

How to bid

1

Choose

Properties are advertised weekly on Fridays on our website www.ellcchoicehomes.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 Bids can be checked, withdrawn and transferred to different properties at any time during each bidding cycle using the website, a kiosk or the bidding hotline.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 Waltham Forest'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 Waltham Forest 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 Waltham Forest's specific allocations policy.

Bidding summary information

A bidder with additional preference has priority over any other bidder. If there is more than one bidder with additional preference, priority is given to the bidder who has had the status longest. If there is no bidder with additional preference, then the property will be allocated to a bidder with reasonable preference. If there is more than one bidder with reasonable preference, priority will be given to the bidder with the most reasonable preference points. If there is more than one bidder with the most reasonable preference points, priority will be given to the bidder who has had that number of points longest. If there is more than one bidder with the most reasonable preference points longest, priority is given to the bidder who has been on the register longest. Bids received from households with a mobility assessment may be given priority for accessible housing and ground floor accommodation. Bids received from useful transfer applicants may be given priority for new-build housing and ground floor accommodation. Customers bidding for sheltered accommodation will be considered according to their level of need. Sheltered Priority 1 bidders will be ranked first, followed by Sheltered Priority 2, and then Sheltered Priority 3. Where there is more than one bidder with the same level of priority, customers with that status will be considered in order of their priority award start date, with the oldest date being ranked first. Where a sheltered vacancy occurs that is considered as being more suitable for a couple because of its size, joint applicants may receive greater priority for the vacancy, regardless of the normal priority criteria stated above. Properties advertised with an accessible housing category (A to E+) will ordinarily be allocated to the highest placed bidder with a mobility assessment. However, the Council reserves the right to allocate accessible accommodation outside of the normal short-listing order to meet urgent housing needs.








Waltham Forest Allocations Policy

Applicants bids are sorted according to the Preference Band that they are in (Additional Preference cases first, then Reasonable Preference).






Cases within the Additional Preference Band will be ranked by date of Additional Preference (high priority) award, with the oldest date first.

Cases within the Reasonable Preference Band will be ranked according to the number of Reasonable Preference points, with the highest number first.

Guide to symbols

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|  Priority Homeseeker |  Housing Association policy applies |
|  Decant |  Care Leaver |
|  Tenant seeking a transfer |  Cross Borough property |
|  Incentive Move |  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 |
|  Private rented accommodation available through the Rent Deposit Scheme |  This property has a personal assistance alarm |
|  Priority given to overcrowded families |  This property has a lift |
|  Priority given to agreed under-occupiers |  This property does not have a lift |
|  Fixed Term Tenancy |  This property has double glazed windows |
|  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 is close to shops/transport |
|  This property has its own garden |  No pets |
|  This property has a shared/communal garden |  Electric Central Heating |
|  This property does not have a garden |  Part Electric Central Heating |
|  No Parking near the property |  Gas Central Heating |
|  Car Free Zone |  Part Gas Central Heating |
|  This property is within the Congestion Charge zone |  Night Storage Heating |
|  Property has been assessed as being accessible |  Individual Heating Appliance |
|  Specified age group | |
|  Newly Built property | |

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 | |