



GUIDE TO CHOICE BASED LETTINGS



What is Leeds Homes?

Leeds Homes is a way for people to access affordable housing in Leeds.

What is Choice Based Lettings?

The idea is to offer people who want to move more choice over the type of home and area they would like to live in.

How does it work?

Available properties are advertised on a weekly basis in the Leeds Homes magazine and on the Leeds Homes website

www.leedshomes.org.uk

Customers can bid for up to 3 properties each week.

What do I do next?

It couldn't be easier to make a bid with 4 different options available.





01

Call 0113 247 6313

to make a bid by phone, simply:

- Call us on 0113 247 6313
- You will be asked for your membership number.
- You will then be asked for up to three property reference numbers.





OR

02

Click www.leadshomes.org.uk
to make a bid online, simply:

- Visit www.leadshomes.org.uk
- Log on using your membership number and date of birth.
- Follow the simple online instructions.



OR

04

Go to

Any local Housing Office or One Stop Centre and fill in a bidding form.

How long do I have to bid?

The bidding cycle runs from Wednesday morning at 8.30 am and finishes at 5pm on the following Monday.

Being the first or the last to bid won't matter (unless the property is advertised as first come first served). Once the deadline has passed the customer with the highest priority need who has had their priority for the longest time will generally be offered the property, unless the property is offered as first come first served.

Do I have to bid for 3 properties every week?

No. Only bid for properties that are suitable for you. If there are no suitable properties then you should not bid.

What is a valid bid?

You should only bid for properties if you fit the criteria for that property. You should look at who the property is suitable for in the advert.

For instance, sheltered accommodation is for people over the age of 60 who require sheltered housing. A 3 bedroom house wouldn't be suitable for a single person and a family of 4 couldn't live in a one bed flat.

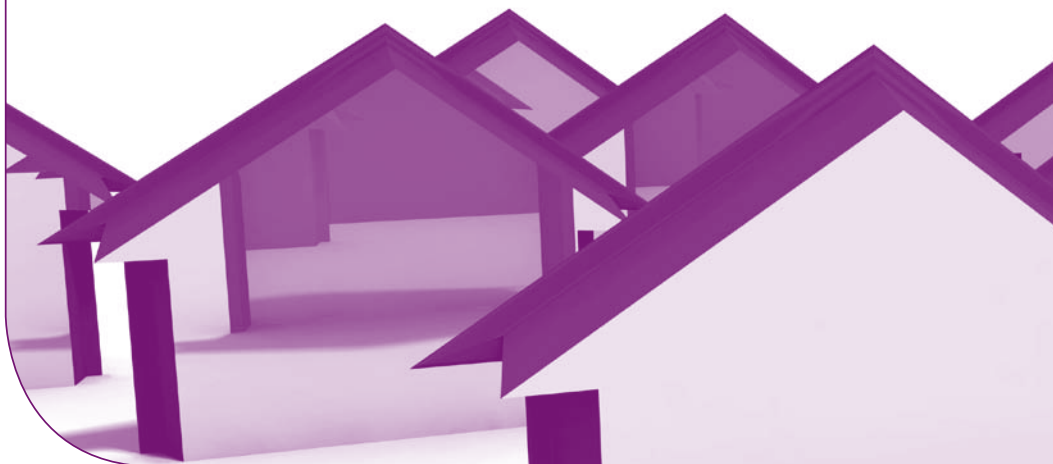
When you receive confirmation about your membership we will tell you what size of property is suitable for your household. If you bid for properties bigger or smaller than your needs you will not be successful.

My bids keep being unsuccessful. Is there any point in me carrying on?

Yes. Whether you become the successful bidder depends on who else bids for that property, what priority band they are in and how long they have had their priority.

The lower your housing need band the longer it may take you to be housed.

The more flexible you are about the area you wish to live in and the more properties you bid for, the more likely you are to be successful.



What are first come first served properties?

First come first served properties have been previously advertised and there were no suitable bidders the first time round.

The property will be offered to the first person to record a valid bid.

How will I find out if I have been successful?

Successful bidders will be contacted by the landlord who has advertised the property. They will then be asked to view the property.

Unfortunately we cannot contact unsuccessful bidders.

The Leeds Homes Website and weekly magazine also gives feedback on previously advertised homes.

We publish feedback giving the number of members who bid for a particular home, their priority need group and the length of time they have been registered as a member.

This information will help you decide what to bid for in the future.

Will I be able to move quickly?

Not necessarily. However, choice based lettings have made it much clearer how many properties are available and which areas have shorter waiting times. You will be able to make a more informed choice, either to wait for an area you really want or to decide on another area with a shorter waiting time, or to look at other Housing options.



How do we ensure fairness?

We assess customers according to their circumstances and how great their need is for housing.

You will be awarded a priority band that reflects your current housing needs. The factors we consider include the size of the family, whether your present home is overcrowded or under-occupied and if there are any medical or welfare issues.

What band will I be in?

There are 3 bands;

Priority Extra

Customers who:

- are homeless and in priority need according to the law.
- have an urgent medical need, for example, customers who are confined to one room in their home and their home is unsuitable for adaptations.
- live in a property which is unfit to live in, for example, if their home has been assessed as being uninhabitable or who are council tenants living in a clearance area.
- have any other urgent needs, for example, customers who are not legally homeless but have a very serious reason to move home.

Priority

Customers who:

- are homeless but the council does not have a legal duty to make an offer of permanent accommodation.
- need to move on medical grounds.
- are living in housing with poor conditions, overcrowding or a lack of facilities.
- have other needs, for example, need to move to give support to a family member.

General Needs

All customers who are not in a priority band or do not have a local connection to Leeds fall into our 'General Needs' band. You can have a local connection to Leeds through residence, employment or because close family members live in Leeds.

If I get priority how long will it last?

Your priority will last for 120 days.

Will I know when my priority ends?

We write to inform customers about when their priority ends.

Can my priority award be extended?

Yes. You can request an extension by contacting the local housing office where your membership form is held, but not within the first 90 days of your priority having been awarded. All extension requests will be considered on an individual basis.

What should I do if I feel that a wrong decision has been made?

You can ask for a review if you are unhappy about a decision we have made.

To find out more about your Right to Review contact Leeds Homes on 0113 247 6313.



If you would like more information about Leeds City Council's lettings policy you can:

Telephone us on: 0113 247 6313

Minicom: 0845 127 1113

Email us at: leeds.homes@leeds.gov.uk

Write to us at:

Leeds Homes Team, Environment and Neighbourhoods,
Merrion House, 5th Floor West, Merrion Centre, Leeds LS2 8BB

Produced by Leeds Homes, Environment and Neighbourhoods, August 2008