



# Hart Homes

## Information for applicants

HS07 Housing Advice and Homelessness  
Date Reviewed: March 2018

[www.hart.gov.uk](http://www.hart.gov.uk)

## Helping you to find a home

Hart Homes gives you the choice about where you want to live. If you are an existing tenant of a housing association wishing to transfer, or if you are a new applicant seeking a home, you can bid for available housing association properties through Hart Homes. For information about the Hart Housing Register, who qualifies to join and how to apply please go to [www.hart.gov.uk](http://www.hart.gov.uk) or see our leaflet, 'Applying for a Home'.

Every week, we will advertise vacancies on our website [www.harthomes.org.uk](http://www.harthomes.org.uk) and on a recorded 24 hour telephone message line **01252 774470**. We also advertise vacancies at the Civic Offices in Fleet and at other local community facilities.

Available properties are advertised each week during the weekly bidding cycle between midnight on Wednesday until midnight on Sunday when bidding closes.

## Selecting a home

If you see a suitable vacancy advertised, providing you are eligible for that particular property, you can make a bid for it. To do this you can:

- Telephone **01252 774470**
- Text **0778 148 6687**
- Visit the Hart Homes website [www.harthomes.org.uk](http://www.harthomes.org.uk)

You will need to give the property reference number, your Housing Register reference number and the main applicant's date of birth in order to bid.

You can bid for up to 3 properties each week. You can decide to change your 3 bids during the weekly advertising cycle, but at the closing date they cannot be changed.

If you have been nominated for a property and invited to view it by the housing association, you will be unable to bid for further properties unless you refuse the property or the nomination is unsuccessful.

To be offered a home you will have to bid for a property. The system will check whether you meet the eligibility requirements of the property you are bidding for (for example, whether your bedroom need is appropriate for the size of property). If you do not meet the requirements, you will not be able to bid for that property. When you bid for a property on the website or through the automated telephone service you will be given the reason why you are not able to bid.

## How to bid for a property

If you see a suitable vacancy advertised, you can bid in the following ways, outlined below.

### To use the website

Go to [www.harthomes.org.uk](http://www.harthomes.org.uk)

- 1) Click **Login/Your Status**
- 2) Enter your **Housing Register Application Number** (do not enter the 'HR' at the beginning of your application numbers after the dash) and **Date of Birth of the Main Applicant** (use dd/mm/yyyy eg. 01/03/1965)
- 3) Click on the link in the **Properties that you can bid for** section
- 4) Click on the **property advert** to find out more information about that property, for example, rent details, location and restrictions information.
- 5) Click **Apply Now** on property advert to bid

### To use the telephone

Contact our 24 hour automated phone service on **01252 774470**

- 1) Enter your **Housing Register Application Number** and **Date of Birth of the Main Applicant**
- 2) **Press 1** to bid for a property
- 3) Enter a **Property Reference Number followed by #** (Shown on property advert as Property Ref)
- 4) If eligible to bid you are advised of the **Queue Position** (if you are not eligible the system tells you the reason for this)
- 5) **Press 1** to confirm
- 6) You are told your bid has been **Accepted**

### To text

Text the following information to  
**0778 148 6687**

- 1) Your **Housing Register Application Number**
- 2) **Date of Birth of the Main Applicant** (use dd/mm/yyyy eg. 01/03/1965)
- 3) **Property Reference Number**

You **MUST** leave a space between each piece of information (for example: 10839 01/03/1965 22)

Your bid **WILL NOT BE REGISTERED** if you do not text this information correctly

It is not possible to confirm that the bid has been received

### How to withdraw a bid for a property

You can withdraw a bid at any time during the bidding cycle. You can do this on the website and through the automated telephone service.

#### To withdraw a bid through the website

- 1) Click **Login / Your Status** to login to your account as you would to place a bid
- 2) Click on **My Bids** on the left hand side of the screen
- 3) Select **Withdraw** against the property you wish to withdraw a bid on
- 4) Click **Withdraw Bids**

#### To withdraw a bid through the automated telephone service

- 1) **Press 2** to list all of your bids
- 2) Select the **Property Reference Number** that relates to the property
- 3) **Confirm** that you wish to withdraw the bid

### The weekly bidding cycle

You can decide to change your 3 bids during the weekly bidding cycle, but at the closing date they cannot be changed.

- Days you **CAN BID** are **Thursday, Friday, Saturday** and **Sunday**
- Days you **CANNOT BID** are **Monday, Tuesday** and **Wednesday**

### When the weekly bidding cycle ends

A nomination will be made to the housing association for the applicant with the highest band & earliest effective date who has bid for that particular property. Some properties will be advertised with additional preference criteria, such as ground floor or disabled adapted accommodation, and properties allocated through a rural exception scheme.

Once a nomination is received, the housing association will assess the eligibility of the applicant and invite them to view the property.

If this offer is refused, the housing association will then contact the applicant with the 2nd highest priority and invite them to view, and so on, until the applicant with the highest priority who wishes to accept the accommodation is offered the property.

“ Our Engagement and Support team can provide you with information, assistance and advice to help you to resolve your housing situation. ”

### Who has been successful?

If you have been successful the Nominations Officer will call you to advise, usually within 10 working days of the bidding cycle ending.

The housing association will then write to successful applicants, advising them of the outcome of the selection process. You will also be able to see the results of the previous week's adverts on the Hart Homes website and in the newsletter available from the Civic Offices. The results will show how many applicants bid for a particular property and the band and effective date of the successful applicant.

This information will give you a guide as to how long you may wait before you are successful and will give you a better idea of what is available in your preferred areas.

If you accept a property, your Housing Register application will be cancelled.

If on three occasions during a 12-month period you choose a property and are offered it, but then refuse it, you will not be able to select another property for 12 months.

### Bidding for homes in Guildford, Waverley and Rushmoor

From time to time you will be able to bid for homes in Guildford, Rushmoor and Waverley Borough Council's areas through the 'HomeSelecta' Scheme.

Applicants from these areas will also be entitled to bid. Applicants that bid for these properties will be considered by the date of their application and must have an identified housing need.

### Registering for the Homeselecta Scheme

If you are already registered on the Hart Housing Register you will already be registered to apply for Homeselecta homes.

If you are not registered, you can apply online at [www.harthomes.org.uk](http://www.harthomes.org.uk)

If you are unable to apply on-line, you can contact the Engagement and Support team on the details below and we will be able to help you with your application.

### Help to apply and bid for homes

If you need help to apply for housing and with choosing a property please telephone our Housing Services Team on **01252 774420**.

### How to complain

If you wish to complain about this service, we have a complaint procedure. For information about this please ask for a complaints leaflet. We can also make decisions about your housing application that you are entitled to request a review of. For information about your rights to request a review of our decisions please ask for our leaflet 'Hart Housing Register: Asking for a review of a Decision'.

### Further information

We have a leaflet 'Applying for a Home', that explains the Hart Housing Register and Hart Homes Scheme in more detail. This is available at [www.hart.gov.uk](http://www.hart.gov.uk) or from the Civic Offices in Fleet. We would strongly advise you to read this leaflet to ensure you are fully informed of how to make a housing application.

### Contact us

The Engagement and Support team within the Housing Service operates a duty housing advice service. Our Duty Engagement and Support Officer can be contacted by either:

- Calling our Engagement and Support team on **01252 774420**
- Visiting the Civic Offices between Monday and Thursday, 8.30am to 5pm, and on Friday from 8.30am – 4.30pm for an interview with the Duty Housing Options Officer
- Emailing [housing@hart.gov.uk](mailto:housing@hart.gov.uk)

All housing advice leaflets are available in the Hart District Council Reception or via our website at [www.hart.gov.uk](http://www.hart.gov.uk)

## Contact details

Address: Hart District Council,  
Civic Offices, Harlington Way,  
Fleet, Hampshire,  
GU51 4AE

Tel: 01252 774420

Email: [housing@hart.gov.uk](mailto:housing@hart.gov.uk)

Web: [www.hart.gov.uk](http://www.hart.gov.uk)

Facebook: [/HartDistrictCouncil](https://www.facebook.com/HartDistrictCouncil)

Twitter: [@HartCouncil](https://twitter.com/HartCouncil)

Instagram: [@HartCouncil](https://www.instagram.com/HartCouncil)

All Housing Advice Leaflets are available in the Hart District Council reception area or via our website at [\*\*www.hart.gov.uk/housing\*\*](http://www.hart.gov.uk/housing)