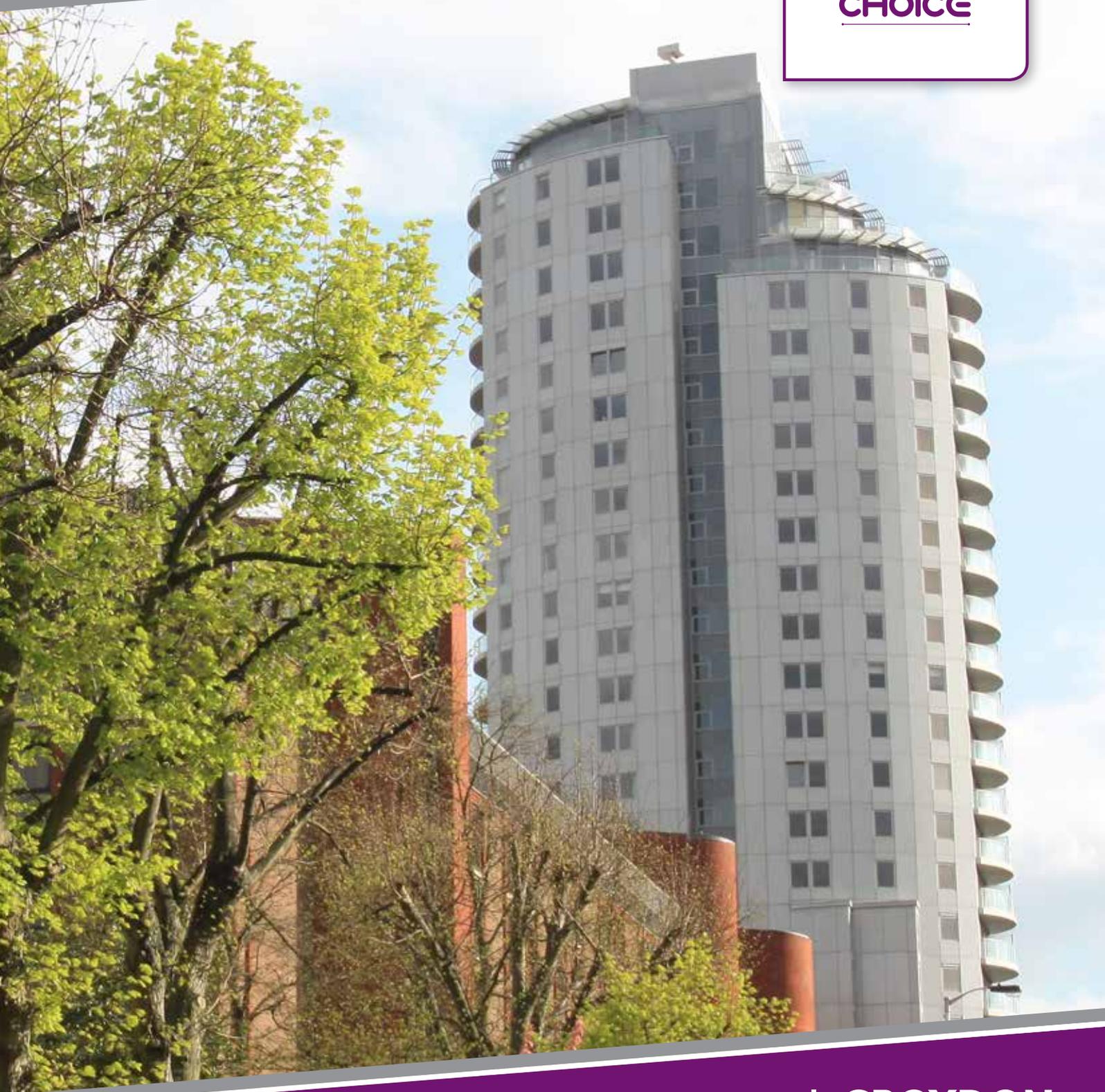


# Croydon Choice - Frequently Asked Questions



# General questions

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## What is Croydon Choice?

Croydon Choice is a choice based lettings scheme. It allows you to make choices about where you want to live and the type of home that is most suitable for you. Croydon Choice is a different way of allocating properties in Croydon. Instead of the council contacting you when a suitable home becomes available, the properties will be advertised so that you can choose which ones you are interested in (from those that you are eligible for).

## Why introduce Croydon Choice?

The major benefit of Croydon Choice is that it gives you choice over where you would like to live. Croydon Choice is a clear, open, understandable, fair and transparent way to access housing. Croydon Choice provides you with more information to help you find appropriate accommodation in Croydon. It gives you feedback on likely chances of getting a council or housing association home and will help point out other housing options to you.

## How is Croydon Choice different to the previous system?

Previously those on the housing register had to wait until they were contacted by the council with an offer of a property. They could not choose which property they were offered, they did not know what other properties may have been available and they had no notice that they were about to be offered a property. It was also extremely difficult to predict how long someone would have to wait before being offered a property because people's positions on the housing register constantly changed.

With Croydon Choice properties are advertised as soon as they become available. This means that those people who are registered for housing know what properties are available and can decide if they want to express an interest (called bidding) for any of the properties being advertised.

## How does Croydon Choice affect me?

If you are eligible for the housing register, your housing needs will be assessed and you will be placed in a band according to your circumstances. You will be able to tell us which properties you are interested in by 'bidding', or registering an interest. This simply means putting your name down for those properties you are interested in (bidding has nothing to do with money).

## How to use the Croydon Choice website

There is a user guide to refer to. You will find this on the Croydon Council website and on the Croydon Choice website.

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

[www.croydonchoice.org.uk](http://www.croydonchoice.org.uk)

# Banding

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## What is Banding?

Banding is the method by which the council prioritises your application for Housing. It is based on different criteria set out in the Council's Policy for accessing Council and Housing Association properties. There are 3 Bands where Band 1 is for applicants with the greatest priority (housing need) and Band 3 the lowest.

## What type of criteria is used to determine my priority?

Your current housing circumstances will be used to assess your priority and include, for example, whether you are sharing amenities with another household, if you are living in overcrowded conditions, have specific medical conditions related to your housing or are under threat of becoming homeless. Other factors will be used to make sure you are given the correct Banding.

## How important is it to provide the right information and evidence?

It is essential you provide correct up to date information and supporting evidence as this affects the priority your application may be awarded. Wrong or old information may put you in the wrong Band which can affect how quickly you may be housed.

# The bidding process

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## What is Bidding?

Bidding is the term used to describe the process you take to say you are interested in a particular property. Sometimes it is called "registering or expressing an interest".

## How can I bid?

You can bid on the website for homes currently being advertised. If you have a smart phone your web browser will automatically be re-directed to the mobile version of the bidding site. There is also a mobile app that you can download, to make searching for properties and bidding easier. Download this from your app store.

## When can I bid?

Each property is open to bidding for a minimum of 3 days. The closing dates for bids are clearly labeled on each property advert.

## Is there any advantage if I place bids early in the advert cycle?

NO. Many people think they will be prioritised first if they bid for a property early. There is absolutely no advantage because your priority will remain the same irrespective of the time you place your bid. However, your place in the queue can change during the advert cycle as other applicants with different priorities bid.

## Can I bid for more than one property at a time?

You can bid for up to 3 properties at any one time. If you are offered a property and you refuse it, you could be removed from the housing register so it is very important to only bid for properties you are definitely interested in.

Although there is a bidding limit of 3 properties at any given time, in new build developments where the properties are all similar they will be grouped as a single advert and your expression of interest will only count as 1 bid.

### **What happens if I do not bid?**

The Council cannot consider you for any available properties.

### **Can I change my mind and remove my bid(s)?**

Yes, you can withdraw any or all of your bids, but only during the current cycle in which the property is advertised. You should only place bids for homes you are interested in.

### **How do I check my bidding history?**

You can do this on the website. You can see your current bids with their bid position as well as bids you have made in the past.

### **How are bids prioritised?**

Bids are prioritised according to the Housing Allocations Scheme. A copy of this and a short summary can be found on the council's website [www.croydon.gov.uk](http://www.croydon.gov.uk)

### **Are there any restrictions on the type of property I can bid for?**

In some cases it is necessary to restrict what properties you can bid on. For example due to your specific medical needs you may have been recommended a certain type of property. In this case the council is unlikely to allow you to bid on a different type of property.

### **What will be my final queue position?**

You can check your bid position before the advertised bidding time closes. You can also see your final queue position after the cycle has closed. Remember your place in the queue can change during the advert cycle as other applicants with different priorities bid.

### **How will I know if my bid was successful?**

If your bid was successful, you will receive an invitation to view the property, within days of the bidding closing date. Do not contact the council. You will be contacted by us if you are successful.

### **Can I change my mind after viewing a property?**

If you have bid for a property, and been made an offer of that property, we will expect you to accept the tenancy. If you do not, it is likely that your housing application will be cancelled.

## Help and advice

### **Where do I go for help or if I have a question?**

[www.croydonchoice.org.uk](http://www.croydonchoice.org.uk)

Email us:

[CroydonChoice@croydon.gov.uk](mailto:CroydonChoice@croydon.gov.uk)