



# Hampshire Home Choice



## Hampshire Home Choice Scheme Guide

**Your guide to finding affordable homes in the East Hampshire, Eastleigh, Havant, Test Valley and Winchester City Council areas.**

The guide includes:

- A summary of how to use the scheme
- How bids will be prioritised
- Details on how to place your bids
- The symbols used in adverts



### About Hampshire Home Choice

All vacant properties in East Hampshire, Eastleigh, Havant, Test Valley and Winchester, owned and managed by Registered Providers and Winchester City Council will be advertised on the internet at [www.hampshirehomechoice.org.uk](http://www.hampshirehomechoice.org.uk). There will also be a newsletter published weekly which is available from the Councils' offices or agencies throughout the Councils' areas. You can bid for properties if you are an applicant or existing social housing tenant in housing need and have an application accepted on the Hampshire Home Choice Housing Register.

You can bid for properties in a number of ways:

- Online using the website.
- Telephone one of the participating Councils.
- Visit one of the participating Council's Housing Service or Registered Provider offices.

To help you decide whether to bid for a property you can look at the priority of applicants who have bid successfully for recently let homes. This information is available both in the Hampshire Home Choice newsletter and on the Hampshire Home Choice website. As you make a bid, the system will let you know where your bid is placed in the shortlist for that property. This will help you prioritise your three bids in each cycle.



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## How to Register for the Hampshire Home Choice Scheme

To apply to join the Housing Register you must be over 16 years of age, and eligible to be considered for housing accommodation, and a qualifying person and have a local connection with one of the participating councils. There are some exceptions, for further details go to [www.hampshirehomechoice.org.uk](http://www.hampshirehomechoice.org.uk) to view the Hampshire Home Choice Allocations

Framework or contact your local Council to check if you may qualify to be registered on the Hampshire Home Choice Housing Register. The application enables you to apply for Registered Provider or Winchester City Council homes. You will need to complete an application form, which can be completed on line at [www.hampshirehomechoice.org.uk](http://www.hampshirehomechoice.org.uk), or can be obtained from your local Housing Service.

Along with a completed application form you will be asked to provide the following documents:

- Proof of identity for all household members (e.g. passports, birth certificates).
- Proof of current address (e.g. recent gas or electricity bill).
- Evidence of your right to reside in the UK if you are not a British Citizen (e.g. passport and other relevant documents from the Home Office).
- Further information as required.

Before you are offered a property you may be asked to provide further documents to support your application. If you do not provide us with the documents required your application may be cancelled. When you are accepted on to the Housing Register the Council will write to tell you:

- Your housing application number.
- The band your application has been placed in and your priority date.
- The number of bedrooms you are entitled to.

You must tell us if there are any changes in your circumstances so that we can reassess your application and if necessary make changes to your band and priority date. You are also able to advise the Council of any changes via a client message through your Housing Register account.

### Step 1: Making a Bid for a property

Properties are advertised each week on the website at [www.hampshirehomechoice.org.uk](http://www.hampshirehomechoice.org.uk) and in the newsletter. New properties can be viewed on the website from Wednesday 0:01am and are advertised until 23:59pm on Sunday.



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## Property Adverts

The adverts will inform you of the landlord, location, size, rent and other features of the property to help you decide which properties are right for you. The advert also tells you if there are any special requirements that the applicant must meet, such as age requirements and maximum number of children allowed.

## Expressing your interest in a property

You can bid for up to three properties each week. You can express your interest in one of the following ways:

- **On the website** [www.hampshirehomechoice.org.uk](http://www.hampshirehomechoice.org.uk)  
Login by using your housing reference and your memorable date.
- **By telephone**  
Contact one of the participating Councils
- **In person**  
Visit one of the participating Councils offices or Registered Providers (also known as housing associations) offices: Housing staff will be happy to help.

## Step 2: Being made an offer of a home

All bids received from applicants will be placed in order of priority to produce a list of eligible applicants for each property advertised. If your application is at the top of the shortlist of bids, subject to you meeting the advert criteria, you will normally be invited to view the property by the landlord – unless there are reasons why they are unable to do this, for example, you have rent arrears or the Council or Registered Provider is taking legal action against you for breaching a tenancy condition.

If you are offered a property you will not be able to bid for other properties until you have decided to either accept or to refuse the offer. If you accept the property a viewing will be arranged by the landlord and you will be advised by the landlord when you can sign the tenancy agreement and collect the keys.

If there are no suitable applicants, the property will be re-advertised.

If a property is refused it will be offered to the next suitable applicant on the shortlist.

**You will not be informed if your bid is unsuccessful, but you will be able to see when it has been successfully let and to what band on the newsletter.**

## Number of bids

You are allowed to make up to three bids in each advertising period. You can withdraw your bids and re-use them on another property up until the close of bidding.



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## Size of property

If the size of property has restrictions on the number of occupants then these are described in the advert.

## Minimum age

If the property has restrictions related to the age of the applicant then these are described in the advert.

## Other restrictions

Some properties in some rural locations require tenants to have a strong local connection as a result of planning conditions for the properties. This is referred to as a Section 106 requirement.

## How are applications prioritised?

All housing applications are assessed according to housing need and are placed in one of four bands. Priority within the band is decided by the date the application was awarded that band with the oldest registration date having greatest priority.

### Band 1: Exceptional Housing Needs

- Life threatening health or welfare condition
- Applicants needing housing to be discharged from hospital
- Applicants with an exceptional need to move

### Band 2: High Priority

- Applicants whose home is unsuitable because of a statutory order
- Applicants living in overcrowded housing lacking 2 or more bedrooms
- Social tenants who will release a property required by the Council
- Vulnerable applicants given priority by a Support Housing Panel
- Applicants with health or welfare conditions related to unsuitable housing
- Applicants accepted as homeless by the Council and placed in accommodation unsuitable for their long term needs.

### Band 3: Medium Priority

- Applicants living in overcrowded circumstances and lacking one bedroom
- Applicants accepted as homeless by the Council
- Applicants lacking and/or sharing facilities
- Applicants with medium health or welfare priority
- Applicants living in private rented accommodation



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## Band 4: Low Priority

- Other applicants with a low housing need
- Applicants awarded a low health or welfare priority
- Applicants living in tied or Armed Forces accommodation
- Owner Occupiers requiring extra care or sheltered housing
- Applicants serving prison sentences

More detailed information on the Allocations Framework can be obtained on the website [www.hampshirehomechoice.org.uk](http://www.hampshirehomechoice.org.uk), the Councils' websites or by contacting your local Housing Service.

### Bidding on the Website

The website address to use when placing a bid is:

[www.hampshirehomechoice.org.uk](http://www.hampshirehomechoice.org.uk). On the website you can find full details about the scheme. You can search for properties that meet your needs. You can also place a bid, withdraw a bid, find out if you are eligible and your current queue position. Please be aware that your queue position may change. You can only bid for properties where you match the advert information details. For example, if the advert states 'Suitable for a couple and two children only' – regardless of your band priority – only couples with two children will be considered for that property.

### To make a bid you need:

- Your Housing Register reference number.
- Your memorable date.
- The property reference number(s) that you want to bid for.

1. Type [www.hampshirehomechoice.org.uk](http://www.hampshirehomechoice.org.uk) into the address bar of your internet browser.

Click the **Login/My Account** option then enter your Housing Register reference number and your memorable date. At this stage your login will be confirmed and details of any current bids will be shown.

2. Click the **Property Search** option. Select any search criteria that you require (for example you may wish to search for a particular size of property) and click search.
3. A list of properties matching your search criteria will be displayed. If you are eligible for a property **Apply Now** will be displayed. Your current queue position should you bid for this property will also be shown but this can change as other people bid. If you are not eligible then the reason you are not eligible will be displayed.



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4. For a property that you are eligible for click on **Apply Now**. You will be shown the property details and asked to confirm your bid. When you confirm your bid you will be told that your bid has been successfully placed.

## Property Symbols Used in the Adverts



**Bedrooms:** the number of bedrooms in this property



**Adapted:** the property is suitable for people with a mobility or adapted need



**Own Garden:** this property has its own garden



**No Garden:** this property does not have its own garden



**Off Road Parking:** this property has off road parking



**Pets:** pets are allowed in this property



**No Pets:** pets are not allowed in this property



**Maximum Age:** this property is only available to people of the age shown and below



**Minimum Age:** at least one household member must be the age shown



**Sheltered:** this is a sheltered property



**Supported:** this is a supported housing scheme



**Lift:** there is a lift in this property



**No Lift:** there is no lift in this property



**Affordable Rent:** this is an affordable rented property



**Fixed Term Tenancy:** this property has a fixed term tenancy (the number represents the number of years)



**Cross Boundary:** this property is available for cross boundary moves



# Hampshire Home Choice



Please read the Hampshire Home Choice Scheme Guide carefully and if you need any help, please contact one of the participating Councils.

## **East Hampshire District Council**

Penns Place, Petersfield, Hampshire, GU31 4EX.

Telephone: 01730 234 358 or 01730 234 277

Email: [support.team@easthants.gov.uk](mailto:support.team@easthants.gov.uk)

## **Eastleigh Borough Council**

Eastleigh House, Upper Market Street, Eastleigh, SO50 9YN.

Telephone: 02380 688 000

Email: [housing@eastleigh.gov.uk](mailto:housing@eastleigh.gov.uk)

## **Havant Borough Council**

Public Service Plaza, Civic Centre Road, Havant, Hampshire, PO9 2AX.

Telephone: 02392 446 379

Email: [housingservice@havant.gov.uk](mailto:housingservice@havant.gov.uk)

## **Test Valley Borough Council**

Beech Hurst, Weyhill Road, Andover, Hampshire, SP10 3AJ.

Telephone: 01264 368 613

Email: [lettings@testvalley.gov.uk](mailto:lettings@testvalley.gov.uk)

Former Magistrates Court, Church Street, Romsey, Hampshire, SO51 8AQ.

Telephone: 01794 527 773

Email: [lettings@testvalley.gov.uk](mailto:lettings@testvalley.gov.uk)

## **Winchester City Council**

Civic Offices, Colebrook Street, Winchester, Hampshire, SO23 9LJ.

Telephone: 01962 848 356

Email: [HALlocations@winchester.gov.uk](mailto:HALlocations@winchester.gov.uk)

**This document is available in translated languages. If you have any other particular needs, for example Braille, audio tape, large print or sign language, please contact your local Housing Service using the details above.**

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