



Applying and bidding for a home West Norfolk Homechoice

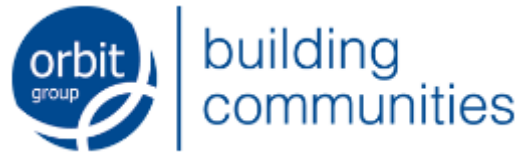
Presentation to
Environment and
Community Panel
4 July 2017



West Norfolk Homechoice is

- the route into social housing in the Borough
- a partnership of 13 Housing Associations and the Council
- a choice based lettings scheme
- applications on Housing Register are able to 'bid' for vacant homes each week
- scheme administered by Council Officers





housing&care21



Background

- Applications are assessed against the Council's Social Housing Allocations Policy agreed by the Council
- Not open register
- 923 households are on the Housing Register (end June 2017)
- 9125 bids last financial year
- approx 200 applications submitted/amended per month
- 571 lettings last year (2016/17)
- Costs of running the scheme are shared with partners



Applying to join Housing Register

- All applications and bidding is done 'on line'
- Applicants unable to access or use the internet can
 - Ask family, friends or support agencies to help
 - Come into any of 3 council offices and use self service computers
 - Receive assistance to make application in offices with assistance
 - If unable to do any of above, a telephone application can be made
- Log in and password should always kept secure and should only be used by the applicant



Starting the application

West Norfolk
Homechoice

Text size: Increase / Decrease

Page 1 of 10(10%)

SECTION LIST

- Start Section
- Applicant Validation**
- Eligibility
- Security
- Household member details
- Current Housing Information
- Financial information
- Reasons and Medical
- Medical Details
- Preferences
- Declaration
- Finish Section

Housing Registration

Applicant Validation

*Please do not use the browser back button, only use the Back button at the bottom of the page.
Fields marked with an # must be filled in

* Please enter details to Validate

Forename #

Surname #

Date of Birth #

Nino #

Fields marked with an # must be filled in

NEXT →



Can the applicant join the Housing Register

West Norfolk
Homechoice

Page 2 of 10(20%)

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Housing Registration

Eligibility

*Please do not use the browser back button, only use the Back button at the bottom of the page.
Fields marked with an # must be filled in

Have you resided in West Norfolk continuously for a period of the last 3 years?

--Please Select--

Are you or a member of your household a serving member of the regular forces, or have you served in the regular forces in the last 5 years?

--Please Select--

Are you a UK citizen?

--Please Select--

Fields marked with an # must be filled in

NEXT →

If first answers suggest application cannot be accepted, link to policy. The applicant can amend their answer if they have made a mistake.



Sections in a housing application

Section	Questions
Eligibility	<ul style="list-style-type: none"> Local connection including close family Armed forces service Relocation due to work Hardship if not living in the borough
Household member details	<p>For each family member :</p> <ul style="list-style-type: none"> Person details Contact details 6 year address history Previous landlord/ occupancy details
Current Housing information	<ul style="list-style-type: none"> Current housing size/layout Any legal notices served on the applicants Details of any other housing available to them Details regarding pets Former tenant arrears
Financial information	<ul style="list-style-type: none"> Any household members currently working Any benefits currently claimed Any savings within the household Any outstanding debts
Reasons and medical	<ul style="list-style-type: none"> Main reason for requiring to move Details of any harassment/crimes at the current address Basic information about any medical conditions
Medical (only if applicant has stated Somebody has medical issues)	<p>For each family member who has medical issues:</p> <ul style="list-style-type: none"> Details of the medical issues What medication is being taken Mobility requirements indoors/outdoors What support they currently receive GP/other medical professional details
Preferences	<ul style="list-style-type: none"> What area /size of property they would prefer
Declaration	<ul style="list-style-type: none"> Any previous breach of tenancy Any previous convictions Any previous evictions Relationships with council members /workers Permission to discuss case with a nominated person



Supporting documents evidence

Some questions will request supporting documents to be uploaded before an application can be assessed

Do you have a close family member living in West Norfolk, who has lived here for at least the last 5 years?

Close family members are considered to be parent, siblings or children. Evidence will need to be provided of the relationship (full birth certificates for you and your relative) any documentation showing change of name if relevant (marriage certificate, Deed poll documentation etc) and evidence that your relative has lived in West Norfolk area for the previous 5 years (Council Tax bills, utility bills etc for the full 5 years)

Yes ▾

Please upload proof

Please provide proof as shown above of relationship to your close family member and evidence they have lived within the borough for the previous 5 years. You can provide this information at a later date but your application will be suspended until all supporting documents are provided

Name *

Description

Classification *

Is Sensitive

Upload No file chosen

Maximum file size permitted is 10MB



Supporting documents

Applicants will need to provide:

- Proof of ID for all members of the household (Photo ID, Birth Cert)
- Proof of income for all members of the household (Wage Slip, Bank Statement, Benefit letter)
- Proof of previous 6 year housing history (Council Tax confirmation, utilities bill, any other bill, bank statement)

Applicants may also be required to provide:

- Proof of local connection (Close family member)
- Supporting medical information
- Previous armed services information
- Supporting information from family members/ Support worker
- Documents relating to ownership of any property within the last 6 years
- Evidence of previous rent arrears or court action against any member of the household
- Any other supporting information as required



Assessment of applications

- ✓ application is fully completed
- ✓ all supporting documents have been provided

Consider application against Council policy including

- Any previous reports of anti social behaviour
- Any outstanding housing debt (for which no affordable repayment plan has been agreed and adhered to)
- Unacceptable behaviour

Then

- placed in High, Medium or Low banding depending on need.
- mobility category depending on their mobility need.
- bedroom need, only household members who will be permanently residing at the property



Bidding for a property

- Applicants can visit www.homechoice.west-norfolk.gov.uk/
- New property adverts are available online weekly from 00:01 Wednesday through to Monday 12:00 noon.
- Only people accepted onto the register are able to place bid for properties
- Applicants need to log into **their** account to place a bid
- If an applicant does not log into their account for 6 months, their application will be cancelled
- Applicants can view available properties without logging into their account. This is currently under review and may change.



Once applicants are logged into their account, they can manage bids and make changes to their application.

Account Details	Bid preference	My Current Bids	My Previous Bids	Manage applications
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See All Properties

Basic Filters

Bedrooms: 1

Area: Select Area

Property Type: Select Property Type (All)

Accessible Housing Category: Select Housing Category

More Filters

Filter Reset

There are 9 properties matching your criteria.

Available

KING S LYNN

Florence Road, King's Lynn, PE30 5EF
Advert No: WK33/17/023 | Type: Maisonette

Newly refurbished. New kitchen and bathroom. No dogs or cats, other pets with permission only. Rent is approximate and subject to change. Maximum of 1 month's rent in advance depending on financial circumstances. Ready to let early 2017. Local Lettings Plan applies [CLICK HERE](#) for full details of Hillington Square Lettings Plan. Families with a minimum of 1 child. Preference to those in employment.

More Details

No Dogs No Cats 2B



Adverts will show the properties the applicant can bid on based on their housing need.

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More Details


2B



Each advert will have pictures (if provided), information about the property, location of the property on a map and link to google street view

[Back](#)

● Available




[View On Map](#)

FREEBRIDGE COMMUNITY HOUSING

Wellington House - Downham Market

Bedrooms : 1 | Bedspaces: 2

Storage heaters. Communal gardens. On street parking. No dogs, other pets with permission only. Regular bus routes. Maximum of 1 month's rent in advance depending on financial circumstances. Single/couple

Area	Downham Market	Landlord	Freebridge Community Housing
Type	Flat	Floor Level	Ground Floor
Opening Date	19/06/2017	Closing Date	26/06/2017
Heating Type	Electric Nighttime Storage Heaters	Energy Efficiency	NA
Parking	N	Lift	N
Garden	N	Pets Allowed	 N
Rent Amount	76.8	Rent Frequency	Weekly
Accessible Housing Category	General Needs	Sheltered	N
AgeRestrictions	N		

[Place A Bid](#)



After the advert/bidding cycle closes

Homechoice officers will assess each property bidding list

Assessments is made according to housing need (band) then by how long the applicant has been in that band

There may be instructions (including age restrictions) from the landlord and any rural exception rules or lettings plans

Homechoice contact applicant if they are nominated for the property via email/letter

The landlord will then contact the nominee to assess their suitability for the property according to their own policy

Applicants could be refused by the landlord if they do not meet their policy requirements



Any questions?

