

## How to bid

1

Choose

Properties are advertised weekly on Fridays on our website [www.ellchoicehomes.org.uk](http://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.

2

Bid

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 Bids can be checked, withdrawn and transferred to different properties at any time during each bidding cycle using the website, a kiosk or the bidding hotline.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.**

3

Move in

When bidding closes, the bids received for each property are ranked according to Newham'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 Newham 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 Newham's specific allocations policy.

## Bidding summary information

Bids from applicants will be ranked in the following order of priority: 1st bids from members of the armed forces with a local connection. 2nd Those in the Additional Preference group e.g. emergencies. 3rd Urgent decants. 4th Under-occupation and transfers from adapted properties. 5th less urgent decants. 6th Those assessed as workers in the Priority Homeseeker and Transfer group. Shelter and designated older people's accommodation and A/B properties are exempted. Only applicants who have been assessed as needing A/B properties will be able to bid for them.

## Newham Allocations Policy

Bids from applicants will be ranked in the following order of priority:

- 1st bids from members of the armed forces with a local connection.
- 2nd – Those in the Additional Preference group e.g. emergencies.
- 3rd – Urgent decants.
- 4th – Underoccupation and transfers from adapted properties.

5th – Less urgent decants.

6th – Those assessed as workers in the Priority Homeseeker and Transfer group. Shelter and designated older people's accommodation and A/B properties are exempted. Only applicants who have been assessed as needing A/B properties will be able to bid for them.

## Guide to symbols

- |   |  |
|---|--|
| <b>PH</b> Priority Homeseeker   | <b>OB</b> Out of Borough property                        |
| <b>T</b> Tenant seeking a transfer  | This property has a door entry phone                     |
| <b>H</b> Homeseeker   | <b>SOS</b> This property has a Warden                    |
| <b>S</b> Customers needing sheltered properties   | This property has a Concierge                            |
| <b>Fixed Term Tenancy</b>   | <b>SOS</b> This property has a personal assistance alarm |
| <b>£?</b> 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                                 |
| <b>G</b> This property has its own garden   | This property does not have a lift                       |
| <b>SG</b> This property has a shared/communal garden  | <b>DG</b> This property has double glazed windows        |
| <b>XG</b> This property does not have a garden  | This property is close to shops/transport                |
| <b>NP</b> No Parking near the property  | <b>NP</b> No large domestic pets                         |
| <b>CF</b> Car Free Zone   | <b>EH</b> Electric Central Heating                       |
| <b>CC</b> This property is within the Congestion Charge zone  | <b>PEH</b> Part Electric Central Heating                 |
| <b>A</b> Property has been assessed as being accessible   | <b>GH</b> Gas Central Heating                            |
| <b>AG</b> Specified age group   | <b>PGH</b> Part Gas Central Heating                      |
| <b>NB</b> Newly Built property  | <b>NSH</b> Night Storage Heating                         |
| <b>HA</b> Housing Association policy applies  | <b>IHA</b> Individual Heating Appliance                  |
| <b>CB</b> Cross Borough property  |  |

## Accessible Housing Property Categories (If applicable)

- |   |                              |                             |
|---|------------------------------|-----------------------------|
| <b>LAHR A</b> Wheelchair Accessible Throughout      | <b>LAHR D</b> Easy Access    | <b>LAHR F</b> General Needs |
| <b>LAHR B</b> Wheelchair Accessible Essential Rooms | <b>LAHR E</b> Step Free      | <b>LAHR G</b> Unassessed    |
| <b>LAHR C</b> Lifetime Homes Standard               | <b>LAHR E+</b> Minimal Steps |                             |