

How to bid



Properties are advertised weekly on Fridays on our website www.ellchoicehomes.org.uk. Each housing provider has a separate section, customers registered with this housing provider can choose from the properties in this section, including those in other areas, that match their requirements. Customers cannot apply for properties listed in other housing provider's sections.

Each property advert includes symbols to indicate the groups of customers that can apply for the property.

Other symbols indicate that properties are reserved or prioritised for customers with specific requirements.

Customers are sent details of their registration category and bedroom requirement when they first register for housing. Please contact your housing provider if you want to check or query these details.



By 'bid' we simply mean 'apply for a property'. Customers can bid for up to two properties weekly. You can bid using:

- Our multi-lingual hotline (local call charges apply), call 0845 650 4125.
- A touch-screen kiosk in a council office or library.
- Our text messaging service on 07781 486 526.

TO BID YOU WILL NEED:

- Your housing registration number.
- Your date of birth or memorable date.
- The reference numbers of the properties you are bidding for.

Most properties attract bids from many customers. The website, kiosk and hotline services can advise customers of their bids ranked queue position, this indicates how many bids placed on the same property by other customers are ranked ahead of theirs.

As more customers bid, queue positions may change. Bids can be checked, withdrawn and transferred to different properties at any time during each bidding cycle using the website, a kiosk or the bidding hotline.

If you need advice or assistance with bidding, please use the number below.

Please note that we cannot guarantee the cost of our texts will be included in any free text bundles supplied to you by your provider, some will include our texts but some will not, depending on the provider.



When bidding closes, the bids received for each property are ranked according to Havering's allocation policy. Customers can view their final queue positions on this website and establish final queue position of the successful bidders.

Before making any offers of tenancies, staff in Havering Council will check the eligibility of the top ranked bidders. If these checks reveal that bidders ranked top are for any reason ineligible, no offer will be made. If this happens, or if a

top bidder refuses an offer, the property will generally be offered to the next highest ranked bidder who is eligible.

Please see the panel below for Havering's specific allocations policy.

Bidding summary information

Offers will generally be made to bidders with the highest band and earliest registration date for a particular property, However you may NOT be selected if you owe a debt to Housing of more than the equivalent of 4 weeks rent. Please refer to Havering's Allocation Scheme for further details.

Havering Allocation Scheme

Havering operates an allocation scheme which assesses applicants into either Homeseeker (H) or Private Sector Leased (PSL) band.

Those in the Homeseeker band can apply for a Community Contribution reward if they work 16 hours or more a week or volunteer for 10 hours

a month (reduced to 5 hours a month if applicant is aged 70 or over) which will give them greater priority over those registered in Homeseeker Band. Bids are prioritised by band and then by date order.

Guide to symbols

 Priority Homeseeker	 Cross Borough property
 Tenant seeking a transfer	 Out of Borough property
 Homeseeker	 This property has a door entry phone
 All Bands	 This property has a Floating Support Service
 Customers needing sheltered properties	 This property has a Concierge
 Fixed Term Tenancy	 This property has a personal assistance alarm
 This property has a rent level set at up to 80% of the private market level and is described by the government as an 'Affordable Rent Property'	 This property has a lift
 This property has its own garden	 This property does not have a lift
 This property has a shared/communal garden	 This property has double glazed windows
 This property does not have a garden	 This property is close to shops/transport
 No Parking near the property	 No pets (cats or dogs)
 Car Free Zone	 Electric Central Heating
 This property is within the Congestion Charge zone	 Part Electric Central Heating
 Property has been assessed as being accessible	 Gas Central Heating
 Specified age group	 Part Gas Central Heating
 Newly Built property	 Night Storage Heating
 Housing Association policy applies	 Individual Heating Appliance

Accessible Housing Property Categories (If applicable)

 Wheelchair Accessible Throughout	 Easy Access	 General Needs
 Wheelchair Accessible Essential Rooms	 Step Free	 Unassessed
 Lifetime Homes Standard	 Minimal Steps	