

TRANSLATIONS

If English is not your first language and you need a translation, we can get one for you.

ALBANIAN

Nëse anglishtja nuk është gjuha juaj amtare dhe keni nevojë për një përkthim, ne mund t'ua sigurojmë atë.

BENGALI

ইংরেজী আপনার মাতৃভাষা না হলে এবং আপনার কোন অনুবাদের প্রয়োজন হলে আমরা তা প্রদান করতে সক্ষম।

CHINESE

如果英文不是您的第一語言，而您需要翻譯的話，我們可以為您安排。

GUJARATI

જો તમારી પહેલી ભાષા અંગ્રેજી ન હોય અને તમને ભાષાંતરની જરૂર હોય તો અમે તમને તે આપી શકીએ છીએ.

HINDI

यदि अंग्रेज़ी आप की पहली भाषा नहीं है और आप को अनुवाद की आवश्यकता है तो यह हम आपको प्रदान कर सकते हैं

KURDISH

Heke îngilîzî zimanê we yê yekem nîne û pêwîstîya we bi wergêr heye, em dikarin yekî ji we re bibînin

POLISH

Jeżeli język angielski nie jest Twoim językiem ojczystym i wymagasz tłumaczenia, możemy to zapewnić.

PORTUGUESE

Se o Inglês não é a sua língua materna e precisa de uma tradução, nós podemos obtê-la.

PUNJABI

ਜੇਕਰ ਇੰਗਲਿਸ਼ ਤੁਹਾਡੀ ਪਹਿਲੀ ਭਾਸ਼ਾ ਨਹੀਂ ਅਤੇ ਤੁਹਾਨੂੰ ਦੁਭਾਸ਼ੀਏ ਦੀ ਜ਼ਰੂਰਤ ਹੈ ਤਾਂ ਤੁਹਾਡੇ ਲਈ ਅਸੀਂ ਇਸਦਾ ਪ੍ਰਬੰਧ ਕਰ ਸਕਦੇ ਹਾਂ।

SOMALI

Haddii Ingiriisku aanu ahayn afkaaga kowaad oo aad u baahan tahay turjumaad, annagaa kuu samayn karra.

URDU

اگر انگریزی آپ کی پہلی زبان نہیں ہے اور آپ کو ترجمہ کی ضرورت ہے تو ہم آپ کے لئے فراہم کر سکتے ہیں۔

VIETNAMESE

Nếu quý vị không thạo Anh văn và cần bản dịch, chúng tôi sẽ giúp quý vị một bản.



How to bid for properties

Before you can place any bids on properties you will need to be registered on HomeChoice Bristol and been assessed into one of four bands. If you are not on HomeChoice Bristol then you will need to complete a HomeChoice Bristol application form. For more information about how to apply please see the 'Introduction to HomeChoice Bristol' help sheet.

Once you have been assessed into a band you will be sent your HomeChoice Bristol bidding reference number.

You will need the bidding reference number and your date of birth to login to HomeChoice Bristol and place bids.

Properties are advertised weekly on www.homechoicebristol.co.uk

The bidding cycle starts on Tuesday mornings at 00.01am and ends the following Sunday night at 23.59pm.

You can place a bid on up to three properties in each cycle.

The web site and automated telephone line will tell you what position on the list you are in for each property. Your position may change as other people add and withdraw bids throughout the week.



If you would like this information in another language, Braille, audio tape, large print, easy English, BSL video or CD rom or plain text please contact us.

www.bristol.gov.uk

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www.homechoicebristol.co.uk



You can withdraw your bid if you change your mind or do not think you have a good chance of being offered the property. Properties are **NOT** allocated on a first come first serve basis.

The person in the highest band who has been waiting the longest will usually be offered the property.

The following is a brief guide on the three ways of placing a bid:

Bidding online

To view advertised properties and place bids online you will need to have access to the Internet. If you do not have the Internet at home then you can visit any of the Citizen Service Points (see page 10 for locations and opening times).

A Citizen Advisor will be available to help you make a bid online if you are having difficulties or would like to be shown how to use the web site.

Other free Internet access is available at your local library.

Step 1 Logging in to your HomeChoice Bristol account

Visit the HomeChoice Bristol web site at www.homechoicebristol.co.uk and select the 'Login/My Account' page from the options shown in the blue banner on the home page. Enter your HomeChoice Bristol reference number in the 'your unique reference' field and the main applicant's date of birth in the 'your memorable date' field, as indicated in the following example and then select the 'Login' option.

'My Account Summary' page shows you your basic account details (your name, last successful and unsuccessful login, housing register reference number) and a list of actions which you can take as follows:

How to contact us

If you have a rehousing enquiry or want to discuss your application you can talk to a Citizen advisor at the **Citizen Service Centre**.

The centre is open 8.30am to 6pm, Monday to Friday. You can contact the centre by:

- **Telephone:** 0117 922 2400
- **Textphone:** 0117 357 4444

Alternatively, you can contact **HomeChoice Bristol** by post at:
HomeChoice Bristol (TS),
PO Box 3176,
Bristol
BS3 9FS

Complaints, comments or compliments

Bristol City Council is committed to providing a high quality service to all its Citizens. We welcome feedback from Citizens.

If you would like to submit a compliment or complaint about the services you have received, you can email faircomment@bristol.gov.uk or write to us at

Freepost RTKJ-SGBZ-ULSH
Customer Relations Team
(100TS)
PO Box 3176
Bristol City Council
BS3 9FS

Or you can go to any of the Citizen service points

Citizen Service Points

Opening hours are Monday, Tuesday and Thursday 9am to 5pm, Wednesday 10.30 am to 5pm and Friday 9am to 4.30pm, with the exception of Ridingleaze which is closed on Monday and Temple Street which are open until 5pm Monday to Friday.

All Citizen Service Points except Ridingleaze offer an appointment only service for Homechoice Bristol unless you only need help with bidding or are handing in evidence in which case you can just drop in to the office.

Appointments can be made by calling 0117 922 2400

■ Fishponds

Robinson House,
Hockeys Lane,
Fishponds,
BS16 3HL

■ Hartcliffe

Symes House,
Peterson Square,
Hartcliffe,
BS13 0BD



■ Central - 100 Temple Street

(By appointment only)
100 Temple Street,
Bristol,
BS1 6AG

■ Ridingleaze

Ridingleaze House,
Ridingleaze,
Lawrence Weston,
BS11 0QE

■ Southmead

Southmead House,
Greystoke Ave,
Southmead,
BS10 6BQ

Actions

- [Click here to read your messages](#)
- [Click here to search for properties](#)
- [Click here to show the properties that you are eligible for](#)
- [Click here to see your historic bids](#)
- [Click here to contact us](#)
- [Click here to log off](#)

Step 2 Searching for properties

The second and third actions listed let you search for properties being advertised.

‘Click here to show the properties that you are eligible for’ This is the simplest option as it shows you all the current properties that you are eligible to bid for.

'Click here to search for properties' allows you to search through all the properties being advertised or enter your own search criteria for size (number of bedrooms) and area (north, central or south).

Alternatively, you can click the blue tab on the left entitled 'My bids'. Where you can view your current and historic bids.

The property details tell you who the landlord is, the location and size of the property, how much the weekly or monthly rent is and other useful information. Some of this information is shown as symbols. If you hold the mouse over the symbol, a caption will appear telling you what it is.

Immediately below each property advert you will be told whether or not you are eligible

to bid for the property. If you are able to bid for it, you will be told how many people with a higher priority have already bid for the property. Your position can change if other people add or remove bids. If you are not eligible to bid, then you will be told the reasons why (eg 'Your bedroom requirements do not match').

Step 3 Placing a bid (apply for a Property)

Once you have selected a property that you are eligible for and would like to place a bid on, you need to click on the 'Apply Now' button in the bottom right hand corner of the property advert. You will then go to the 'Property Apply' screen which

is important that the contact information we have for you is up to date, as the landlord may also wish to contact you by phone or email to inform you of the offer and arrange a viewing.

You must respond to the letter or any other attempt to contact you regarding the offer. If you fail to do so, we may assume that you no longer want to be considered for social housing and your application may be cancelled.

If you are offered a property, the landlord will need to verify that your circumstances match what you have told us on your application form and that you still qualify to be included on HomeChoice Bristol.

You will need to provide proof of ID and address for all adults in your household, proof of ID for all children in your household and proof of receipt of child benefit. If you are a foreign national you will also be required to provide proof of your continuing eligibility for social housing.

What happens if I accept an offer of accommodation?

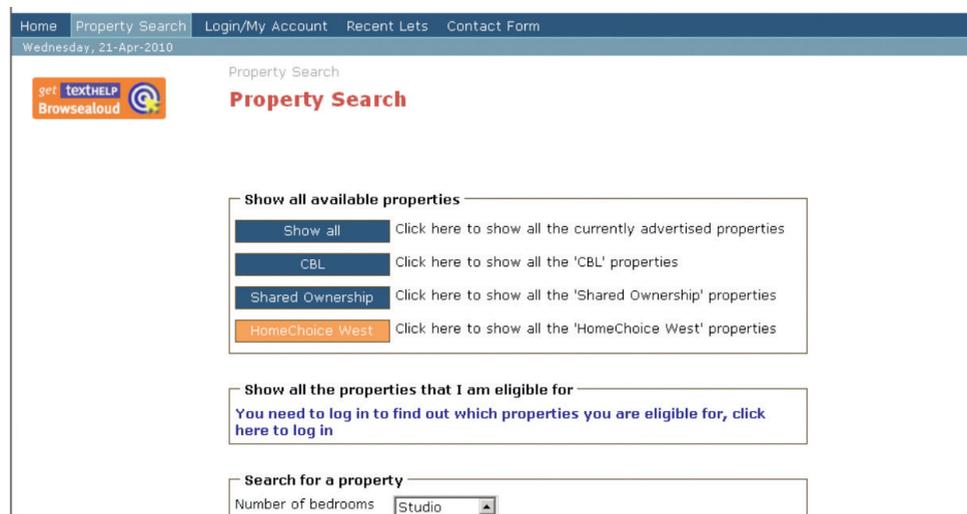
Once you have signed the tenancy agreement for the property, your rehousing application will be cancelled.

What happens if I refuse an offer of accommodation?

If you refuse 2 suitable reasonable offers you will be suspended from bidding for one year.

If we have assessed you as having an urgent need to move because you are homeless and you refuse a suitable offer, you will be excluded from HomeChoice Bristol for 6 months.

For more information on refusing offers see the HomeChoice Bristol Allocation scheme at www.homechoicebristol.co.uk



Bidding restrictions

Some people may be restricted from bidding for certain properties:

- People who have a dog or other animals in a flat where pets are not allowed.
- People who are too young for a flat in a block which has been reserved for older people.
- People with children under 10 years old for a flat which has no sound insulation.

Allocation decisions will be made by the landlord of the property being advertised. If you do not agree with an allocation decision you should contact the landlord directly.

Properties with adaptations

Applicants who have a recognised need to move to a property with adaptations will have preference when bidding for properties that have been adapted.

Only applicants with an assessed need for wheelchair accessible properties will be eligible to bid for this type of property.

Will bidding be monitored?

Yes.

Applicants in Bands 1 and 2 will be given 6 months from the date of assessment in band 1 or 2 to place a bid. If they do not place a bid during that time they will no longer qualify for HomeChoice Bristol.

Applicants in Bands 3 and 4 will be given 1 year from their registration date on HCB to bid. Applicants that have not bid will no longer qualify to be included on HomeChoice Bristol.

For more information, see section 6.1 of HCB Allocation Scheme at www.homechoicebristol.co.uk

What happens when your bid is successful?

The bidding cycle ends on Sunday night at 23.59pm. If you are in first position for a property when the cycle has ended, please wait to be contacted by the relevant landlord, as they may not be in a position to contact you straight away.

You will receive a letter from the landlord (Bristol City Council or Housing Association) giving you details of the property that you have been offered and inviting you to view the property before you accept the offer. It

contains important information regarding bidding wisely, and checking your contact details are correct. Please take the time to read this information then use the **Click here to continue** button at the bottom of the screen to proceed.

You will be given two options: **'I wish to be considered for this property'** and **'I do not want to be considered for this property'**.

Check the property information and if you still want to bid for the property click on the **'I wish to be considered for this property'** option. You will then have the option to return to your account page to view the status of your bids, or to continue your search if you want to place a bid on another property.

Step 4 How to withdraw a bid

If after placing a bid for a property you decide you want to withdraw the bid, you will need to go to the **'My Account Summary'** page (if you are logging in follow step 1). Click the **'My bids'** tab.

Your current bids will be shown

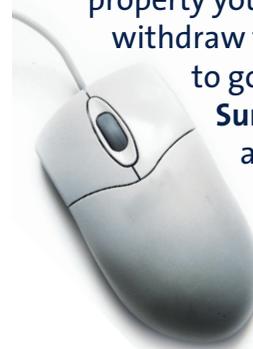
below your account details and actions. On the right side of each bid is a small box under the heading **'Withdraw'**. Select the bid, or bids, you want to withdraw and click on the small box where a tick will appear. Below your bids is an option **'Withdraw bids'** shown in blue, click on this option and any bids with a tick in the withdraw box will be withdrawn.

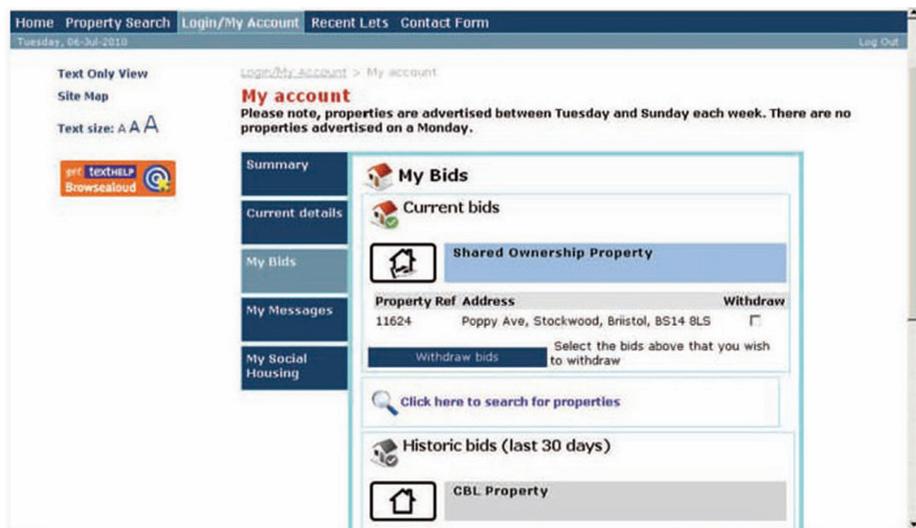
You can make a maximum of three bids within each cycle and change your bids as many times as you like, until the end of the cycle.

Bidding by phone

If you do not have access to the Internet, another way to place bids is by phone. The phone line also allows you to review and withdraw your current bids. However, unlike the web site the phone line will not give you access to information on the properties that are being advertised, so you will need to have the property reference number for the property you want to bid for ready when you phone.

The bidding phone line is automated and available 24





hours a day. It is available in the following language options: English, Arabic, Bengali, Chinese, Farsi, Gujarati, Hindi, Kurdish, Polish, Portugese, Punjabi, Somali and Urdu.

Calling the Bidding Phone Line

Dial **0845 270 1382** and follow the automated instructions for making a bid.

- Enter your HomeChoice Bristol reference number followed by the hash key. (eg 1234567 followed by #)

- The reference number you have entered will be repeated back to you. Press **'one'** or two to continue to re-enter your reference number.



- Press **'one'** to continue or **'two'** to re-enter your reference number

- Enter your date of birth, first by entering the day of the month followed by hash, then the month of the year and then the year in full, both followed by the hash key (eg 01 # 01 # 1970 #).

- You will be given three options; 1 to make a bid, 2 to review your current bids or 3 to Exit.

Option 1 Make a bid

Press **'one'** to select this option. You will be asked to enter the property reference number which is given in the advert, followed by the hash key.

The property reference will be repeated and you will be told



how many people above you have already bid for the same property. Your position can change if other people add or remove bids.

You can confirm your bid by pressing **'one'** or press **'two'** to enter another property reference number.

Pressing **'one'** will take you back to your options.

Option 2 Reviewing or withdrawing bids

If you want to review or withdraw press **'two'** from the list of three options.

You will be told the property reference numbers of any current bids you have. If you want to withdraw a bid you need to enter the reference number, followed by the hash key. Press **'one'** to confirm you want to withdraw the bid.

Option 3 Exit

Just press **'three'** to exit.

Bidding by text

Place a bid by sending a text message to **07781 486 941**.

Text your HomeChoice Bristol reference number, date of birth and the property reference you wish to bid for (you can bid for more than one property with the same text) in the following format:

[HomeChoice Bristol Ref] [DOB] [Property1] [Property2]

For Example: 1234567
01/01/1970 12545 12354

You will **NOT** receive a return text confirming which properties you have bid for.

Alternatively: If after reading this leaflet you are still unable to use any of the three ways to bid, please call the HomeChoice Bristol Team on **0117 9222400** where we can discuss alternative options with you, or visit any of the Citizen Service Points (see page 11 for locations and opening times). A Citizen Advisor will be available to show you how to place a bid on the web site or by any of the other methods described above.