



*Basingstoke
and Deane*

Basingstoke and Deane **homebid**

Housing scheme guide

Under Basingstoke and Deane Homebid, finding a home is easier. It gives you greater opportunity to find a home of your choice in an area you prefer.



www.basingstokehomebid.org.uk

0300 011 2460 | Basingstoke and Deane Borough Council, Civic Offices, London Road, Basingstoke, RG21 4AH



Contents

Welcome to Basingstoke and Deane Homebid	2
About Basingstoke and Deane Homebid	3
How to use the scheme	4
Which properties can I bid for?	8
How are applications prioritised?	11
Bidding on the website	12
Bidding on the phone	14
Bidding by text message	15
Further information	16



Need more help?

If you need more help you can contact us by phone on **01256 844844** or **01256 845250**, Or come to the Housing and Benefits reception desk at the Civic Offices. Our opening hours are:

8.30 – 5.00 Monday – Thursday

8.30 – 4.30 Friday





About Basingstoke and Deane Homebid

Basingstoke and Deane Homebid is a new way of looking for social housing.

Rather than us deciding which housing to offer you, you can now choose which properties interest you.

All available properties are advertised on the internet at www.basingstokehomebid.org.uk and in a newsletter published weekly available to look at in a number of locations throughout the borough.

You look at the newsletter or website to find properties that interest you. You can bid for properties if you are on the housing register, or if you are a tenant of one of our partner Housing Associations and have registered for a transfer.



You can bid for properties in a number of ways:

- **Online using the website**
- **Using our automated 24 hour phone hotline**
- **By sending us a text message**

To help you decide which properties to bid for, you can see what priority of applicant was successful for recently let homes. This information is available both in the newsletter and on the website.

Before you bid for a property, you can find out where you would be in the shortlist for that property at the present time.

This information is available on the website and telephone hotline.



www.basingstokehomebid.org.uk



How to use the scheme

Register

How to register

To apply to join the Housing Register you must be over 16 years of age.

You will need to complete an application form, which can be obtained from the Councils Housing Department or downloaded from

www.basingstoke.gov.uk/housing/info/needsregister. The application form enables you to apply for a Housing Association rented home.

Along with your application form you will be asked to provide some documents from the list below:

- Passport
- Driver's licence
- Proof of children's identity (if applicable)
- Birth Certificate
- Child Benefit award letter
- Tax Credit award letter
- Proof of children's residency if joint custody (if applicable)
- Court Order
- Child Benefit award letter
- Statement of Arrangements
- Proof of address such as household bill, bank statement
- Proof you are no longer an owner of a property (if applicable)
- Solicitor's letter confirming sale or transfer of ownership
- Statement from Land Registry
- Proof that notice has been served (if applicable)
- Copy of Notice/Possession Order
- Proof of Local connection
- Proof of eligibility to join the Housing Register such as Passport, Contract of Employment, last payslip, certificate or card for Workers Registration Scheme
- Proof partner is eligible (if living outside of the UK) such as Home Office documents, Passport certificate or card for Workers Registration Scheme.





Before you are offered a property you will be asked to provide further documents to support your application. We will tell you what documents to provide and when to provide them.

All documents provided must be up to date and valid.

If you do not fill in the application form properly it will be returned to you. Your application will be accepted from the date the fully completed form is received.

If you do not provide us with the documents required within a calendar month of submitting your form your application may be cancelled.

What happens once I have registered?

Either at the start of the scheme or when you are accepted on to the housing register we will write to tell you:

- Your unique reference number and memorable date password
- Your points award and the band your application has been placed in .
- The minimum number of bedrooms you are entitled to.

You must tell us if there are any changes in your circumstances so that we can reassess your application and if necessary make changes to your band and points award.

www.basingstokehomebid.org.uk

How are properties advertised?

Properties are advertised each week on the website at www.basingstokehomebid.org.uk, and in the newsletter that is available in a variety of locations.

Properties appear on the website at one minute past midnight on Thursday, and are available for bidding until midnight on the following Monday.

The adverts tell you the landlord, location, size, rent and other features of the property to help you decide which properties are right for you.

The advert also tells you if there are any special requirements that the applicant must meet, such as age requirements or local connection.

A key to the terms and symbols used in the press adverts and the website can be found on the back cover.



Expressing your interest in a property

You can bid for up to three properties each week. You can express your interest in one of the following ways:

On the website

Visit www.basingstokehomebid.org.uk and login using your housing application number and the date of birth of the main applicant, or your new memorable date if you have changed it.

By telephone

Call our 24hr automated bidding line on 0300 011 2460

By text message

Send a text message to 07781482317.

All bids received will be put in priority order to produce a list of eligible applicants for each property advertised.

The landlord of the property will carry out any outstanding eligibility checks, (e.g. rent checks, household circumstance checks).

If your name is at the top of the list you will normally be invited by the housing association to view the property unless there are reasons why we are unable to do this, for example, you have rent arrears or your current landlord is taking legal action against you for breaching a tenancy condition. You will be informed if this is the case by the housing association. If we are unable to offer the property to the applicant at the top of the list we will move to the next applicant and so on.

If you decide to refuse the property it will be offered to the next person on the priority list. You will not normally be penalised for refusing a property and will continue to be able to bid for properties advertised.

If you are offered a property you will not be short listed for other properties until you have decided to either accept or refuse the offer.

If you accept the property you will be advised when you can move in. You will also be given an appointment to sign the tenancy agreement and collect the keys.



Feedback

We publish information about homes that have been successfully let. We tell you the number of applicants that bid for the property, the band and effective date of the successful applicants. This information is published in the newsletter and is available in the Recent Lets section of the website. This information will give you a better idea of how popular a particular property or area is and how long you would normally have to wait. You can then decide whether to look for other types of property or areas where you may not have to wait as long.



Which properties can I bid for?

You are only able to bid on properties that you are eligible for. For example, if you require only one bedroom you will not be able to bid for a two bedroom property.

The table below show which households are eligible to bid on which property types

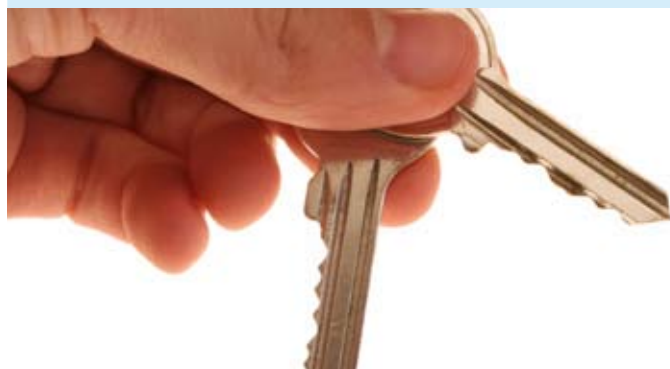
Eligible Households	Size/type of accommodation
Single person	Bedsit
Couples * Single person	1 bed flat (above ground floor)
Couples Single person	1 bed flat (ground floor)
Couples Single person Priority will be given to applicants who are disabled or require ground floor accommodation on medical grounds.	1 bed bungalow
Couples Single person (with a need for an additional bedroom to accommodate contact arrangements with children or a carer) Households with one or two children where the design of the property renders it suitable for family accommodation Single persons who are existing Registered Social Landlord tenants within the borough and wish to release larger accommodation	2 bed flat (above ground floor)
Couples Single person (with a need for an additional room to accommodate contact arrangements with children, or who have a carer). Households with one or two children where the design of the property renders it suitable for family accommodation. Single persons who are existing RSL tenants within the borough and wish to release larger accommodation	2 bed flat (ground floor)
Couples Single people (with a need for an additional room to accommodate contact arrangements with children, or who have a carer). Households with one or two children where the design of the property renders it suitable for family accommodation. Priority will be given to applicants who are disabled or require ground floor accommodation on medical grounds.	2 bed bungalow





Which properties can I bid for?

Eligible Households	Size/type of accommodation
Couples Households with one child. Households with two children. Single persons who are existing RSL tenants within the borough and wish to release larger accommodation.	2 bed house
Households with one or two children. Households with two – four children. Priority will be given to applicants who are disabled or require ground floor accommodation on medical grounds	3 bed bungalow
Households with one child. Households with two to four children. Priority will be given to applicants who are disabled or require ground floor accommodation on medical grounds	3 bed ground floor flat
Households with one child (aged 10+). Households with two to four children (all aged 10+).	3 bed upper floor flat
Households with one child. Households with two to four children	3 bed house
Couples Households with one child. Households with two to four children	3 bed lower level maisonette
Couples Households with one child (aged 10+). Households with two to four children (all aged 10+).	3 bed upper level maisonette
Households with three plus children.	4 bed house
Households with four plus children.	5 bed house



* 'Couples' are regarded as joint or shared applicants who intend to live together as a family/household unit.
 It includes applications from single sex households.

The symbols that appear on the adverts indicate any restrictions about who is able to bid for a property.

Number of bids

You are allowed to make up to three bids in each advertising period. You can withdraw your bids and re-use them on another property up until the close of bidding.

Accommodation for Disabled People with Access Needs

Properties which are deemed accessible (i.e. housing that has been designed or adapted to meet the needs of disabled people) will be prioritised for people who have access needs (or families with a disabled member who has access needs).

Disabled people with access needs (or families with a disabled member who has access needs) will be considered for other vacancies by virtue of their ranked position on the housing list where it is reasonable and practicable to adapt that property.



Local Connection

Applicants wishing to be considered for vacancies within the borough but in rural areas (outside of Basingstoke town) will only be shortlisted if they have a relevant local connection.



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How are applications prioritised?

Housing and transfer applications received for Social Housing will be assessed and placed in one of five bands below. Within each band applications will be placed in date order, with the application with the oldest date having the highest priority. The date that is normally used is the date your application was registered with us.

Moving between bands

If your circumstances change and you move up a band the date used will be the date you moved into that band.

If you move down a band the date used will normally be the date that you were previously in that band.

Time limited bands

If your application is placed in Band 1 the time limit you can remain in this band is three months. At the end of the time allowed your application will be reassessed and the priority reduced.

There are a few exceptions to this rule where it is unlikely that suitable housing will become available within the timescale.

Band 1	Critical
Band 2	50 plus points
Band 3	30 and 40 points
Band 4	10 and 20 points
Band 5	no points



There are 11 categories of housing need. For each which apply 10 points each will be allocated:

- overcrowding
- roofless or 'sofa surfing'
- transfers
- shared accommodation
- threatened with homelessness
- welfare or social reasons
- medical or physical disability reasons
- mental health reasons
- leaving tied accommodation (including armed forces personnel)
- unsuitable accommodation
- accepted homeless

Additional priority (10 Points) are awarded for having a local connection with the borough.



Bidding on the website

The web site address to use when placing a bid is www.basingstokehomebid.org.uk.

Through the web site you can find full details about the scheme including everything in this document. You can search for properties that meet your needs and see the full details of those properties. You can also place a bid, withdraw a bid, find out if you are eligible and what your current queue position is.

You can only bid for properties where you match what the advert asks for.

For example, if the property advert states '**Suitable for a couple and two children only**' – regardless of your banding/priority – only couples with two children can bid for that property.

- Type www.basingstokehomebid.org.uk in to the address bar of your internet browser.
- Click the **Login/My Account** option then enter your unique reference number and memorable date.
[At this stage your login will be confirmed and details of any current bids will be shown.](#)
- Click the **Property search** option. Select any search criteria that you require (for example you may wish to search for a particular size of property) and click search.
[A list of properties matching your search criteria will be displayed.](#)
- If you are eligible for a property then an Apply Now button will be displayed. Your current queue position should you bid for this property will also be shown but note that this can change as other people bid. If you are not eligible then the reason you are not eligible will be displayed.
- For a property that you are eligible for click the Apply now button. You will be shown the property details and asked to confirm your bid. When you confirm your bid you will be told that your bid has been successfully placed.



What you need to bid

In order to bid you will need:

- Your unique reference number
- Your memorable date password
- The property reference number(s) that you want to bid for



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Bidding on the phone

The number to call when placing a bid is **0300 011 2460**.

You will be charged the local rate for this call but note that this rate will vary depending on your telephone service provider.

Through the telephone system you can place a bid, withdraw a bid, find out if you are eligible and what your current queue position is.

You can only bid for properties where you match what the advert asks for. For example, if the property advert states 'Suitable for a couple and two children only' – regardless of your banding/priority – only couples with two children can bid for that property.

Bidding using the telephone system is done using the number keypad on your telephone. As well as using the numbers on the number keypad you will also need to use the hash key.

- Start by calling the bidding line on **0300 011 2460**
- **What you will hear**
"Welcome to Basingstoke and Deane Homebid."
- "Please enter your unique reference number, followed by the **hash key**."
"You have entered the following unique reference number"
(the reference you entered will be read back to you)
"Press **1** to confirm your unique reference number, or press **2** to re enter"
"Your unique reference number has been accepted"
- "Please enter the day of your memorable date, followed by the **hash key**."
"Please enter the month of your memorable date, followed by the **hash key**."
- "Please enter the year of your memorable date using all four numbers, followed by the **hash key**."
For example one nine six five to represent nineteen sixty five."
- "Thank you, your details match our records."
- "Press 1 to make an application, press 2 to review your applications or press 3 to exit."

Making a bid

- "Please enter the property reference number of the property you wish to make an application on, followed by the **hash key**."
- "You have entered the following property reference number"
(the property reference number that you entered will be read back to you. If you are not eligible you will be told why, if you are eligible you will be told your current queue position. Note that your queue position will change as other people bid)
- "Press **1** to confirm, **2** to change the property reference number"
"Your bid has been accepted"



Bidding on the phone

Review/cancel your bids

- “You have bid on these properties”
(If you have already bid for properties you will be read a list of the properties with a number for example property one number 9491)
- “Press the number of the property that you wish to cancel the bid for followed by the **hash key**”
The property reference number and current queue position will be read out to you. You will be told: “Subsequent bids may affect your queue position, and some properties may be offered to the most suitable candidate.”
- “Press **1** if you are sure you want to cancel your bid otherwise press **2** to exit”

Exit

- “Thank you for using the system goodbye.”



What you need to bid

In order to bid you will need:

- Your unique reference number
- Your memorable date password
- The property reference number(s) that you want to bid for



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Bidding by text message

You can bid for properties using text (SMS) messages using a mobile phone.

You can only bid for properties where you match what the advert asks for.

For example, if the property advert states **'Suitable for a couple and two children only'** – regardless of your banding/priority – only couples with two children can bid for that property.

Charges

SMS charges do vary depending on who your mobile phone provider is but are usually **10p or less** per message.

How to bid using a text message

In this example the unique reference number is 12345, the memorable date is 16th March 1975, the first property reference number is 336699 and the second property reference number is 445566.

You can bid for up to 2 properties per text message.

- Start a new text message on a mobile phone
- Type: Your unique reference number followed by a space
- Type: Your memorable date password followed by a space - use 2 digits for day and month and 4 digits for the year e.g. 16/03/1975
- Type: The first property reference number followed by a space If you have finished bidding go to Step 6
- Type: The second property reference number followed by a space
- Send the text message to **07781 482317**

You will receive a text message confirming that your bid(s) have been made or, if they have not been made why they have not been made.



What you need to bid

In order to bid you will need:

- Your unique reference number
- Your memorable date password
- The property reference number(s) that you want to bid for

www.basingstokehomebid.org.uk



Further information

What do the symbols mean?

Property details



Single person



Couple



Family with younger children



Family with older children



Family with no dependent children



Bedrooms



Max Age



Min applicant age



No children allowed



Off street parking



Adapted



Has Garden



Supported Housing



Sheltered Housing or Extra Care Sheltered Housing



Pets allowed / Pet restrictions



Key worker only



Energy efficiency



Car free scheme



Lift available

Types of property



Choice based lettings property

Rented property for eligible people on the housing register.



Shared ownership property

A property for people who may be able to buy a part share in a property.



Private sector property

An approved property available from a private landlord available to anyone.



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