



your guide to download

What is Home Choice Lincs?

Home Choice Lincs is part of a national initiative called Choice Based Lettings. It is a partnership that brings local authorities and housing associations together to jointly advertise homes available for rent.

Home Choice Lincs is similar to the way an estate agent works. Affordable homes available for rent in North and North East Lincolnshire are advertised in one place – on the Home Choice Lincs website www.homechoicelincs.org.uk

Who is involved in this scheme?

The partnership is made up of:

- Longhurst & Havelok Homes Ltd
- North East Lincolnshire Council
- North Lincolnshire Council
- North Lincolnshire Homes Ltd
- Shoreline Housing Partnership Ltd

Why change the way people apply for a home?

The Government has said that all housing authorities must offer people more choice about where they live to help build strong communities.

Home Choice Lincs allows you to be involved in applying for a home rather than just waiting for a property to be allocated to you. It is a simple and more efficient way for you to find a home to rent in Northern Lincolnshire.

One single scheme means that the process is clearer and more transparent and you are treated in the same way, regardless of who in the partnership owns or manages the home you want to rent.

How do I use Home Choice Lincs?

Home Choice Lincs is an online scheme. All available homes, including sheltered or supported housing schemes, are advertised on www.homechoicelincs.org.uk

Using the website you can register to join the Home Choice Lincs scheme. You only need to register once. After you have registered, you can express an interest in, or bid for, available homes that are advertised each week. When you register, you will be allocated a priority band and told what type of home you can bid for.

If I don't have a computer or don't know how to use one, where can I get help?

Access to the internet is available, free of charge, at all local libraries. If you need help in registering you can also visit Local Link offices, Housing Offices or Tourist Information Centres.

SKY and Virgin Media customers can also view available homes, and make a bid or show an interest in homes, through the DirectGov or Looking Local digital television channel (select the Quickcode 6588).

You can also bid for homes by text to 07781 484478, or telephone 0845 5052460 (you will be charged at the local rate).

Does 'bid' mean money is involved?

No. Bid means 'show an interest in'.

How many homes can I bid for?

You can bid for up to three homes each week. You can track the position of your bids and can choose to withdraw a bid at any time.

Who can register?

Anyone over the age of 16 years can register. You do not have to have an existing connection with Northern Lincolnshire although in most cases priority for lettings is given to applicants with a local connection.

Applicants aged 16 and 17 are not normally considered for homes unless there is a legal duty to house them, and their support needs must have been assessed. This is to ensure they can manage and sustain the tenancy.

Do I have to re-apply to Home Choice Lincs even though I am already on a waiting list?

Yes, you have to register with the scheme. This is because many people appear on more than one of the partners' waiting lists.

Also, the new Home Choice Lincs policy means that some of the information you are required to provide has changed.

Does the time I have spent on any of the partners' waiting lists count when I register with Home Choice Lincs?

Yes. The earliest date from which you registered with any of the partners is counted.

What are the priority bands?

Once registered with Home Choice Lincs, you are given a priority band based on your housing need. These are:

Band 1: Urgent – includes people classed as statutory homeless and/or people with urgent medical or welfare needs.

Band 2: High – includes people who are currently living in homes that are over crowded or under occupied, people classed as non priority homeless and people with high medical or welfare needs.

Band 3: Medium – includes people in hardship, people with shared care of children, and people who live in homes that are short of bed spaces.

Band 4: Low – includes people with no or low level need.

Full details of the banding system are available on www.homechoicelincs.org.uk

What if I am not happy with the priority band I have been given?

If you are unhappy about your priority band, or any decision relating to your registration, you have the right to request a review.

Does the introduction of four bands mean I will be further down the waiting list?

Not necessarily. It depends on your housing need.

How do people in a lower band get the chance of a home when there are other bands in front?

There are a percentage of available homes shared out between the four bands.

How do you know if people are telling the truth on their registration form?

All information is checked for accuracy before a final offer of a home is made to you. Anyone found to have given false information will have their banding reassessed and the offer of a home may be withdrawn.

If I refuse an offer of a home, can I still bid for other homes?

Yes, but we would ask that you only bid for homes that you actually want.

What if I bid for a home and don't hear anything?

If you haven't heard anything from us within five days of the closing date for bids, please assume that another applicant has been offered that home. Feedback on bids will be available on the website.

How can I view homes in person?

You will only be able to view a home in person after the home has been offered to you. The landlord will arrange the viewing. You will then have to decide whether or not you want to accept the home.

What can I do if I have a complaint?

If you are unhappy about the service you have received, you can complain to one of the local councils or housing associations involved in the scheme. Your complaint will be dealt with in line with the organisation's existing complaints procedure. Copies of the complaints procedures can be requested from the individual organisations.

What if I have any other questions or need more information?

Visit the Home Choice Lincs website at www.homechoicelincs.org.uk or contact one of the housing associations or local councils involved in this scheme:

North East Lincolnshire Council, telephone: 01472 313131

Shoreline Housing Partnership Ltd, telephone: 0845 8492000

Longhurst & Havelok Homes Ltd, telephone: 01472 310001

North Lincolnshire Council, telephone: 01724 296296

North Lincolnshire Homes Ltd, telephone: 01724 279900

If you require this leaflet in your language or an alternative format, such as Braille, large print or audio, please contact one of the partner organisations listed above, or visit: www.homechoicelincs.org.uk

No English?

For information please call:

08000 193530 (Arabic) للحصول على المزيد من المعلومات اتصل بـ:

তথ্যগুলি বাংলায় জানতে হলে এই নম্বরে ফোন করুন: 08000 193531 (Bengali)

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بۆ زانیاری به کوردی سۆرانی ته له فۆن بۆ ژماره 08000 193537 بکە. (Kurdish Sorani)

Para mais informação em português contacte-nos através do telefone 08000 193538 (Portuguese)

ਪੰਜਾਬੀ ਵਿਚ ਜਾਣਕਾਰੀ ਲਈ 08000 193539 'ਤੇ ਫੋਨ ਕਰੋ (Punjabi)

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Nie mówisz po angielsku? Po informację zadzwoń pod numer 08000 195587 (Polish)

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