

## Frequently Asked Questions

### **Are you advertising all available homes?**

We are gradually returning to full advertising and bidding capacity but still need to ensure that moves are carried in a safe manner for customers and staff. We have to arrange viewings, sign ups and final fixes in a way that is safe for both our teams and customers and in accordance with social distancing. The number of homes advertised each week is gradually increasing.

### **What is happening with Mutual Exchanges?**

We have now resumed the Mutual Exchange service for existing social landlord tenants. The local housing offices will be contacting all cases that were placed on hold before lockdown as a priority to see if they still want to go ahead with the exchange. If you are waiting to hear about an exchange that started before the lockdown period you can contact your local housing office to enquire. Please bear in my mind our teams are working hard to clear the back log of cases which built up over the lockdown period and we ask if you could please be patient with us a little longer.

### **I want to carry out a Mutual Exchange with another tenant. Can I still do this?**

We have now resumed the Mutual Exchange service so you can apply for a Mutual Exchange as per the [guidance on the Leeds Homes website](#). There may be a longer delay than usual with this process due to the team working on cases that were placed on hold during the lockdown period.

### **What about bids I have placed just before lockdown?**

Any bids made on or since the last bidding cycle that commenced on Wednesday 25th March have been cancelled and all active adverts have been withdrawn. This means any bids made since 25th March will not count.

### **Will my previous bids be honoured?**

All bids made prior to midnight Monday 23rd March will be honoured. You don't need to contact us, we will contact you in the normal way through the housing office who will call you to make all the necessary arrangements in accordance with current safety guidelines.

### **I can't see any properties that I am eligible to bid on when I log in?**

You will only be able to bid on properties that you are eligible for with the right amount of bedrooms and adaptations. As we are letting properties gradually there may be some weeks where there isn't anything you are able to bid on. If the information on your application is incorrect you can update your application on the Leeds Homes website.

### **I'm homeless and have nowhere to live. What do I do?**

All possession proceedings in both private rented and social housing continue to be on hold and/or cancelled. If you are roofless tonight, the Housing Options emergency team will call you back as soon as they can, 0113 222 4412.

**I'm worried about my medical needs in relation to my housing and I need to move urgently. What do I do?**

You can call the Independent Living Team Duty Line on 0113 3784900. You'll need to leave a voicemail with your details and someone will call you back as soon as they can, usually on the same day.

**My circumstances have changed since the crisis and I need a new assessment. What do I do?**

If you are entitled to a new assessment due to a change of circumstances, call Housing Options on 0113 222 4412. Someone from the team will contact you back via phone to do this. Timescales for contact will depend on the urgency of your situation.

**Will I lose my priority if I'm unable to bid?**

You will not lose your priority because you can't bid.

**When my priority expires will I still be able to apply for an extension?**

All priority awards that are due to expire will automatically be extended for a further 6 months. You don't need to contact us or take any further action.

**What if I am offered a property but I am unable to move due to self-isolation?**

The property will be held for you until you are able to move and normal services resume.

**Can I still register to bid?**

You can still apply to bid and your application will be fully registered as long as you have provided all of your proofs digitally. If you are unable to provide your proofs digitally, you can still apply online but will need to wait until the community hubs and one stop centres are re-opened to provide your proofs and have your application fully registered.

*Please note we will not be processing garage applications or letting garages until further notice. Please do not contact us with any queries relating to letting a new garage.*