

## **Devon Home Choice –**

# **Social Rented Housing**

**Factsheet 23 – 01 December 2010 (5 pages)**

**Devon Home Choice is a way of applying for council and housing association homes in any part of Devon. Properties are advertised which you can ‘bid’ for (express an interest), with homes being offered to bidders assessed as having the highest priority at the time.**

### **How to apply**

**To join the Devon Home Choice register you can either complete an online form on [www.devonhomechoice.com](http://www.devonhomechoice.com) or contact the housing team in the area of Devon you would like to live. You only need to complete one form and this will cover the whole of Devon. The housing team will help you if you need any assistance with completing the forms.**

**Be sure to highlight any difficulties that you experience in your daily life (e.g. managing stairs) and any specific requirements for contacting you.**

### **The Assessment Process**

**Your application to join the Devon Home Choice register will be assessed and you will be placed in one of five priority bands (see**

[www.devonhomechoice.com](http://www.devonhomechoice.com)) depending on your circumstances.

Once registered you will receive a letter from the housing team to confirm:

- Your band
- Your band start date
- The size of property you are eligible to bid for
- Your personal reference number

Where the homes are advertised

Available properties are advertised from 12am Wednesdays to 12pm the following Monday in the following ways:

- On the internet at [www.devonhomechoice.com](http://www.devonhomechoice.com)
- In a newsletter that is available in a variety of locations
- On digital interactive TV
- On web enabled mobile phones
- On the Nintendo Wii

Some homes may have bidding restrictions (e.g. are designated for a certain age group, disability or family size) but this will be clearly stated on the advert for the property.

How to bid

You can bid using the following methods:

- On the website [www.devonhomechoice.com](http://www.devonhomechoice.com)
- By telephone 0300 011 0125
- On digital interactive TV (Sky, Virgin and broadband enabled

## **Freeview)**

- **Via web enabled mobile phone or Nintendo Wii**
- **In person at Council offices**

**For detailed information on how to bid, either visit the website or ask the housing team. If you prefer, you can nominate another person (e.g. a carer or family member) to bid on your behalf.**

## **How the successful applicants are selected**

**When the bidding period closes, the landlord for the property will have a list of bidders ordered in band and band start date. The applicant in the highest band with the earliest band start date will be invited to view the property.**

**Before contacting applicants to view any property the landlord will carry out checks that that there have been no change in circumstances or tenancy issues (e.g. rent arrears), which may affect offering a tenancy. The landlord will advise any applicant of the reasons why they can not offer a property at that stage.**

**If you refuse a property which you have successfully bid for there is normally no penalty and a viewing will be offered to the next applicant in order on the list.**

## **Bidding Feedback**

**After each bidding period information is published on the number of bids for each property advertised and the band and band start date of the top bidder.**

**You can use this information to get an idea of how long you are likely to wait for properties in each location and therefore make a more informed choice for the next bidding period.**

**These results are available on the Devon Home website and in the newsletter.**

### **Important**

- There are far more people seeking council and housing association homes in Devon than there are homes available.**
- Even if you are assessed as having a high priority for housing it may take you a long time to find a council or housing association home**
- Most people are unlikely to be successful in finding a council or housing association home**

**For information on other housing options, or if you are threatened with homelessness, please contact your local housing department.**

### **Other Useful Contacts:**

**If you feel that you need extra support to live independently, you may be entitled to help through the Supporting People scheme. Ask your local health, social services or housing department for further details.**

### **Grants and Loans for Furnishing:**

**Information on the help available can be obtained from:**

- Jobcentre Plus**
- Citizens Advice Bureau**

- **Care Direct**

**Contact details of Housing Teams throughout Devon:**

<b>East Devon District Council</b>	<b>Tel. 01395 517469</b>
<b>North Devon District Council</b>	<b>Tel. 01271 388870</b>
<b>Exeter City Council</b>	<b>Tel. 01392 265889</b>
<b>Mid Devon District Council</b>	<b>Tel. 01884 255255</b>
<b>South Hams District Council</b>	<b>Tel. 01803 861234</b>
<b>Torridge District Council</b>	<b>Tel. 01237 428700</b>
<b>Teignbridge District Council</b>	<b>Tel. 01626 361101</b>
<b>West Devon Borough Council</b>	<b>Tel. 01822 813600</b>
<b>Plymouth City Council</b>	<b>Tel. 01752 305496</b>
<b>Torbay (Riviera Housing Trust)</b>	<b>Tel: 01803 696123</b>

**(This information was correct at the time of publishing but if it should become out of date please refer to the Devon Community Directory [www.devonline.gov.uk/community](http://www.devonline.gov.uk/community) for the current details).**

**If you have any further questions please contact Care Direct  
0845 1551 007**

**Further factsheets can be found online at  
[www.devon.gov.uk/factsheets](http://www.devon.gov.uk/factsheets)**

**If you would like it in a different format such as Braille or audio, or in a different language, please contact our Customer Service Centre on  
0845 155 1015 or email [customer@devon.gov.uk](mailto:customer@devon.gov.uk).**