



Welcome to Harborough Homes



Harborough Homes is a **Choice-Based Lettings** system, which means that you have the option to choose what property to bid on to suit your needs and wishes.

Harborough District Council do not own any properties but work in partnership with Housing Associations (landlords of social and affordable housing).

How does it work?

When you joined the housing register your application was placed in a band according to your need to move.

Now you can bid on properties that are suitable for you. Bidding on a property means you are registering your interest in it.

What can I bid on?

On your **online account** you can search for properties by location, bedroom size and other features.

We advertise properties every week from Thursday until the following Tuesday.

There are no properties advertised on Wednesdays.

You can only bid on suitable properties for your household's needs. This means the number of bedrooms you need or if you need an adapted property.

You can bid on up to 2 properties every week.

Independent Living Schemes are flats or bungalows which are advertised for applicants who are over 55 years old.

Harborough Homes

hhs@harborough.gov.uk

01858 821019

How do I bid?

Now you have a housing register application you have an **online account**. You can access your account by going to our website:

www.harborough.gov.uk

You will need your email address to log in and you can set your own password.

What happens after I bid?

When you have placed your bids on properties you will be placed on the shortlist. You can see what number you are on the shortlist on your **online account**.

Where you are placed on the shortlist depends on 2 things:

- what housing need band you are in
- how long you have been on the Housing Register

When the bidding ends each week the Housing Associations will contact successful applicants.

The successful applicant may be contacted by phone, text or email.

The Housing Association will make certain checks to make sure that the successful applicant is suitable for the property. They may check if the applicant can afford the property or if they meet the age criteria.

What if I change my mind?

If you have bid on a property and change your mind you can log into your **online account** and take your bid off. You can put it on another property if you like.

If you are offered the property but you don't want it, then you should give a good reason because it may affect your housing need band.

If you turn down **3 offers** of properties or you fail to attend **3 viewings** of properties then your application will be reassessed.

If you **don't bid** on anything, even when suitable properties have been advertised, then your application will be reassessed after 6 months.

Always tell us if your situation changes.

Can I bid on any property?

You can only bid on properties which are suitable for you and your household's needs.

Some properties are restricted by:

- Number of bedrooms
- Age of main applicant
- Pets
- Mobility needs
- Local connection to the parish/ village
- Number of children

The adverts will clearly state if there are any restrictions in place.

All Housing Associations have their own policies, which means that even if we accept you on our Housing Register you may be turned down for a property by the Housing Association.

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How does the banding work?

Everyone who is on the housing register has a **need to move**. From the information you gave us to support your application we put you in one of the following 4 housing needs bands:

Band 1: Time in band = 8 weeks

Homeless Households
Emergency welfare need to move
Emergency medical need to move
Complex need to move
Management need to move

Band 2: Time in band = 16 weeks

Threatened with homelessness and working with the council to resolve your homelessness
2 or more different, qualifying housing needs from Band 2
Overcrowding by 2 or more bedrooms
Currently in Supported Accommodation and ready for move on
Under-occupying social housing

Band 3:

Poor housing conditions
Welfare need to move
Medical need to move
Right to move
Insecure accommodation

Band 4:

Guilty of behaviour in the last 12 months which affects suitability to be a tenant but does not warrant exclusion from the housing register
Looking for low cost home ownership
Deliberately worsened circumstances to gain an unfair advantage on the Housing Register