. You are currently in prison. Your circumstances will be re-assessed upon your release. VIII. You lodge with family or friends. This also applies if you have always lived with family. IX. You live in self-contained housing with a landlord who is resident in the property 	<p>20 points</p> <p>15 points</p> <p>15 points</p> <p>10 points</p> <p>10 points</p> <p>10 points</p> <p>5 points</p> <p>5 points</p> <p>10 Points</p>

<p>SHARING FACILITIES</p> <p>Bathroom Kitchen Internal toilet Hot water Piped water supply No toilet</p> <p>These points will not be awarded if the accommodation is intended to be shared accommodation for example: a House in Multiple Occupation, Specialist Supported Accommodation or hostel, this is not an exhaustive list. These points will not be awarded where the applicant is sharing facilities with a household they have previously lived with. For instance a single adult child residing with parents or relatives they have previously lived with as a member of the household would not get these points, but adults (with dependant children) who are returning to live with their parents would get them.</p>	<p>10 points 10 points 10 points 10 points 10 points 10 points</p>
<p>Occupancy (number of people living in your home)</p> <p>For the purposes of this policy, it is assumed that a couple will need a minimum of 1 bedroom, a person aged over 18 and single will need a minimum of one bedroom, and children may share a bedroom dependent on their age. Mixed sex overcrowding applies where any child aged five years or more is forced to share a bedroom with a person of the opposite sex aged 10 or more (excluding persons living together as a couple), because there is no other bedroom available in which they can sleep. This also applies to applicants where a parent has to share a bedroom with their child, of either sex, who is over 4 years of age.</p>	<p>10 points per child that match the criteria</p>
<p>Statutory Overcrowding & Room deficiency</p> <p>Statutory overcrowding is defined under part 10 of the Housing Act 1985 and 10 points awarded.</p> <p>These points can be awarded in addition to Mixed Sex Overcrowding Points.</p>	<p>10 points</p>
<p>Bedroom deficiency</p> <p>These points are awarded for each bedroom deficient</p>	<p>15 points</p>
<p>Under-occupation (this also applies to 2 beds)</p> <p>If you are a South Holland District Council tenant living in a property too big for your needs and you want to move to smaller</p>	

<p>accommodation which does meet your needs (and does not create overcrowding), we will award points for releasing bedrooms as follows:</p> <p>If you live in a three bedroom house and you want to move to elderly and disabled or sheltered accommodation (providing that you qualify for that type of accommodation) we will award you 100 points.</p> <p>If you live in a three bedroom house and you want to move to a one or two bedroom accommodation (providing that you qualify for that type of accommodation) we will award you 100 points.</p>	<p>100 points</p>
<p>Children living in flats</p> <p>These points are awarded to current tenants of the council, a social landlord and tenants in the private rented sector, who have one or more children and live in flats above ground floor level. We will award 10 points for every dependent child living with you. When a child reaches 18 the points will be deleted</p>	<p>10 points per dependent child</p>
<p>SEPARATED FAMILY POINTS</p> <p>These points apply to an established family unit or applicants who might reasonably be expected to live as a household within homelessness legislation. We will award 10 points to a family with children including adult children, or expecting a child, and 5 points to a family without children at the time we place you on the register</p>	<p>10 points family with children or pregnant</p> <p>5 point/s family without children</p>
<p>SPECIAL NEED</p> <p>It is accepted that circumstances may arise which warrant an urgent move, which are not adequately reflected by the standard housing need categories.</p> <p>Where your Housing Management Officer or Housing Needs and Advice Officer considers you to have a special need for re-housing you will be awarded points for a move to a specific property type in a specific area of your choice. This is subject to the approval of the Housing Operations Manager. Special circumstances include:</p> <p>A reciprocal move</p> <ul style="list-style-type: none"> ○ Transfer agreed by the Housing Operations Manager where not to do so may cause significant social or welfare difficulties. ○ Giving up two properties for one ○ Needing two properties instead of one ○ Offers of accommodation allowing us to regain possession. This may apply in the case of refused succession ○ Agricultural workers who lose their home under the Rent (Agricultural) Act 1976 (Tied accommodation) ○ Young people leaving care or subject to a social services 	

<ul style="list-style-type: none"> o duty under the Children Act o Social Need – where there is a specific educational or social services facility o People no longer need specialist accommodation they occupy o South Holland District Council tenants who are required to give up their tenancy due to clearance or improvements scheme o You occupy privately rented or owner occupied accommodation which may contain hazards of a kind that make it unsafe or unhealthy for the occupants. We will consult with the Community Neighbourhood Services, who may decide that the condition of the property is such that it is not considered appropriate to continue to occupy. 	<p>Overriding need for rehousing 100 Points</p> <p>Overriding need for rehousing 100 points</p>
<p>Medical Need</p> <p>If you have an urgent medical need for alternative, more suitable housing you may be eligible for additional points. You are required to complete an additional medical form.</p> <p>Your medical need is assessed in two stages. Stage one is via an interview with a housing officer. You will be asked to provide information about your medical condition, how your condition is affected by where you currently live and details of any medication you are taking. Stage two is an assessment, which is carried out by an independent Medical Advisor. The Medical Advisor assesses the written cases and will award points accordingly.</p> <p>Please note that even very serious medical conditions may not be given priority points where your present home is considered suitable for your medical needs.</p> <p>Category</p> <ol style="list-style-type: none"> 1. An urgent medical need for re-housing 2. Medium support for non-urgent medical circumstances 3. No support awarded, as medical circumstances will exist wherever that person lives or where there are no medical grounds for support <p>IMPORTANT NOTE: where an award has been made for a move to a specific property type you will only be considered on that points level for the property type recommended. Your case may be reviewed if you refuse accommodation that we offer you. In addition ,medical need points may be reduced or withdrawn if the circumstances leading to the medical need no longer apply</p>	<p>40 points</p> <p>15 points</p> <p>0 points</p>

<p>From April 2007: If you have an urgent medical need for alternative, more suitable housing you may be eligible for additional points. You are required to complete an additional medical form.</p> <p>Your medical need is assessed in two stages. Stage one is via the additional medical form which you must complete as fully as possible. You will be asked to provide information about your medical condition, how your condition is affected by where you currently live and details of any medication you are taking. Stage two is via an assessment with the Housing Officer. Housing Officers have had specialist Training to allow them to make this assessment, but in the case of complex medical conditions, a referral may be made to Now Medical for appropriate advice. In addition, if an applicant is dissatisfied with the outcome of their application, they may request a review of the decision in line with the Review Procedure outlined at the end of this document.</p> <ol style="list-style-type: none"> 1. An urgent medical need for re-housing 2. Medium support for non-urgent medical circumstances 3. No support awarded, as medical circumstances will exist wherever that person lives or where there are no medical grounds for support 	<p>40 points</p> <p>15 points</p> <p>0 points</p>
<p>WAITING TIME</p> <p>You will receive 2 points for each complete year you spend on the housing register. The award will continue up to a maximum of 10 points so long as you remain on the housing register and will be automatically updated by the computer system</p>	<p>2 points per year</p>
<p>CONNECTION WITH SOUTH HOLLAND DISTRICT COUNCIL</p> <p>You have a local connection if: You have been a permanent resident in the district for at least SIX MONTHS out of the last 12</p> <p>You have adult relations (children, parents, sisters, brothers) who have been permanent residents in the district for THREE YEARS continuously out of the last five years</p> <p>You are elderly or disabled and need to move to be near adult relations (children, parents, sisters, brothers) who have been permanent residents in the district for THREE YEARS continuously out of the last five years.</p> <p>You have lived in the district previously for a minimum of TWELVE MONTHS continuously out of your lifetime.</p>	<p>20 points</p> <p>20 points</p> <p>20 points</p> <p>20 points</p>

7. IMPORTANT FACTORS THAT MAY AFFECT THE PRIORITY OF APPLICATIONS

UNACCEPTABLE BEHAVIOUR

If it is decided that you have been guilty of unacceptable behaviour serious enough to make you unsuitable to be a tenant, you will have all priority removed from your application for 6 months. After the 6 month period your application will be reviewed.

When considering unacceptable behaviour the following tests will be applied

- That you or a member of your household has been guilty of unacceptable behaviour
- That the unacceptable behaviour was so serious that if you were a tenant of the local authority, that the authority could have obtained a possession order requiring you to vacate the accommodation through the Court
- That at the time of the application, you are still considered unsuitable to be a tenant of the authority by reason of your behaviour, or the behaviour of a member of your household

NB. In applying the tests, you will be regarded as if you had been a secure tenant of the Council (whether or not you actually were / are a tenant).

Example of what may constitute unacceptable behaviour include:

- Serious rent arrears
- Serious nuisance / anti-social behaviour
- Violent behaviour, racial harassment
- Use of property for immoral or illegal purposes (e.g. misuse of drugs)

You will be notified in writing if the Council has decided that you are guilty of unacceptable behaviour. There is a right to request a review of the Council's decision (see section 11)

Other circumstances in which priority may be adjusted:

Wardens

Resident's wardens employed by the Council as at 31 December 2004 who are retiring or voluntarily vacating their posts in accordance with their contract of employment, will be given priority, in date order, above applicants on the housing register and provided with suitable alternative accommodation in the letting area of their choice on a secure tenancy.

Support Need

If you have support need for alternative, more suitable housing you will be required to complete a Support Needs Assessment form. Your support need is assessed in two stages. Stage one is via a self assessment against the different types of accommodation. You will be asked to provide information about your support needs, including how your support needs is affected by where you currently live. Stage two is an interview and an assessment with a housing officer to ensure you are allocated suitable accommodation.

8. CHANGES IN CIRCUMSTANCES

If your circumstances change you must let us know straight away. You can tell us about changes by ringing us, writing to us, emailing or calling into the Council Offices. If you are already on the housing register we will update your details within 10 working days, and we will write to you advising you of any changes to your points.

9. CANCELLING AND REINSTATING APPLICATIONS

Applicants can request that their application be cancelled at any time. Applications may also be cancelled in the following circumstances:

- No response is received to a contact on review.
- The applicant accepts an offer of accommodation
- Contact with the applicant is lost
- The applicant ceases to be eligible to remain on the waiting list

Applications may be reinstated when contact with the applicant is lost, or when an applicant fails to respond to a request for review. However, the applicant must be able to show valid reasons why this should happen. If they cannot, they may have to reapply as a new applicant.

10. HOW ARE PROPERTIES ALLOCATED?

All properties let to new applicants, or to existing tenants that have requested a transfer, will be allocated in accordance with South Holland District Councils allocations scheme.

All properties are allocated on the basis of housing need priority (as assessed by the points scheme). The Council aims to make best use of its housing stock when making allocations by matching the size and suitability of the property (i.e. number of bedrooms) to the size and needs of a household. For example a property will not be offered where the property will be under or over occupied.

When a property becomes available for letting we will check the housing register for people who have requested that property type, in that area. The higher the points the greater the housing need. The household with the highest points level will be considered for the offer of that property.

11. NUMBER OF OFFERS

Applicants will normally be made two offers of suitable accommodation before their application is deferred for 6 months. Deferral will begin on the date that the second offer is refused. In addition, if you refuse a third reasonable offer, you may be asked to attend an interview with your Housing Officer to discuss your housing needs.

However, you will not be penalised for refusing an offer of a property if the reasons for refusal are felt to be reasonable. You can appeal against the decision to defer your application within 21 days. You may have to wait longer for an offer of more popular accommodation. The wider your choice, the easier it may be for us to help you.

If you have made an application for housing on grounds of homelessness and the Council has accepted a duty to provide you with settled accommodation by making an offer from the housing register (Part 6 of the Housing Act 1996), Please check the details of your offer letter carefully. If the letter states that the accommodation is a **final offer**, the duty to provide housing is likely to cease if you refuse. **It is very important that you ask your Housing Advisor or Housing Needs Assistant before making any decisions to refuse the offer.**

12. HOW WE SELECT APPLICANTS FROM THE WAITING LIST

In order to make best use of the housing stock we will firstly consider any transfer application and make an offer even if the points are lower, providing that the applicant with the highest points is not disadvantaged by the allocation. (This means that the property vacated by the transfer applicant will be offered to the person at the top of the waiting list). There may be certain circumstances where applicants with emergency status or a very high housing priority will be considered first for lettings.

Offers made to transfer applicants will be subject to an inspection of the property. Where the property condition is found to be unsatisfactory the offer may be withdrawn or may be subject to conditions attached such as undertaking repairs or decoration that is deemed to be the tenant/s responsibility. All offers are subject to a clear rent account or by arrangement to pay the debt in full before the transfer takes place. In certain circumstances such as Domestic Violence cases, where there is an issue of vulnerability or severe financial hardship, the Housing Operations Manager may vary this policy.

Bungalow-type properties will only be allocated to applicants over the age of 60, or those who have a defined medical need for ground-floor accommodation.

Supported accommodation will not generally be allocated to anyone under the age of 60, or to those with another family member (who is not a spouse) under the age of 60 living with them.

Applicants under the age of 60, who need a support service, may be eligible for supported accommodation at Willders Garth, Holbeach, Sheppersons Avenue, Gosberton Risegate, Poplar Court, Spalding and Dozens Bank, West Pinchbeck.

Where two or more households have the same number of points we will consider the household who has been on the register for the longest period of time. Where there is no

demand from pointed cases for a particular property, an allocation will be made to a household with no housing need priority (first consideration will be given to applicants and transfer cases that have a connection with South Holland).

Sensitive lettings – the Council also reserves the right to vary the letting criteria where there is an overriding factor that by allocating the property could have an adverse effect upon an individual or the community.

Note: Where properties are in low demand the Head of Landlord Services can vary the allocation rules for people on the housing register, in order to ensure effective use of the housing stock.

13. STATEMENT ON CHOICE OR THE OPPORTUNITY TO EXPRESS PREFERENCE FOR ACCOMMODATION

You are free to indicate preferences for accommodation. You must tell us on your housing application form which property types and areas you are willing to consider. However, you will only be considered for the property size your household needs. You can state up to five areas where you wish to be re-housed and you may give your preference of streets.

Important Note:

There are approximately 4000 council properties in South Holland and around 1000 of these are classed as sheltered and a further 1000 as elderly and disabled.

Spalding East and Spalding West are areas of the highest demand which means if you have these areas as your preferred areas of choice you may have to wait much longer before we can make you an offer.

14. YOUR RIGHTS TO ADVICE, INFORMATION AND THE RIGHT TO A REVIEW OF DECISIONS

- (a) Everyone has the right to apply for housing accommodation. Anyone likely to have difficulty in making an application is entitled to assistance free of charge. If you need help please contact the housing section at the Council Offices, Spalding
- (b) You have the right to certain general information, that is:-
 - (i) information that will enable you to assess how your application is likely to be treated and whether you are likely to fall within the reasonable preference categories: and
 - (ii) Information about whether accommodation appropriate to your needs is likely to be made available and, if so, how long it is likely to take.
- (c) You have the right to be notified in writing of any decision not to give you any preference (priority) because of unacceptable behaviour
- (d) You have the right to be informed if you have been refused access to the register and the reasons for the refusal
- (e) You have the right, on request, to be informed of any decision about the facts of your case which has been, or is likely to be taken into account in considering whether to make an allocation to you; and

- (f) The right to request a review of a decision mentioned in (c) and (d) and (e) above. All requests for a review must be:
 - o Made in writing within 21 days of notification to the applicant
 - o Made by the applicant or their representative
 - o Clearly states the grounds on which the review is being sought
 - o Be addressed to the Housing Operational Manager
- (g) The review will be carried out by the Housing Operational Manager and the outcome of the review will be given in writing within 28 days of the request.
- (h) If you are not satisfied with the outcome of a review of a decision to refuse access to the register, or reduce priority because of acceptable behaviour, you can request that the review be heard by the Allocations Appeals Panel. The request must be made within 21 days of the initial review decision.

15. DO I HAVE ANY OTHER HOUSING OPTIONS?

Exchanging your property with another tenant of South Holland District Council (or another Council or Registered Social Landlord)

If you are a tenant, you could find another tenant to **exchange** with you. You must first receive written permission from the Council, and any other landlord involved. We can advertise your details in our housing offices. More information on mutual exchanges can be found in the Tenants Handbook.

Please note: if your landlord is not a Registered Social Landlord or a Council you have no specific legal right to exchange and you should seek further advice.

The **Homeswapper** scheme allows you to advertise in another Council's area if you want to move there. Find out more at www.HomeSwapper.co.uk or ask your landlord.

If you do not have a tenancy or if you are a private tenant, you can apply direct to a Housing Association (Registered Social Landlord). They have their own eligibility criteria. Contact details are available from the Council Offices, Priory Road, Spalding.

Options available to everyone:

Privately renting accommodation. An information booklet and list of landlords is available from the Council Office. If you need to claim housing benefit you should first seek advice, as there are regulations covering who can claim and the amount of benefit which may be paid. For further information contact the Council offices.

Affordable private rented accommodation. Sometimes private developers provide **affordable private rented accommodation** because of the Council's affordable housing policy. In some cases, the landlord will ask us if we have anyone on our housing register who may be interested. If you are interested in this scheme, it is important that you fill in the section on the housing application form. This could help you to move more quickly, but you will not have the same rights as Council or Housing Association tenants. The rent will probably be higher than the Council or Housing Association properties, although some people may get help from Housing Benefit if eligible.

Shared Equity Housing. There are a number of schemes in South Holland where people can buy shared equity homes which are provided by a housing association or a private developer. Normally, you would own at least half of the home but the private developer, a housing association or the Council would also have a share of the equity. In some cases, the provider will ask us if we have anyone on our housing register who may be interested. If you are interested in this, it is important that you fill in the section on your Housing Application form. It is also good to keep an eye on the local papers and to contact the provider direct.

16. COULD I BE CONSIDERED FOR HOUSING ASSOCIATION ACCOMMODATION

If you want to be considered for Housing Association accommodation in South Holland please tell us on your application form. Providing you are accepted on to the housing register you will automatically be considered for vacancies available to the Council through the nomination arrangements we have with our partners. However, vacancies are rare and we can only help you if you have enough **Priority** for the type of property available. If you are nominated by us to a Housing Association property the final decision to accept you as a nominee will rest with the Housing Association.

17. WANT TO KNOW MORE?

Once you have read this document, if you would like further information please contact the Council offices.

How to Contact the Council offices:

- Write to us
- Telephone us
- Fax us
- E Mail us

South Holland District Council
Council Offices
Priory Road
Spalding
Lincolnshire
PE11 2XE

Telephone: 01775 761161
Fax: 01775 723496
E mail: info@sholland.gov.uk
Website: www.sholland.gov.uk

South Holland District Council's opening hours

Monday	8.30 am – 5.15 pm
Tuesday	8.30 am – 5.15 pm
Wednesday	8.30 am – 5.15 pm
Thursday	8.30 am – 5.15 pm
Friday	8.30 am – 4.45 pm