



YOUR JOURNEY TO A NEW HOME

A simple guide to applying through These Homes

Register > Keep up to date > Bid > View > Move in

1 STEP

REGISTER

YOU DO

- ✓ Go to These Homes and create an account.
- ✓ Fill in the online housing application.
- ✓ Give us correct information about your home and household.
- ✓ Upload the documents we ask for.

REGISTER

WE DO

- ✓ Help you apply if you need support.
- ✓ Check your application and documents.
- ✓ Contact you if anything is missing.
- ✓ Aim to acknowledge your application within 6 days.

Good to know: You can apply from age 16. Applying does not guarantee that you will be offered a home.

2 STEP

GET YOUR HOUSING BAND

YOU DO

- ✓ Send any extra information we ask for.
- ✓ Complete a medical form if this applies to you.
- ✓ Check your award letter.

GET YOUR HOUSING BAND

WE DO

- ✓ Look at your housing needs.
- ✓ Place you in Gold, Silver, Bronze or No Priority.
- ✓ Tell you your band and priority date.

Good to know: Your band shows the level of housing need. If information is missing, you may receive No Priority until you provide it.

3 STEP

KEEP YOUR APPLICATION UP TO DATE

YOU DO

- ✓ Use your These Homes dashboard to tell us when something changes.
- ✓ Update your address, household, contact details or housing needs.
- ✓ Reply when we contact you.
- ✓ Complete your review every 12 months.

KEEP YOUR APPLICATION UP TO DATE

WE DO

- ✓ Check changes you report.
- ✓ Reassess your band when needed.
- ✓ Aim to deal with changes within 6 working days.
- ✓ Contact you when your annual review is due.

Good to know: If you do not reply to requests or complete a review, your application may be cancelled.

Need help? **TELEPHONE:** 03451 772244 **EMAIL:** sbl@aha.org.uk

Website: www.angusha.org.uk

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STEP

FIND AND BID FOR HOMES

YOU DO

- ✓ Check These Homes often.
- ✓ Read the advert carefully.
- ✓ Bid only if the home is suitable for you.
- ✓ Set up email alerts if you want them.
- ✓ Bid for as many suitable homes as you wish.

FIND AND BID FOR HOMES

WE DO

- ✓ Advertise available homes, normally on Tuesdays and Thursdays.
- ✓ Show the rent, size, features and any restrictions.
- ✓ Close adverts at noon on the following Tuesday or Thursday.
- ✓ Offer other bidding support where agreed.

Good to know: You can only be considered if you meet the size, mobility and any special rules in the advert.

5

STEP

SHORTLIST AND CHECKS

YOU DO

- ✓ Answer us quickly if we contact you.
- ✓ Provide proof of identity and where you live.
- ✓ Allow a home visit when needed.
- ✓ Tell us if your details or circumstances have changed.

SHORTLIST AND CHECKS

WE DO

- ✓ Rank eligible bids by band, priority date and registration date.
- ✓ Ask for a current or previous landlord reference.
- ✓ Check your circumstances, tenancy history and any housing debt.
- ✓ Offer a financial health check and talk about any support you need.

Good to know: Being shortlisted does not mean the property has been offered to you.

6

STEP

VIEW, DECIDE AND MOVE

YOU DO

- ✓ Attend the viewing at the agreed time.
- ✓ Ask questions before you decide.
- ✓ Tell us quickly if you accept.
- ✓ Sign the tenancy documents and prepare to move.

VIEW, DECIDE AND MOVE

WE DO

- ✓ Arrange the viewing.
- ✓ Explain the rent, the tenancy and what happens next.
- ✓ Offer support to help you start your tenancy.
- ✓ Complete the tenancy sign-up if you accept.

Good to know: Not attending, refusing to view, or turning down a suitable home after bidding may count as a refusal.

BEFORE YOU BID

- ✓ Check the area, rent and property details.
- ✓ Only bid if you would seriously consider the home.
- ✓ Two reasonable refusals may lead to your application being suspended.

NOT HAPPY WITH A DECISION?

You can ask us to review some decisions. A request should normally be made within 14 days of our decision letter.