

How to bid

1

Choose



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.

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 Bids can be checked, withdrawn and transferred to different properties at any time during each bidding cycle using the website, a kiosk or the bidding hotline.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 Redbridge'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 Redbridge 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 Redbridge's specific allocations policy.

Bidding summary information

Whilst offers will generally be made to bidders waiting the longest for a particular size of property, please note that as explained in 'Using ELLC Choice Homes' section: Applicants assessed as having Additional Preference will be ranked above those with Reasonable Preferences and they in turn will be ranked above those with No Reasonable Preference.

Redbridge Allocations Policy

Bids are sorted by the applicant's effective date which is the applicant waiting longest for a particular size and type of property. It will then identify the applicant with the greatest housing need.

The order is those with Additional Preference and then those with Reasonable Preference and finally those who have no Reasonable Preference.

Guide to symbols

Priority Homeseeker	Cross Borough property
Tenant seeking a transfer	Out of Borough property
Homeseeker	This property has a door entry phone
Homeless Homeseeker	This property has a Warden
Customers needing sheltered properties	This property has a Concierge
Sheltered Homeseeker	This property has a personal assistance alarm
Fixed Term Tenancy	This property has a lift
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 does not have a lift
This property has its own garden	This property has double glazed windows
This property has a shared/communal garden	This property is close to shops/transport
This property does not have a garden	No pets
No Parking near the property	Electric Central Heating
Car Free Zone	Part Electric Central Heating
This property is within the Congestion Charge zone	Gas Central Heating
Property has been assessed as being accessible	Part Gas Central Heating
Specified age group	Night Storage Heating
Newly Built property	Individual Heating Appliance
Housing Association policy applies	

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	