

The bidding process – How it works?

Properties are advertised each week on www.hampshirehomechoice.org.uk and in their newsletter. New properties are added to the website just after midnight on Wednesday morning and stay there until midnight on Sunday.

How do I make a bid?

To make a bid you need:

- Your Housing Register reference number;
- Your memorable date (This is usually the date of birth of the primary applicant for your housing application);
- The property reference number(s) that you want to bid for.

1. Open your web browser and go to www.hampshirehomechoice.org.uk
2. Click the **Login/My Account** option then enter your Housing Register reference number and date of birth. At this stage your login will be confirmed and details of any current bids will be shown.
3. Click the **Property Search** option. Select the things that you need in a property (for example you may wish to search for a particular size of property) and click search.
4. 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 will be shown (If you decided to bid for the property) but this can change as other people bid. If you are not eligible, the reason will be displayed.

5. If you are eligible, click the **Apply Now** button to show the property details. You now will be asked to **Confirm your Bid**.
6. Your bid has now been successfully placed.

What happens if I bid successfully?

If you bid successfully, details of your application will require validation. The Housing Team will check that you fit the criteria according to the property advert - specifically local connection. You must keep your application information up to date, particularly:

- Proof of identity for all household members (e.g. passport, birth certificates).
- Evidence of your right to reside in the UK if you are not a British Citizen (e.g. passport & other relevant Home Office documentation).
- Proof of current address (e.g. recent utility bill).
- Evidence of child related benefits.
- Evidence of local connection.

Can I view the property?

The landlord (usually a Housing Association) will contact you. They will be able to give you more information about the property including when the property will be ready to let. They should also arrange a viewing with you and may ask your current landlord for references.

Rent in Advance

Most partner landlords in the Hampshire Home Choice scheme require new tenants to provide rent in advance before they move into their new home. Details can be found at www.hampshirehomechoice.org.uk/content/Topics/RentinAdvance



How much notice do I have to give?

This will depend on your current landlord so please check with them.

- **Private Landlord** – Refer to your tenancy agreement. You may be able to negotiate a shorter notice period.
- **Social Landlord** – They will send you and end of tenancy notice to complete. Your Neighbourhood Officer will contact you to undertake an inspection of your home, and ensure you know what to do before you leave.

How long do I have to move once I have keys to new property?

You will normally be given keys to a new property on Friday.

If you are already renting from a social landlord your current tenancy will normally end on a Sunday and new one should start on a Monday however this depends on the housing association you are dealing with.

You will have to return your keys (to the short stay flat) to Radian at the place agreed with your Neighbourhood Officer by 12noon on the Monday. If you do not return your keys as agreed, you will be liable to pay a charge which is the same amount as your current rent. This charge will continue if the keys are not returned.

What if there is a delay with my new property?

Please keep us advised of any changes to the start date of your new property.

Any queries?

If you would like to discuss a Hampshire Home Choice application please contact the **Housing Support Officers** on **01730 234358** or **01730 234277**.

Or you can come and see an officer at a drop-in surgery Monday to Friday 9:30-12:30, at the council offices.

Hampshire Homechoice website
www.hampshirehomechoice.org.uk

More Support

If you need any support to help you maintain your tenancy, most Housing Associations have dedicated support workers who can help you, for example Tenancy Sustainment Officers, Welfare Benefit Advisors and Energy Advisors etc. We can also refer you to Two Saints.

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