



Your guide to using Peterborough Homes Choice Based Lettings

Login details

Application (bidding) number

Surname of main applicant

Date of birth of main applicant



**Peterborough
Homes**



PETERBOROUGH

CITY COUNCIL

What is Peterborough Homes?

Peterborough Homes is a joint choice based lettings scheme for the allocation of social and affordable housing in Peterborough.

The partnership consists of:

- Accent Nene
- Axiom Housing Association,
- Bedfordshire Pilgrims Housing Association
- Circle Wherry Housing Association
- Cross Keys Homes
- Riverside ECHG
- Home Group
- Longhurst & Havelock Homes
- Hyde Minster
- Muir Group
- Peterborough City Council

The 'Peterborough Homes Partnership' was formed in March 2004. The aim of the partnership was to bring all of the Registered Social Landlords (RSL) in Peterborough together to form a central Housing Register and ensure that all of their accommodation was allocated in the same way.

Peterborough City Council maintains the housing register and processes and prioritises applications in accordance with the agreed allocations policy. Anyone wishing to participate in the scheme must register at the council offices and make a bid of interest for properties that are advertised.

The partner housing associations retain control of tenancy sign-ups and tenancy management after an offer has been made to, and accepted by, the home seeker.



Further details of the Peterborough Homes Choice Based Lettings scheme can be found at www.peterborough-homes.com

What is Choice Based Lettings?

Traditionally, the way in which properties were allocated involved making an application for housing, having the application assessed and then being placed on a register based on the type of property and areas you wanted or were eligible for.

The greater your housing need the more priority (points) your application would have received. The council would then contact you when you were at the top of the list with an offer of an available property.

Choice based lettings still involves making an application for housing and having that application assessed, and, although home seekers will still only be allocated properties they are eligible for, this is where the similarity ends. Each week properties are advertised and those who are registered are able to express an interest in up to three properties. After the closing date all the expressions of interest from eligible home seekers are ranked in order of priority based on housing need. Each property is then offered to the eligible person with the highest priority.

“Each week properties are advertised and those who are registered are able to express an interest in up to three properties.”

How to bid on properties through Choice Based Lettings

On the day that you have completed your Peterborough homes housing registration appointment you will be given advice on the properties you will be considered for with regards to size and property type. You will also receive a unique reference/ bidding number that relates solely to your personal application for housing. You will then be able to use this number to “bid” on properties.

A bid is you declaring an interest in a Peterborough homes property that is being advertised centrally through Housing Needs Choice Based Lettings Scheme.

You will find the Peterborough Homes Choice Based Lettings Scheme properties advertised:

- Within all RSL offices
- Bayard Place reception
- Local Libraries
- On the Peterborough Homes Website:
www.peterborough-homes.com
- Other agencies Housing Needs works closely with including, Peterborough Streets, Timestop, Aspire, The New Haven, Drinksense, The Peterborough Foyer and GLADCA

You will be able to place your bids by:

- Text message 07860019230
- Visiting
www.peterborough-homes.com
- Telephone by calling Housing Needs on 01733 864064
- Visiting Bayard Place

Properties will be advertised on a weekly cycle this will commence on a Tuesday and will end at midnight on a Sunday. During this cycle the properties will remain the same giving applicants an opportunity to place their bids. You will be able to bid on a maximum of three suitable properties within each cycle, with one bid per property. **It is important to recognise if you do not bid, you will not be considered for any properties.**

“A bid is you declaring an interest in a Peterborough Homes property.”

How to place bids on the Peterborough Homes Website

1

Enter **www.peterborough-homes.com** into the address bar of your web browser. This will display the front page of the Peterborough Homes website.



2

In order to bid on a property, you must log on to the Peterborough Homes website. To do this click **“Log On”** situated at the top of the green menu on the left hand side of your screen.



How to place bids on the Peterborough Homes Website

- 3 In the blank boxes, enter your unique application (bidding) number e.g. 45446, and your surname—**please use the surname of the main applicant**. Then select in the drop down menus, the main applicant’s date of birth starting with the day, month and then year.

- 4 Once you have entered your personal details, click the grey button towards the bottom of your screen that reads “Log On”.

Log On



- 5 Once you are logged in you will be greeted with the welcome page that confirms your name and application (bidding) number . You may now browse through the properties that are available to bid on this week .



There are three different ways in which you can browse the available properties. You can browse by **area**, by **type** or by viewing **all** available properties. Simply click the browsing option you require.



How to place bids on the Peterborough Homes Website

- 6 You will now see a list of the available properties in this week's edition that meet the search criteria you have entered. There will be a brief description of each property, this may also be accompanied by a photograph.



- 7 In order to see further details of a particular property and to place a bid on a that property, please click the grey button underneath the property description that reads "View Details"





Then click “Add to Basket”



Then click “View Basket”. This will allow you to see all properties you have added to your basket



Select a property by ticking the box on the left hand side. Then to bid on that property click “Apply”. Your bid has now been placed



If you are selected to view a property

Once a weekly cycle has ended, Housing Needs will process and prioritise the applicants on a Monday based on who has bid on each property and the priority banding of those applicants.

The three applicants with the highest priority banding will be invited to attend a viewing on that particular property at a pre-arranged time and date by the Registered Social Landlord (RSL). These three applicants will be contacted via telephone or text message on a Monday by Housing Needs and be given details of the pre-arranged viewing time and date.

If you are not available to view a property you have been selected for, unfortunately Housing Needs are unable to re-arrange viewing dates and times. Failure to attend a viewing will result in the property being offered to someone else.



Feedback

All properties that are advertised through Peterborough Homes Choice Based Lettings will have their results published on the Peterborough Homes website.

This information will include:

- Amount of bids placed on each property.
- The successful applicant's priority banding
- The successful applicants banding date

Due to the high number of applicants bidding for properties advertised through Peterborough Homes Choice Based Lettings each week, Housing Needs will be unable to contact you if you are not successful to view a property. If this is the case continue to place your bids in the following week's bidding cycle.

Frequently Asked Questions

Who is eligible to apply for the Peterborough Homes Housing Register?

Currently anyone over the age of 16 can apply for accommodation. As long as you or a member of your household are not:

- Subject to immigration control and have no right of abode in the UK, or
- have been guilty of unacceptable behaviour serious enough for us to consider you to be unsuitable to be a tenant of the council or a Registered Social Landlord.

How long will I be waiting for housing?

Due to the high demand for social housing in Peterborough, most applicants will not be successful in receiving an offer of accommodation.

It is important to recognise that the Peterborough Homes Housing Register is not a waiting list. Applicants are prioritised based on their current housing need. It is possible that applicants who registered for housing after you may be offered properties before you because they were assessed by Housing Needs as having a more urgent housing need.

Because applicants are required to bid on properties each week, it is impossible to predict who will be bidding on the same properties as you and what priority band they will be in. If someone else bids for a property, which you have bid on and they have been placed in a higher priority band than you, they will be offered the property ahead of you regardless of how long they have been on the Housing Register.

What if I am homeless?

If you are homeless or threatened with homelessness, you must contact Housing Needs on 01733 864064 as soon as possible. We will assist you in any way we can to try and prevent your homelessness. This could be negotiating with your landlord/householder or by finding you an alternative property. In many cases this could be by assisting you to secure suitable accommodation with a private landlord. If you are invited to an interview with a Housing Needs Officer please remember to bring all supporting documents or relevant paperwork with you.

What if I need a new home due to ill health?

You may receive more priority if any of the following apply:

- If you have a disability which is made worse by your current living conditions.
- You have an illness or condition that is affected by your current home.
- You need to move to ground floor accommodation.

Our Medical Advisor will assess your circumstances. Please do not ask your own GP to provide a letter in support of your application. Please note medical priority is not awarded just because you have a medical condition. Priority is awarded based on how your condition is exacerbated by your current housing circumstances.

If you would like our medical assessor to look into your case please contact us for a medical assessment form.

What happens if I refuse an offer of a property?

The Peterborough Homes Choice Based Lettings Scheme is based around your choice when it comes to property. As a result, you are able to decline an offer of accommodation if the property is not right for you and your application for housing will not immediately be affected. However, you must appreciate that social housing is in high demand. If you refuse three offers of accommodation you may have your priority reduced or your application suspended as a result. Please also bear in mind that if you refuse an offer of accommodation, there is no guarantee that you will be successful to view a property in the future. Therefore, only bid on properties you genuinely want.

What if my circumstances change?

You must notify Housing Needs immediately of any change in circumstances and provide supporting documentation where required. If you change address you will be required to complete a new application form. Failure to notify Housing Needs of a change of address may result in an offer of accommodation not being made or an offer being withdrawn.

Is help available if I need it?

The staff at Housing Needs will be happy to assist with any problems that you might be experiencing. If you need any help please do not hesitate to contact the Housing Needs Service at Bayard Place, telephone 01733 864064 or email housing.needs@peterborough.gov.uk

Partnership Contacts

Axiom Housing Association

Axiom House
Maskew Avenue
Peterborough
PE1 2SX
Tel: (01733) 347135
www.axiomha.org.uk



Accent Nene

Manor Drive
57 Lincoln Road
Peterborough
PE1 2RR
Tel: (01733) 295400
www.accentnene.org



BPHA

Pilgrims House
Horne Lane
Bedford
MK40 1NY
Tel: 01234 791000
www.bpha.org.uk



Cross Keys Homes

Shrewsbury Avenue
Woodston
Peterborough
PE2 7BZ
Tel: (01733) 385000
www.crosskeyshomes.co.uk



Circle Wherry Housing Association

Circle Anglia House
1-3 Highbury Station Road
London
N1 1 SE
Tel: 020 7288 4000
www.circleanglia.org



Riverside ECHG

Riverside House
49 Western Boulevard
Leicester
LE2 7HN
www.echg.org.uk



Home Group

39 Broadway
Peterborough
PE1 1SQ
Tel: 0845 1550376
www.homegroup.org.uk



Longhurst & Havelock Homes

Leverett House
Gilbert Drive
Endeavour Park
Boston
PE21 7TQ
Tel: 0845 3090700
longhurst-group.org.uk



Hyde Minster

Jubilee House
92 Lincoln Road
Peterborough
PE1 1SQ
Tel: (01733) 349800
www.minsterha.co.uk



Muir Group

Stable Court
Ferrars Court
Huntington
PE18 6DH
Tel: 01480 453234
www.muir.org.uk

