HOW TO BID SCHEME GUIDE FOR PROPERTIES with Homesearch

BROXTOWE

Broxtowe Borough Council
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Nottingham
NG9 1AB
Tel No 0115 917 7777
Email: housing@broxtowe.gov.uk

GEDLING

Gedling Borough Council
Civic Centre
Arnot Hill Park
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NG5 6LU
Tel No 0115 901 3901
Email: housingneeds@gedling.gov.uk

RUSHCLIFFE

Rushcliffe Community Contact Centre
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West Bridgford
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NG2 6BN
Tel No. 0115 981 9911
Email: customerservices@rushcliffe.gov.uk

How to place a bid

If you have found a property that is the right size for your household and you would like to be considered for it, you need to tell us. This is called placing a bid. A bid is not a financial bid, but an expression of interest in a home.

You can place a bid in the following ways:

- By using the Homesearch website at www.home-search.org.uk
- By telephoning 0300 011 0311
- In person at the council offices
- By post, using coupons which are available from the council

Using the Homesearch website

You can use the Homesearch website to view available properties, place bids, review your bidding history and keep your application up to date. You will need your registration number and your memorable date to log in.

If you do not have a computer with internet access, you can use an internet kiosk situated in many of the council's buildings, or you can use the internet at your local library. You will need to be a member of your library to do this but it is free to join.

By telephone on 0300 011 0311

You can telephone us on 0300 011 0311. The automated telephone service will then ask you to use your telephone keypad to key in your application number, your memorable date and the reference number of the property you want to express your interest in. Calls are charged at no more than the UK national rate, even if calling from a mobile phone. Free minutes as part of a call's package can also be used with this number.

Bidding in person

You can bid in person by coming to one of the council offices. You will need to have your unique reference number with you and some identification.

Placing a bid by post

You can ask your local council to send you postal coupons. Your registration number will be on the coupon. You need to write in the reference numbers of the properties you want to bid for and post the coupon back. You can only use one coupon for each letting cycle (two weeks).

Need help to bid?

If you require assistance in using Homesearch please contact

Broxtowe Borough Council on 0115 917 777
Gedling Borough Council on 0115 901 3901
Rushcliffe Borough Council on 0115 981 9911

What happens next?

Once bidding closes, the landlord will get a shortlist of everybody who bid for the home, in order of housing priority. The landlord will normally contact the person at the top of the list to arrange a viewing, and will work their way down until they have found their new tenant.

If you do not hear from the landlord, you may not have been successful, so please bid on another suitable home next time around.

Each time we advertise homes, we also publish information on the successful bidders for homes that we have advertised in the past. We do not give their personal details, but we publish what band they were in, how long they had been waiting and how many people bid for the home. This shows you which properties and which areas are more popular, and how long you might expect to wait for a home there. This can help you decide how to bid in the future, or what other options you might look at.

Bidding on the website

The website address to use when placing a bid is
www.home-search.org.uk

Through the website 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 will be considered for properties where you match what the advert asks for.

For example, if the property advert states 'Suitable for a family and two children only' - regardless of your banding/priority - only families with two children will be considered for that property.

What you need to bid

In order to bid you will need:

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

Don't be worried about the word 'bid'. You won't be parting with any money. All this means is that you are actively interested and wish to be considered for the property you are applying for.

Type **www.home-search.org.uk** into the address bar of your internet browser.

1 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.

2 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.

3 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.

4 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.

Bidding by telephone

The number to call when placing a bid is 0300 011 0311. 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.

For example, if the property advert states 'Suitable for a family and two children only' - regardless of your banding/priority - only families 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 (#).

What you need to bid

In order to bid you will need:

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

Start by calling the bidding line 0300 011 0311

What you will hear	What to do
'Welcome to Homesearch. Please select your language from the following list. Press 01 for English, press 02 for etc.....'	Press the number on the keypad to choose the language that you want (e.g. press 0 1 for English)
'You have selected English. Press 1 to confirm, 2 to reselect your language.'	Press 1 on the keypad to confirm
'Please enter your unique reference number, followed by the hash key.'	Enter your unique reference number. For example if your reference was 1245 you would enter: 1 2 4 5 #
'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.'	Press 1 on the keypad to confirm
'Your unique reference number has been accepted.' 'Please enter the day of your memorable date, followed by the hash key.'	If your memorable date was 15th May 1952 you would enter for the 15th: 1 5 #

What you will hear	What to do
'Please enter the month of your memorable date, followed by the hash key.'	If your memorable date was 15th May 1952 you would for the month of May enter: 0 5 #
'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.'	If your memorable date was 15th May 1952, for the year 1952 you would enter: 1 9 5 2 #
'Thank you, your details match our records.' 'Press 1 to make a bid, press 2 to review your applications or press 3 to exit.'	To make a bid press: 1 To review and/or cancel bids that you have already made press: 2 To exit press: 3
Making a bid 'Please enter the property reference number of the property you wish to make an application on, followed by the hash key.'	Enter the property that you want to bid for. For example if you wanted to bid for property 9591 you would enter: 9 5 9 1 #
'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.'	Press 1 on the keypad to confirm. You can then make further bids, if allowed, review your bids or exit.
Review/cancel your bids 'You have bid on these properties.' (If you have already bid for properties you will be read a list of the properties with a number, for example, property number 9491) 'Press the number of the property that you wish to cancel the bid for followed by the hash key.'	If you want to cancel or review the bid for property number one then enter 1 #

What you will hear	What to do
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.'	Press **1** on the keypad to cancel your bid. Press **2** on the keypad to exit.
Exit 'Thank you for using the system. Goodbye.'	