

## **2 weeks to go (cont.).....**

Between now and 18<sup>th</sup> Feb you will be able to bid for properties in the same way you do now. New customers won't be able to complete and submit the current housing application form after 7<sup>th</sup> February to allow time for us to set up the new bidding service from 19<sup>th</sup> Feb.

**If you are already registered** for rehousing with the Council, all the information we hold, including your priority, date you applied and your contact details, will transfer across to the new system. To access the new Leeds Homes website you will need an email address to create a password that will enable you to bid and manage your application on line. Your e-mail and password provide additional security so that your details and private information remain confidential. Once you have registered we can then communicate with you and of course, you will be able to contact us.

If you haven't got an e-mail address we are able to help people to get on line and there are many voluntary and community organisations who can help people. Look out for information about our Digital Inclusion Team in your local Community HUB, Housing Office or on our website. All of our Libraries, One Stop Centres, Community HUBS and Housing Offices have computers for customers to use, so if you visit one of these centres you will be able to access Leeds Homes and view available properties, make bids, or update your application with new information. We may also be able to loan you a tablet, subject to conditions.

**If you are not already registered** by 7<sup>th</sup> February you will be able to complete an application on line from 19<sup>th</sup> Feb, and you will need an e-mail address to be able to complete this process. There will be provision for people to complete a paper application form if they are vulnerable and struggling with the new system. We would encourage such customers to contact our Housing Options team based in Merrion House in Leeds City Centre on 0113 222 4412 as it is possible they may need other forms of support and advice. Between 8<sup>th</sup> and 18<sup>th</sup> Feb when no application will be accepted, anybody needing an urgent assessment can receive help from our Leeds Housing Options team based at Merrion House in Leeds City Centre. This will include an assessment to see if temporary accommodation is required.