New Arrangements for Housing Allocation: Customer Journey

Your role as the customer	**START** following either or both routes	**Find** Search for possible homes you like on housing providers' websites. These providers advertise available homes on their websites: ▪ Connexus (HHL) ▪ WM Homes ▪ Stonewater ▪ Fortis Living	**Register** Register on the website of each housing provider you are interested in bidding on homes with. If you might be eligible for affordable housing on the basis of need you will be advised to join the council's housing register.	**Verify** Provide documents to support your registration (you can find a list on these on the Council's website). The housing provider will verify your details so that you can 'apply' for available homes.	**Bid** Bid for homes you are interested in and which you can afford which are advertised on the housing providers' websites.	**Accept** If your bid is successful you will contacted by the housing provider who will confirm with you when you can move in.
		Check Find out more about whether you might have a priority need which might get you access to affordable housing faster by looking at the council's website to check if you qualify for the register and for advice on other housing options	**Register** Apply online to register your housing need with the council. You will be told your eligibility and asked to provide evidence of your situation. You can also get support to from the council's housing team. Find out more by calling 01432 260300.	**Verify** Provide documents to support your application (you can find a list on these on the Council's website). The council will verify whether you are eligible for affordable housing using these documents.	**Bid** You can bid for homes on directly through the housing providers' websites for which you will be given a higher priority. You may also be nominated for properties depending on your circumstances.	**Accept** You will be made an offer of housing if your bid is successful and you will have the opportunity to accept it. Once you accept, you will contacted by the housing provider who will confirm with you when you can move in.
How housing providers will support you		Housing providers will have all the information you need to start the process of finding a house to live in on their website. You can also contact them directly if you need help.	Housing Providers will help you to understand if you might be eligible for affordable housing and could therefore find a suitable home quicker via the council register. They ensure they allocate their properties in a fair way.		Housing Providers will help you apply for housing if you need help with the process or if you don't have access to the internet.	Housing Providers will ensure you know anything else you need to do as you accept the property and move into it. They will also double check that the property is affordable for you.
How Herefordshire Council Housing Operations will support you		Herefordshire Council's housing service will help you understand the process and if you are unable to use the internet they can support you with that too.	Herefordshire Council's housing service can help you register complete the Housing Advice Questionnaire and assessment (even if you don't have access to the internet).	Herefordshire Council's housing service will check your documents. If everything is ok, and you are happy with it, they will share the information from your assessment with the housing providers so you can bid for houses.	Herefordshire Council's housing service can find properties that are available and bid on them on your behalf if you need that help.	

Move in