

Choice Based Lettings Information Booklet



Introduction

This booklet is designed to give a summary of our Housing Allocation Policy.

A summary of the full policy can be found on the Council's website at

www.bolsover.gov.uk You should carefully read these notes before you complete the application form.

What is Choice Based Lettings (CBL)?

CBL is how we allocate Council properties. Each week we will advertise properties and give applicants the opportunity to "bid" for the properties they are interested in.

This enables applicants to be directly involved in the allocation of properties and make choices about areas and types of property they want to live in. By increasing choice we hope to develop more settled and sustainable communities.

Who Can Apply?

We operate an open waiting list so most people over the age of 18 can apply.

We do exclude certain groups of people from applying for housing (please see the Housing Allocation Policy for further details) examples include:

- ▶ People under the age of 18.
- ▶ People who are prohibited by law from having access to public housing.
- ▶ People who are ineligible as a result of their immigration status.
- ▶ People who cause antisocial behaviour.
- ▶ People who have had a serious tenancy breach.

We will not offer accommodation to some people as a result of their actions. (Note, these are not blanket rules, and we will consider each case individually).

Examples include:

- ▶ Tenants who have broken their tenancy agreement.
- ▶ People who have housing related debt.
- ▶ Applicants who have provided false information.
- ▶ Applicants who have made their own housing situation worse.

a. Current tenants of the Council who have been

tenants for less than 5 years unless they are covered by b or c below

b. People who have been tenants for the council for between 3 and 5 years and:

- EITHER - There has been an change in the number of people in the household (including births and deaths, but excluding lodgers) and as a result of this the home is either under occupied or overcrowded.
- OR Tenants who need to pay bedroom tax (also referred to as under occupancy charge)
- OR People who move into sheltered housing for the first time (this does not include people moving between sheltered properties)

AND In each of these cases a Housing Officer can make a recommendation (either a Housing Needs Officer or Tenancy Management Officer) and this must be agreed by the Head of Housing.

c. In exceptional circumstances when agreed by the HARP panel.

Any applicant who has voluntarily given up their Bolsover District Council tenancy will not be able to reapply for a period of 5 years.

We also have special rules for people where we have fitted adaptations to their current home within the past 5 years.

If an applicant is excluded from the waiting list, or their application is not being considered the applicant will be informed in writing and have a right to appeal.

Applicants with a Connection to the Council

If an applicant has a connection to us they will be treated no differently than any other applicant. However, before any offer of accommodation is made this must be agreed with a Senior Officer.

Applicants MUST let us know if they are:

- ▶ A current member of staff, or have worked for this Council in the last 10 years.
- ▶ An elected Councillor of Bolsover District at any time over the past 10 years.
- ▶ A close family member of any of the above (mother, father, son, daughter, brother, sister, partner, nephew, niece, uncle, aunt, grandparent or grandchild).



- ▶ An applicant who works for, owns, is a shareholder or board member of any organisation that has a contractual arrangement of over £10,000 per year with the Council.

Applicants with a Local Connection

If an applicant has a connection to the Bolsover District they may be entitled to additional priority and local connection points. To be eligible for local connection an applicant must fulfil at least one of the following criteria.

- To be eligible for the local connection an applicant must also qualify for as giving or receiving support at a medium or high level.
- People (excluding general needs owner occupiers) who currently live in the District and have done continuously for 12 months.
- People who moved away but who have previously lived within the District for 3 of the last 5 years.
- People who are currently in the armed forces, or have left the armed forces in the past 2 years – who have lived in the District for a total of 5 years.
- People who have current permanent employment within the district, working more than 12 hours per week, and this has lasted more than 12 months.
- People with a close relative living in the area (parents, grandparents or children) – when the relative currently lives in the area and has lived in the area continuously for a period of 5 years.
- Any key worker who has permanent employment of over 12 hours per week, or an offer or permanent employment of over 12 hours per week will be regarded as having a connection with the district. Key workers are regarded as Teachers, Teaching Assistants, Nurses, Police Officers and Fire Fighters. In addition the Head of Housing may, from time to time, add to this list and include employees of certain companies if access to accommodation is viewed as a barrier to growth or relocation to the District.

All applicants will need to provide details of previous addresses and proofs of addresses for family members which will determine if there is a local connection.

Exceptions to this can be agreed by the HARP panel.

Multiple Applications

Applicants may only appear on one housing application and in all cases their application takes precedence.

For example:

An adult child living with parents may appear as part of their parent's application and also make an application in their own right and in some cases it may appear that two households are overcrowded and overcrowding points awarded to both applications. The applicant in their own right would take precedence and their details removed from the parent application.

A couple living apart but are wanting to be rehoused together, Partner A makes an application as Applicant 1 with partner B as applicant 2. Then Partner B makes an application as Applicant 1 with Partner A as applicant 2. In such cases only the higher scoring form will be considered and the other application will be cancelled.

Affordability

In some circumstances applicants will be required to complete a financial assessment of their circumstances with the Housing Needs Officer before any offer of accommodation is made. This is to ensure that the applicant is fully aware of the financial responsibility of holding a tenancy, and to avoid additional debt.

If, as a result of this assessment, the property is unaffordable the applicants will be advised to seek specialist support. The applicant will not be considered until the applicant meets the acceptable standard. The applicant may request a review after 8 weeks have elapsed.

Applicants who are subjected to the financial assessment include:

- ▶ All applicants under the age of 30.
- ▶ All applicants who are holding a tenancy for the first time.
- ▶ All applicants whose current rent account has been in arrears of 4 weeks rent or over at any time in the previous 6 months. The financial assessment will take account of how this has been repaid.
- ▶ Others where the Housing Needs Officer or Tenancy Management Officer feels there is a risk.



Details of the financial assessment will be kept as part of the application.

The HARP Panel

We have tried to make the allocations scheme easy to understand, and flexible enough to cope with most cases. However, there are some cases that are more complicated and not easily dealt with. We operate a panel of officers to deal with such cases, this is known as the Housing Application Review Panel (HARP).

The role of the panel includes:

- ▶ Allocating properties with extensive adaptations.
- ▶ Considering cases where the housing needs of an applicant are not met through the normal guidance (for example when an applicant uses medical equipment which needs its own room).
- ▶ Considering unusual and complex applications - and the appropriate priority and/or property type for these applicants.

How to Apply for Housing

An application for housing must be made on our official form. We will ensure the form is made available in different formats on request.

If a form is not fully completed it will be returned to the applicant for completion.

All applicants will be required to provide two separate proofs of identity and two separate proofs of their current address from the list below. Wherever possible one piece of photo ID is to be submitted for each applicant.

Proof of identity include:

- ▶ Valid Passport - any nationality
- ▶ UK Birth Certificate - full or short form acceptable including those issued by UK authorities overseas such as Embassies, High Commissions and HM Forces (must be in current name - any additional changes to name eg. marriage, divorce, must be supplied)
- ▶ Valid UK issued Driving Licence England/Wales/Scotland/Northern Ireland/Isle of Man - photocard only
- ▶ EU National Identity Card (EU countries only)
- ▶ HM Forces ID Card (UK)

- ▶ Adoption Certificate (UK)
- ▶ Marriage/Civil Partnership Certificate
- ▶ Bus pass with photo ID
- ▶ Formal notification of benefit award letter (must have been issued within last 12 months)
- ▶ Child Benefit Acknowledgement letter
- ▶ Disability Blue Badge with photo ID
- ▶ Working Tax/Child Tax Credits (must have been issued within last 12 months)

Proof of address include:

- ▶ Letter from General Practitioner (Doctor) (documentation must be less than 3 months old)
- ▶ Financial Statement e.g. pension, endowment, ISA (documentation must have been issued within last 12 months)
- ▶ Bank/Building Society Statement (documentation must be less than 3 months old)
- ▶ Utility Bill electricity, gas, water, telephone - including mobile phone contract (documentation must be less than 3 months old)
- ▶ TV Licence (must have been issued within last 12 months)
- ▶ Addressed Payslip (documentation must be less than 3 months old)
- ▶ Credit Card Statement (documentation must be less than 3 months old)
- ▶ Mortgage Statement (must have been issued within last 12 months)
- ▶ Rent Statement (documentation must be less than 3 months old)
- ▶ Formal notification of Benefit award letter (documentation must be less than 12 months old)
- ▶ Addressed Insurance Policy documents (must have been issued within last 12 months)
- ▶ Council Tax Statement (UK) (must have been issued within last 12 months)
- ▶ Work Permit/Visa (UK) (must have been issued within last 12 months)
- ▶ Where it is unclear that a child is a permanent member of the household and lives with the applicant for 3 or more nights a week you will



be asked to provide a clear legal agreement for residency arrangements. Acceptable proof will include:

- ▶ Court Order - Access arrangements Court Order - Legal guardianship
- ▶ Child benefit acknowledgment letter
- ▶ Working Tax/Child Tax Credits

We must see the original documents – photocopies are not acceptable.

On receipt of your completed application form, we will:

- ▶ contact you within ten working days if we need to arrange an interview at your home or at one of our local offices, or if we need any further information or proof
- ▶ contact you within 20 working days once we have received all relevant information to confirm that your application is active and the band your application has been placed in.

All applications will be reviewed annually on the anniversary month of the original application.

It is very important if you are homeless or about to become homeless for whatever reason, that you contact the housing department immediately where housing advice and options will be discussed with you. This could include the completion of any relevant forms.

References

All applicants who are currently in rented accommodation (excluding Bolsover District Council tenants) will have to provide a reference from their current landlord on the form provided by the Housing Department. The landlord has the opportunity to send the reference back to the applicant or directly to the housing department. However, the application will not be processed until the reference is received. If the reference is not received from the Landlord your application for rehousing will not be processed after 10 working days.



Letting Bands and Points

When an application is received we will assess the application and award points. Applicants will be placed into 1 of 4 Bands dependant on their circumstances. There is a single housing register which means that existing tenants will have their application assessed on the same basis as other applicants on the register.

Band A – Urgent need for rehousing

- ▶ Applicants who are statutorily homeless following an assessment by us.
- ▶ Applicants whose current property is statutorily unfit.
- ▶ Applicants, or a member of their household, with severe medical needs.
- ▶ Applicants where there is an immediate threat of harm.

This priority usually lasts for three months. Applicants in this group are ranked by date order (based on the date the priority was awarded).

Band B – High need for rehousing

- ▶ Existing Bolsover District Council tenants releasing a high demand property.
- ▶ Existing Bolsover District Council tenants living in a property with substantial adaptations where these are no longer needed by the household.
- ▶ Existing Bolsover District Council tenants who need adaptations to their current property.
- ▶ Applicants, or a member of their household, with high medical needs.
- ▶ Applicants with a proven local connection.

This priority usually lasts for one year. Applicants in this group are ranked by the number of points awarded.

Band C – Some need for rehousing

- ▶ Applicants from within the Council's area who are:
 - ▶ Tenants of Bolsover District Council.
 - ▶ Tenants of a Housing Association.
 - ▶ Owner occupiers within the district who are over 60 or with a need for specialist accommodation.
 - ▶ Applicants who privately rent.
 - ▶ Applicants who leave specialist move on

accommodation as part of a planned process and when agreed by us).

- ▶ Applicants with low medical need.
- ▶ Applicants who are lacking or sharing amenities (toilet, kitchen, hot water, central heating) – this does not include sharing with family or friends, or single people under 25 or where the actions of the applicant have contributed to the loss of amenities).
- ▶ Applicants with a proven local connection.

Applicants from outside the district

- ▶ who meet any of the above criteria who want to move to the district to either give high level of support to a resident of the district or receive high levels of support from a resident.
- ▶ who have a “local connection” to the Bolsover district please see page 3 for further details.

There is no time limit for this priority group, and applicants will be ranked in points order.

Band D – Low need for rehousing

- ▶ Owner occupiers from within the district who are under the age of 60.
- ▶ Tenants of other local authorities.
- ▶ Tenants of Housing Associations from outside the district.
- ▶ Other applicants from outside the district.

There is no time limit for this group, and applicants will be ranked in date order (based on the date of application).



What Kind of Property Can I Bid For?

The size and type of property an applicant can apply for depends on their household make up.

	1 Child Family	2 Child Family	3 Child Family	3+ Child Family	Single Person	Single Person 50+	Single Person 60+	Childless couple	Couple 50+	Couple 60+	Single Person Disability	Couple Disability	All 2 Adult	All Adults	Access to children
Bedsit					YES	YES	YES								
1 bed flat - ground floor					YES	YES	YES	YES	YES	YES	YES	YES			
1 bed flat					YES	YES	YES	YES	YES	YES					
2 bed flat - ground floor	YES	YES			YES	YES	YES	YES	YES	YES		YES	YES		
2 bed flat - upper floors	YES	YES			YES	YES	YES	YES	YES	YES			YES		
1 bed bungalow						YES	YES		YES	YES	HARP	HARP			
2 bed bungalow							YES			YES	HARP	HARP			
3 bed bungalow (adapted)	ALWAYS ALLOCATED THROUGH HARP PANEL														
1 bed house					YES	YES	YES	YES			YES	YES			
2 bed house	YES	YES										YES	HARP	HARP	YES
2 bed plus house *	YES	YES										YES		HARP	
3 bed house		YES	YES	YES										HARP	YES
4 bed house			YES	YES											
Older person - 1 bed flat							YES			YES	HARP	HARP			
Older person - 2 bed flat							YES			YES	HARP	HARP			
Sheltered bedsit							YES				HARP	HARP			
Sheltered 1 bed flat							YES		YES	YES	HARP	HARP			
Sheltered 1 bed bungalow							YES		YES	YES	HARP	HARP			
Sheltered 2 bed bungalow							YES			YES	HARP	HARP			

* See page 8 for details

Applicants with disabilities

Applicants with disabilities will usually be considered for the same type of properties as other applicants. However, applicants with mobility issues will not be considered for upper floor flats. Applicants with disabilities may be considered for other types of accommodation (for example if there is a need for level access accommodation an applicant under the age of 50 maybe considered for a bungalow). All such cases will be considered individually by the HARP panel.

*The tables on the previous pages refer to 2 bed plus house. These are in areas where there are shortages of 2 bed houses. We may occasionally advertise a 3 bed house as a 2 bed plus house and accept bids from people who qualify for either sized property.

Household Size

We will not offer an unsuitably sized property that means the applicant would be either overcrowding or underoccupying a property. There is an exception for people who are moving from a large Council property to a smaller Council property or when allocating “plus” houses. As there is a shortage of one bedroom general needs properties within the district, it is possible for a single person or a couple to be allocated a two bedroom flat, where the tenants will be subject to the Under Occupancy Charge (Bedroom Tax). However before an offer will be made an additional step of financial assessment will be undertaken. Officers will interview applicants to explain the costs associated with living in a property, and makes a financial assessment on their ability to meet this commitment.

If this assessment suggests that the accommodation will be unaffordable the offer will be withdrawn and the applicant awarded financial points for a one bed property only, unless these have already been awarded.

There are some general rules about overcrowding and family size. These are Council rules and are more generous than statutory guidance.

- ▶ No more than 2 children should share a room.
- ▶ A child up to the age of 8 can share a bedroom with one other child of either sex.
- ▶ Children over the age of 16 should have their own

bedroom.

- ▶ Children are not considered as part of a household if the children live elsewhere or the children live with the applicant for less than 50% of the time.
- ▶ Families headed by one parent will be treated in the same way as a family headed by a couple.
- ▶ Two people living together will be treated as a couple regardless of marital status or sexual orientation.
- ▶ Couples should have their own bedroom and not share with children.
- ▶ Non dependents are disregarded unless they have lived with the applicant for a period of 12 months.
- ▶ Lodgers are always disregarded.
- ▶ No additional points are awarded for pregnant women.

Points will be awarded for households that are overcrowded to a maximum of 2 bedrooms lacking.

Application for accommodation explained

The guide follows the order the questions are asked in the application for accommodation and provides explanatory notes.

All questions on the form should be fully answered or there could be a delay in dealing with your application.

Proof of identification and proof of address must be provided, original documents only, photocopies will not be accepted.

If you are a tenant of a private landlord, other Council or Housing Association a reference from your landlord must be provided on the form attached.

Your application will not be processed without this information.

Incomplete application forms will be returned.



You and your Household

Present address – where you are currently living.

Correspondence address – if you want to use a different address for us to send correspondence to.

Length of time at current address – this helps us to calculate the amount of residency points you are entitled to.

Title – in order to help us to address you correctly please note whether you are a Mr / Mrs / Ms / Miss or other.

First names – please insert all of your first names to help us to identify you from other applicants.

Date of birth – this helps identify the types of properties you are eligible for.

National Insurance number – this helps us to identify you from any other applicants with a similar name.

Area of origin – some applicants are entitled to village of birth points this helps us to allocate these points.

Have you ever been known by another name – this is to help us identify if you are already known to us.

Please list everyone wishing to be rehoused with you (including children) – this is to help us identify the type of property you are eligible for.

If anyone included in the application lives at a different address – this is to help us identify the type of property you are eligible for.

Please give details of anyone who shares your accommodation at present but is not to be rehoused with you – this is to help us identify whether you are living in over crowded accommodation or whether you are under-occupying your property.

If you have parental access to children – we will try to accommodate your housing needs if you have parental access to a child / children.

Pregnancy – details of expectant mother's are required to indicate your future housing need, points for the baby will not be awarded until it is born. However details of your pregnancy may be taken

into account when we are shortlisting certain types of property. We need to have a copy of your certificate confirming pregnancy and a copy of the birth certificate when the child is born.

Where You Live Now

Information about your home – this information is needed to ascertain what tenure points should be awarded to your application.

The type of property and number of bedrooms help us to ascertain over or under occupancy.

Employment and Income

We ask for details of your employment and income because it helps us to identify if we can offer you an alternative to Council housing. Some key workers living outside the district of Bolsover may be entitled to additional priority (see local connection).

Armed forces people who are currently serving in the armed forces or have left in the past 2 years may be entitled to additional priority (see local connection).

Do you have any close relative living in the Bolsover District Council area – this helps us to identify what connections you have with our area.

Pets – we ask you about any pets or animals as our tenancy agreement states you are only allowed to keep one dog and/or one cat, caged birds or fish, 'family pets' without first obtaining the Council's permission.

Previous addresses – please give full details of any previous addresses in the last 10 years. Failure to complete this fully will result in your application for rehousing being returned to you.

Health and Social Factors

Medical need – any applicant who lets us know of a medical need on their application form will be required to complete a more detailed form for the Council to assess their medical need. Medical points will not be awarded to people who do not provide this information. If applicants choose to send in additional information this will be at their own cost.



When considering medical need we consider two factors:

- ▶ Firstly, the medical condition, and
- ▶ Secondly, the applicants current living arrangements.

We will then make a decision as to the level of points to award. In the case of applicants having high or urgent medical need we will always seek independent medical advice, and may choose to seek such support from outside agencies – we ask for this information so that if necessary we can liaise with the appropriate agency to ensure that the correct type of property is offered to you and that the appropriate amount of support will be available to help you sustain your tenancy.

Social needs factors section – please use this section to include as much information regarding your social factors. Points may be awarded to applicants who may come to harm and also whose welfare is at risk in their present accommodation or if a move is needed to give or receive support for health reasons. Please give as much information as possible. All factors will be substantiated before the necessary points are awarded.

General Information

Failure to complete section D, of the Housing Application Form fully and accurately could result in your application for rehousing not being considered.

Equal opportunities monitoring

Although this page is not relevant in determining your application, we ask that you complete these sections to help us check whether we are being inclusive and allowing all sections of society to have access to our services. This information is kept confidential and used for monitoring purposes only.

General Support

If you would like us to discuss your application for rehousing with someone else please give details here.

Declaration and Signature

We cannot process your application for accommodation if this is not signed.

What accommodation do you need?

Please complete this section to include the types of property and areas you would like to be considered for.

Page 17 of the Housing Application Form asks you to choose the town/village where you would accept an offer of accommodation.

Award of points

Points are awarded to all applicants, but are only used to rank applicants in band B and band C. A full list of the categories of points appear in the full policy that is on the Council's website, at www.bolsover.gov.uk but include the following categories:

- ▶ Tenure
- ▶ Waiting time on the list
- ▶ Length of current residence (not owner occupiers)
- ▶ Area of connection
- ▶ Medical needs
- ▶ Social needs
- ▶ Overcrowding
- ▶ Age
- ▶ Children in flats
- ▶ Lacking or sharing amenities
- ▶ Under occupation or over occupation of a council property.

Advertising Properties

Most vacant properties will be advertised. The adverts will be available on our special website at www.bolsoverlettings.org.uk

Newsletters will be available each week from our Contact Centres, in Clowne, Shirebrook, South Normanton and Bolsover. We can arrange to post newsletters but we will make a charge to cover the cost of this. Please contact the Housing department should you wish to take up this option. The newsletter will contain information and a photograph of each property.



What Happens Next

How to bid for a property

Properties will be advertised each week. The bidding time will start on Thursday morning and close at midnight the following Tuesday for bidding online (no bids will be accepted on a Wednesday). There are several ways to make a bid. For example:

- ▶ On the internet – go to **www.bolsoverlettings.org.uk** and log on with your Reference Number and your Pin Number.
- ▶ Contact Centre staff – call into any of our Contact Centres and a member of staff will be able to make a bid on your behalf. They will need your Reference Number to enable them to make the bid.

The timing of the bid has no bearing on the selection process. There may be occasion where a property is withdrawn or excluded from the bidding process. All applicants are eligible to bid on 3 properties each week.

Please only bid for properties you are genuinely interested in.

How are the bids sorted?

All bids that are received before the closing time will be considered. For band A we will rank the bids by the date that the applicant received priority. This means that the person with the earliest date of band A will be offered the property.

For band B and band C we will rank the bids by the number of points. This means the person with the most number of points who has made a bid will be offered the property.

For band D we rank the bids by the application date. This means the person with the earliest applicant date will be offered the property.

The successful applicant will be contacted shortly after the closing date. We will usually carry out a visit at the home of the applicant, this is to check that the details on the application are correct. If the applicant is a tenant of this Council we will check the condition of the property, the rent account and other terms of the tenancy agreement before making an offer of accommodation. If the applicant is a tenant elsewhere we may still carry out a home visit and we may also request a further reference from the landlord if applicable.

If during this visit the applicant is unsuitable we will not make the offer of accommodation, but we will look at the next applicant.

Unsuccessful applicants will not be contacted. The results will be published on the website at **www.bolsoverlettings.org.uk** and in newsletters. This will help applicants to understand how long they may be waiting for a particular area or type of accommodation.

Offer

Once bidding closes all bids received for each property will be placed in priority order according to the band the property was advertised in.

- ▶ **Band A – date of priority**
- ▶ **Band B – points order**
- ▶ **Band C – points order**
- ▶ **Band D – registration date (date of original application)**

The landlord of each property will be allocated after undertaking some eligibility checks. If your bid is successful you will normally be invited to view the property.

If you refuse the property, the next person on the 'priority list' will be invited to view the property. We will not automatically defer your application if you refuse a property you have chosen. However, we may review your priority if you refuse a suitable property.

Successful applicants are usually contacted within a week of the bid closing. However, the majority of our properties are advertised some weeks before they are ready for occupation.

If you have an offer you will not be able to bid for any further properties until you have made a decision to accept or refuse an offer or accommodation.



Feedback

All properties are listed in the Recent Lets section once they have been let.

This feedback will give information on the bidding for each property. See below for an example of what the feedback will look like:

It is not possible to notify you individually when your bids have been unsuccessful, however if you were in

Position 1 and we are unable to offer you the property for whatever reason we will always contact you and give you a reason why you were not successful.

We recommend that you examine the feedback lists and consider whether you would have better chances of offers if you bid for other property types or areas.

Address	Band	Points	Effective date	Registration date	Number of bids	Area	Property type	Bedrooms	Sheltered
48A HOLMEFIELD ROAD	Band A	432	07/02/2011	07/02/2011	4	Holmefield Road Estate	Upper Floor Flat	2 Bed	No
4 BRAMLEY ROAD	Band D	8	05/11/2004	05/11/2004	3	Bramley Vale	House	3 Bed	No
11 WHITWELL COMMON	Band C	77	25/01/2003	25/01/2003	4	Whitwell Common Estate	House	3 Bed	No
STRATTON ROAD	Band C	78	21/11/2009	21/11/2009	19	Stratton Road Estate	Bungalow	2 Bed	No

The Adverts

Our adverts give details of the property and who can bid and contain symbols for an 'at a glance guide' to the details and who can bid for it. For example:

CBL Property

Rent: £85.61
Other charges: £26.25
Total Cost: £111.86
Bolsover

Bedrooms: 1



ALDER HOUSE, SHIREBROOK, NG20 8QB

Sheltered Housing, Shared garden, District heating, Check bathroom on viewing, Sheltered Applicants Only: Yes, Minimum Applicant Age: 60, Min bed 1 Max Bed 2,







Ref no: 91675

A range of symbols are used to tell you about the property



The number of bedrooms in the property



The property advertised is sheltered housing



The minimum age that an applicant must be to apply for the property (age restriction will be displayed within the icon when viewed on the Property website or the Newsletter)



Garden facilities



Parking facilities



The property is wheelchair accessible or has been adapted and priority will be given to households assessed as needing these adaptations.



If pets are allowed at the property



Energy Efficiency



Viewing a Property

We aim to let properties as soon as possible. In many cases this means that we will advertise properties before the current tenancy has ended. Please respect the privacy of others and do not attempt to identify or view any property unless we have arranged this as a successful bidder.

Withdrawing Properties from the Scheme

The Council aim to let most properties through the scheme. There may however be some occasions where we need to remove a property, for example in an emergency or if the current tenant withdraws

their notice. We aim to tell all 'bidders' if a property has been withdrawn but cannot guarantee this.

Automatic Bids

In exceptional cases where an individual is unable to place bids themselves, for example someone with a severe disability, we will consider 'automatic' bids. This means that a bid is placed for any suitable property in an area without the need for the applicant to bid themselves. This facility will usually be time limited and available only in exceptional circumstances.

Bidding

Bidding on the Internet

The quickest and easiest way to bid is through our website www.bolsoverlettings.org.uk. To do this you will need to click on the option **Login/My Account**.

Enter your unique reference number in the relevant box and then enter your pin number (usually applicant one's date of birth as DD/MM/YYYY).

If you are eligible you can click on the link **"Click here to see the properties you are eligible to bid for"**

You will be shown a summary screen for your application which will advise if you are eligible for any of the properties currently being advertised.

You can also search by clicking on the **Property Search** option. This allows you to search using a variety of options.

For properties that you are eligible to bid for you will see the **Apply Now** button. This allows you to place a bid on the property. You will not be shown this button for properties you are not eligible for. You will however be shown a message telling you why you are not able to bid on that property.

You can look at further details of the property by clicking on the **Show Further Details** button. To see the property on a map use the **Show on Map** button. You can see the local services by clicking on the **Show Local Services** button.

Login

Please enter your login details

Enter your unique reference*

(e.g. 1234567)

Enter your PIN*

(dd/mm/yyyy) [Forgotten your PIN? click here](#)

Login

Summary

Name : G Test
Last successful login : 24/01/2012 19:31:36

My current applications

Social Housing, reference: 740 Active

Properties that you can bid for

You are currently eligible for 7 properties

CBL Property : 3 Eligible Properties

Sub Regional Property : 4 Eligible Properties

[Click here to show the 7 properties that you are eligible for](#)

[Click here to search for properties](#)

[Click here to contact us](#)

[Click here to log off - when you have finished, please make sure that you log off](#)

Once you have placed a bid you will be asked to **Confirm** that you wish to make this bid and you will see your position for the property at that time. Remember your positions may change as more people bid on that property or if people withdraw their bid.

Once you have finished you will need to log out by clicking on the **Log Out** option to the right of the screen.



Viewing Current Position/ Withdrawing a Bid

Online

To withdraw a bid that you have made, go back to **Login/My Account** and click on **My Bids**. You will see the bids you have made and your queue position for that property. If you wish to withdraw any bids put a tick in the box next to the address and click on withdraw.

You can withdraw any of your bids throughout the cycle. However, once the cycle closes on Tuesday at midnight you will no longer be able to withdraw any bids.

On the **My Bids** section of the internet you can also view your current position for a particular property.

Right to Information

- ▶ Applicants have the right to request information about their housing application, including how their application is being treated.
- ▶ Applicants can appeal against any decision about their housing application within 21 days of the notification of the original decision by writing to the Head of Housing at Bolsover District Council, Riverside Depot, Mansfield Road, Doe Lea, Derbyshire S44 5NY
- ▶ A Senior Officer who has not been involved in the original decision will carry out the review.
- ▶ Applicants are not able to appeal against decisions to offer accommodation to other applicants.

This is a short summary of our Policy. Whilst every effort has been made to provide accurate information, in the case of any discrepancy it is the policy that takes precedence.

All personal information provided to Bolsover District Council will be held and treated in confidence in accordance with the Data Protection Act 1998. It will only be used for the purpose for which it was given and may be shared with other council departments or third party organisations.

Notification to Data Subjects (Housing Rents)

The Authority is under a duty to protect the public funds it administers and to this end may use the information you have provided on this form for the prevention and detection of fraud. It may also share this information with other bodies responsible for auditing and administering public funds for these purposes.

For further information see www.bolsover.gov.uk/national-fraud-initiative.html or contact the Director of Resources on **01246 242424**.







We speak your language

Polish

Mówimy Twoim językiem

Slovak

Rozprávame Vaším jazykom

Chinese

我们会说你的语言

If you require this publication in
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please call us on **01246 242424**

Designed by Bolsover District Council 0420

