



Basingstoke
and Deane

Basingstoke and Deane **homebid**

Housing scheme guide

Under Basingstoke and Deane Homebid, finding a home is easier. It gives you greater opportunity to find a home of your choice in an area you prefer.



www.basingstokehomebid.org.uk

0300 011 2460 | Basingstoke and Deane Borough Council, Civic Offices, London Road, Basingstoke, RG21 4AH



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Need more help?

If you need more help you can contact us by phone on **01256 844844**, Or come to the Housing and Benefits reception desk at the Civic Offices. Our opening hours are:

8.30 – 5.00 Monday – Thursday

8.30 – 4.30 Friday





About Basingstoke and Deane Homebid

Basingstoke and Deane Homebid is the way of looking for social housing in the borough of Basingstoke and Deane.

Rather than us deciding which housing to offer you, you can now choose which properties interest you.

All available properties are advertised on the internet at www.basingstokehomebid.org.uk and in a newsletter published weekly available to look at in a number of locations throughout the borough.

You look at the newsletter or website to find properties that interest you. You can bid for properties if you are on the housing register, or if you are a tenant of one of our partner Housing Associations and have registered for a transfer.



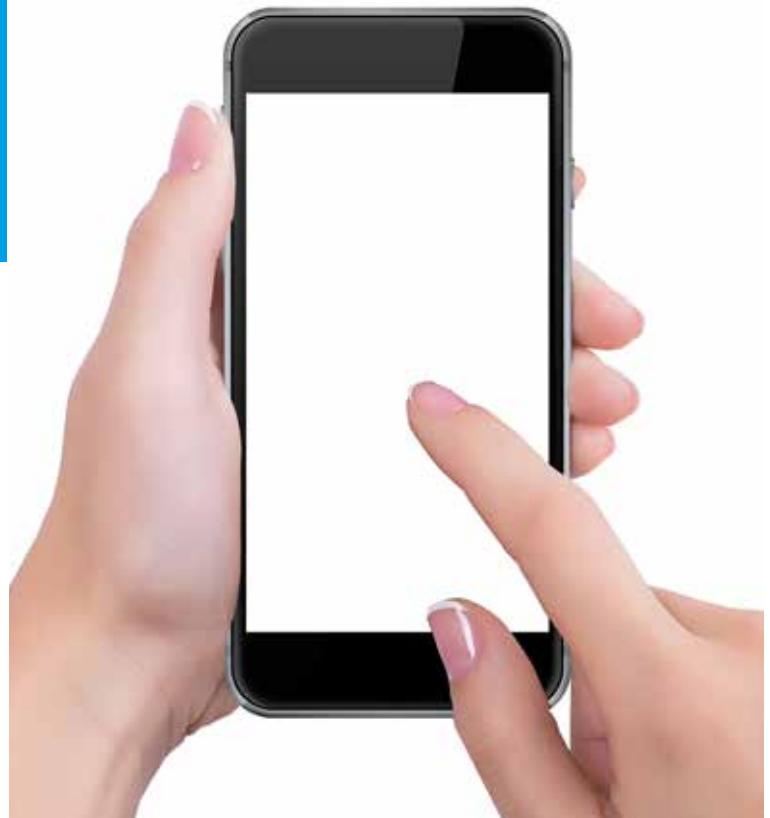
You can bid for properties in a number of ways:

- **Online using the website**
- **Using our automated 24 hour phone hotline**
- **By sending us a text message**

To help you decide which properties to bid for, you can see what priority of applicant was successful for recently let homes. This information is available both in the newsletter and on the website.

Before you bid for a property, you can find out where you would be in the shortlist for that property at the present time.

This information is available on the website and telephone hotline.



www.basingstokehomebid.org.uk



How to use the scheme

Register

How do I register?

To apply to join the housing register you must be an eligible person and you must also meet one or more of the qualifying criteria.

In order to assess whether you are an eligible person, you will need to provide your national insurance number and also answer questions about your immigration status.

In order to assess whether you qualify to join the housing register you will need to be:

- 16 or over **and**
- Living in the borough and have done so continuously for two years **or**
- Employed in the borough, on a permanent contract of 16 hours or more for two years prior to this application **or**
- A serving member of the armed forces **or**
- A former member of the armed forces, not currently living in the borough but resident for two years prior to being posted **or**
- Discharged from the armed forces within the last 5 years **or**
- A bereaved spouse or civil partner of a member of the armed forces, currently living or employed within the borough **or**
- A care leaver, placed outside the borough by Hampshire County Council **or**
- A homeless person, placed outside the borough by the council **or**
- A victim of Domestic Abuse and fleeing from the area of risk.

If you are 16 or over and meet one or more of the above qualifying criteria you will still not qualify to join the housing register if:

- You have a household income of £50,000 **or**
- You have savings/assets of £30,000 **or**
- You have a legal interest in a property in the UK or abroad.

To apply to join the register you will need to complete an online form and you can find this at www.basingstokehomebid.org.uk. If you require any assistance with completing the form, please contact the housing team on 01256 844844.





What happens once I have registered?

You will receive a letter, accompanied by this guide, which will tell you:

- Your unique reference number and memorable date password
- The band that your application has been placed in and the date of your application.
- The type and size of property/properties that you are eligible for.

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 the band you are in. You can do this by logging onto your account at www.basingstokehomebid.org.uk and updating your application.

At any time during your application and before you are offered a property you may be asked to provide documents to verify your situation. We will tell you what to provide and the timescale to provide it in.

How are properties advertised?

Properties are advertised each week on the website at www.basingstokehomebid.org.uk, and in the newsletter that is available in a variety of locations.

Properties appear on the website at one minute past midnight on Thursday, and are available for bidding until midnight on the following Monday.

The adverts tell you 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 or local connection.

A key to the terms and symbols used in the press adverts and the website can be found on the back cover.



Expressing your interest in a property

You can bid for one property each week. You can express your interest in one of the following ways:

On the website

Visit www.basingstokehomebid.org.uk and login using your housing application number and the date of birth of the main applicant, or your new memorable date if you have changed it.

By telephone

Call our 24hr automated bidding line on 0300 011 2460

By text message

Send a text message to 07781482317.

All bids received will be put in priority order to produce a list of eligible applicants for each property advertised.

The landlord of the property will carry out any outstanding eligibility checks, (e.g. rent checks, household circumstance checks).

If your name is at the top of the list you will normally be invited by the housing association to view the property unless there are reasons why we are unable to do this, for example, you have rent arrears or your current landlord is taking legal action against you for breaching a tenancy condition. You will be informed if this is the case by the housing association. If we are unable to offer the property to the applicant at the top of the list we will move to the next applicant and so on.

If you decide to refuse the property it will be offered to the next person on the priority list. You will be made three offers of accommodation only. If you refuse three offers, your application will be demoted to Band 3 for 12 months.

If you are offered a property you will not be short listed for other properties until you have decided to either accept or refuse the offer.

If you accept the property you will be advised when you can move in. You will also be given an appointment to sign the tenancy agreement and collect the keys.



Feedback

We publish information about homes that have been successfully let. We tell you the number of applicants that bid for the property, the band and application date of the successful applicants. This information is published in the newsletter and is available in the Recent Lets section of the website. This information will give you a better idea of how popular a particular property or area is and how long you would normally have to wait. You can then decide whether to look for other types of property or areas where you may not have to wait as long.



Which properties can I bid for?

You are only able to bid on properties that you are eligible for. For example, if you require only one bedroom you will not be able to bid for a two bedroom property.

The table below show which households are eligible to bid on which property types

Size/type of accommodation	Eligible Households
Bedsit	Single person
1 bed flat (above ground floor)	Couples Single person
1 bed house	Couples Single person
1 bed flat (ground floor)	Couples Single person Priority will be given to applicants who are disabled or require ground floor accommodation on medical/mental health grounds.
1 bed bungalow	Couples Single person Priority will be given to applicants who are disabled or require ground floor accommodation on medical grounds.
2 bed flat (above ground floor)	Single person Single Person (with a need for an additional to accommodate contact arrangements with children or a carer) Households with 1 or 2 children where the design of the property renders it suitable for family accommodation Single persons who are existing tenants of a registered provider within the borough and wish to release larger houses or bungalows. Pregnant women (28 weeks pregnant or more) Couples will be considered if there are no other applicants with a 2 bed need.
2 bed flat (ground floor)	Single person (with a need for an additional bedroom to accommodate contact arrangements with children, or who have a carer) Households with 1 or 2 children where the design of the property renders it suitable for family or accommodation Disabled people in need of ground floor accommodation. Single persons who are existing tenants of a registered provider within the borough and wish to release larger houses or bungalows. Pregnant women (28 weeks pregnant or more) Couples will be considered if there are no other applicants with a 2 bed need. <i>Where property is suitable priority will be given to applicants who are disabled or require ground floor accommodation on medical grounds</i>





Which properties can I bid for?

Size/type of accommodation	Eligible Households
2 bed bungalow	<p>Single People (with a need for an additional room to accommodate contact arrangements with children, or who have a carer)</p> <p>Households with 1 or 2 children where the design of the property renders it suitable for family or accommodation</p> <p>Pregnant women (28 weeks pregnant or more)</p> <p>Couples will be considered if there are no other applicants with a 2 bed need.</p> <p><i>Where property is suitable priority will be given to applicants who are disabled or require ground floor accommodation on medical grounds</i></p>
2 bed house	<p>Households with 1 child</p> <p>Households with 2 children</p> <p>Pregnant women (28 weeks pregnant or more)</p> <p>Couples will be considered if there are no other applicants with a 2 bed need.</p>
3 bed bungalow	<p>Households with 2 – 4 children</p> <p>Where property is suitable priority will usually be given to applicants who are disabled or require ground floor accommodation on medical grounds</p>
3 bed flat (ground floor)	<p>Households with 2 - 4 children</p> <p>Where property is suitable priority will be given to applicants who are disabled or require ground floor accommodation on medical grounds</p>
3 bed flat (upper floor)	<p>Households with 2 – 4 children (all aged 10+)</p>
3 bed house	<p>Households with 2 – 4 children</p>
3 bed lower level maisonette	<p>Households with 2 -4 children</p>
3 bed upper level maisonette	<p>Households with 2 – 4 children (all aged 10+)</p>
4 bed house	<p>Households with 3+ children</p>
5 bed house	<p>Households with 4 + children</p>



Couples' are regarded as joint or shared applicants who intend to live together as a family/household unit. It includes applications from single sex households.

The symbols that appear on the adverts indicate any restrictions about who is able to bid for a property.



Which properties can I bid for?

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

Accommodation for Disabled People with Access Needs

Properties which are deemed accessible (i.e. housing that has been designed or adapted to meet the needs of disabled people) will be prioritised for people who have access needs (or families with a disabled member who has access needs).

Disabled people with access needs (or families with a disabled member who has access needs) will be considered for other vacancies by virtue of their ranked position on the housing list where it is reasonable and practicable to adapt that property.



Local Connection

Applicants wishing to be considered for vacancies within the borough but in rural areas (outside of Basingstoke town) will only be shortlisted if they have a relevant local connection.



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How are applications prioritised?

Housing and transfer applications will be assessed and placed in one of the 3 bands below.

Within each band, applications will be placed on date order, with the application with the oldest date having the highest priority. The date used is the date that your application was registered.

Band 1 Applicants with reasonable preference (in housing need as defined below) with additional preference in recognition of an urgent need to move.

Band 2 Applicants with reasonable preference (in housing need as defined below.)

Band 3 Applicants with reasonable preference but with reduced priority.

Time Limited Bands

If your application is placed in Band 1, the time limit you can remain in this band is three months. At the end of three months your application will be reassessed and placed back into its original band. You will be expected to actively bid during the three months and it may be necessary in some circumstances to direct match you to a property. You will receive one offer of suitable housing only whilst in Band 1.

Applicants with reasonable preference but with reduced priority will be placed in Band 3 for 12 months or until the reason for their demotion has been resolved. Applicants may be placed in Band 3 for the following reasons:

- Unacceptable behaviour
- Deliberate worsening of circumstances
- Refusal of 3 suitable offers of accommodation
- Placement in supported housing

There are 10 categories of housing need.

If your situation falls into one of these categories, your application will be placed in Band 2, unless you have additional or reduced priority.

- **No Fixed Abode/No legal Right to Occupy**
- **Homeless within 28 days**
- **Accepted Homeless**
- **Overcrowding**
- **Sharing facilities with another household**
- **Armed forces personnel not in urgent need and who qualify for inclusion on the housing register.**
- **Welfare/Social grounds**
- **Medical/Physical disability grounds**
- **Mental health grounds**
- **Unsuitable accommodation**



Bidding on the website

The web site address to use when placing a bid is www.basingstokehomebid.org.uk.

Through the web site you can find full details about the scheme including everything in this document. You can search for properties that meet your needs and see the full details of those properties. You can also place a bid, withdraw a bid, find out if you are eligible and what your current queue position is.

You can only bid for properties where you match what the advert asks for.

For example, if the property advert states '**Suitable for a couple and two children only**' – regardless of your banding/priority – only couples with two children can bid for that property.

- Type www.basingstokehomebid.org.uk in to the address bar of your internet browser.
- Click the **Login/My Account** option then enter your unique reference number and memorable date.
[At this stage your login will be confirmed and details of any current bids will be shown.](#)
- 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.
[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 should you bid for this property will also be shown but note that this can change as other people bid. If you are not eligible then the reason you are not eligible will be displayed.
- For a property that you are eligible for click the Apply now button. 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.



What you need to bid

In order to bid you will need:

- Your unique reference number
- Your memorable date password
- The property reference number(s) that you want to bid for



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Bidding on the phone

The number to call when placing a bid is **0300 011 2460**.

You will be charged the local rate for this call but note that this rate will vary depending on your telephone service provider.

Through the telephone system you can place a bid, withdraw a bid, find out if you are eligible and what your current queue position is.

You can only bid for properties where you match what the advert asks for. For example, if the property advert states 'Suitable for a couple and two children only' – regardless of your banding/priority – only couples with two children can bid for that property.

Bidding using the telephone system is done using the number keypad on your telephone. As well as using the numbers on the number keypad you will also need to use the hash key.

- Start by calling the bidding line on **0300 011 2460**
- **What you will hear**
"Welcome to Basingstoke and Deane Homebid."
- "Please enter your unique reference number, followed by the **hash key**."
"You have entered the following unique reference number"
(the reference you entered will be read back to you)
"Press **1** to confirm your unique reference number, or press **2** to re enter"
"Your unique reference number has been accepted"
- "Please enter the day of your memorable date, followed by the **hash key**."
"Please enter the month of your memorable date, followed by the **hash key**."
- "Please enter the year of your memorable date using all four numbers, followed by the **hash key**."
For example one nine six five to represent nineteen sixty five."
- "Thank you, your details match our records."
- "Press 1 to make an application, press 2 to review your applications or press 3 to exit."

Making a bid

- "Please enter the property reference number of the property you wish to make an application on, followed by the **hash key**."
- "You have entered the following property reference number"
(the property reference number that you entered will be read back to you. If you are not eligible you will be told why, if you are eligible you will be told your current queue position. Note that your queue position will change as other people bid)
- "Press **1** to confirm, **2** to change the property reference number"
"Your bid has been accepted"



Bidding on the phone

Review/cancel your bids

- “you have bid on this property”
- “Press the number of the property that you wish to cancel the bid for followed by the **hash key**”

The property reference number and current queue position will be read out to you. You will be told: “Subsequent bids may affect your queue position, and some properties may be offered to the most suitable candidate.”

- “Press **1** if you are sure you want to cancel your bid otherwise press **2** to exit”

Exit

- “Thank you for using the system goodbye.”



What you need to bid

In order to bid you will need:

- Your unique reference number
- Your memorable date password
- The property reference number(s) that you want to bid for



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Bidding by text message

You can bid for properties using text (SMS) messages using a mobile phone.

You can only bid for properties where you match what the advert asks for.

For example, if the property advert states **'Suitable for a couple and two children only'** – regardless of your banding/priority – only couples with two children can bid for that property.

Charges

SMS charges do vary depending on who your mobile phone provider is but are usually **10p or less** per message.

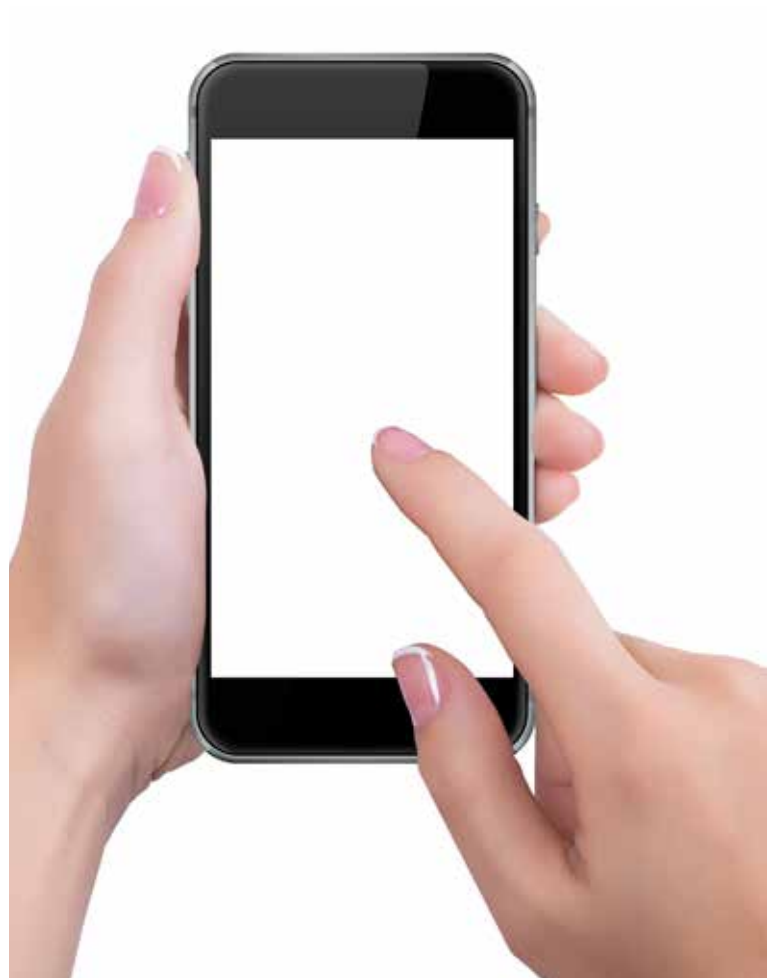
How to bid using a text message

In this example the unique reference number is 12345, the memorable date is 16th March 1975, the first property reference number is 336699 and the second property reference number is 445566.

You can bid for 1 property per text message.

- Start a new text message on a mobile phone
- Type: Your unique reference number followed by a space
- Type: Your memorable date password followed by a space - use 2 digits for day and month and 4 digits for the year e.g. 16/03/1975
- Type: the property reference number followed by a space. If you have finished bidding go to step 6.
- Send the text message to **07781 482317**

You will receive a text message confirming that your bid(s) have been made or, if they have not been made why they have not been made.



What you need to bid

In order to bid you will need:

- Your unique reference number
- Your memorable date password
- The property reference number(s) that you want to bid for



Further information

What do the symbols mean?

Property details



Single person



Couple



Family with younger children



Family with older children



Family with no dependent children



Bedrooms



Max Age



Min applicant age



No children allowed



Off street parking



Adapted



Has Garden



Supported Housing



Sheltered Housing or Extra Care
Sheltered Housing



Pets allowed / Pet restrictions



Key worker only



Energy efficiency



Car free scheme



Lift available

Types of property



Choice based lettings property

Rented property for eligible people on the housing register.



Shared ownership property

A property for people who may be able to buy a part share in a property.



Private sector property

An approved property available from a private landlord available to anyone.



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