

Housing Options

A guide to our
choice-based
lettings system

we can



What is choice-based lettings?

Choice-based lettings is a new way of letting empty homes which is now commonly used throughout the country. Available homes are advertised and applicants place bids for them. This approach is more open and gives you greater choice in deciding where you want to live and the type of property you would consider.

To join and take part you must have a clear rent account unless you are approved for Band A or Urgent health grounds in Band B

Customer care email



ccteam@familymosaic.co.uk

Customer care line



0845 600 4436

www.ellcchoicetohomes.org.uk

How does Family Mosaic's scheme work?

Our own scheme advertises all our own available homes and housing applicants registered with Family Mosaic can bid for vacancies. We publish the results on a regular basis so you can see which properties get the most bids and the priority of successful bidders. The rest of this leaflet explains the scheme in more detail. Please keep it handy for reference in the future.

How do I take part?

To take part you need a Housing Registration number which we will send you when we register your housing application. The scheme is open to applicants on our Transfer List and General List (including Special Project Move-On and Next Generation scheme applicants).

To join and take part you must have a clear rent account unless you are approved for Band A or Urgent Health grounds in Band B. All offers are subject to a clear rent account. We will suspend or bypass bids from tenants who are in breach of any part of their tenancy agreement including owing rent or have been involved in acts of anti-social behaviour.

How can I find out what properties are available?

Each Wednesday we publish details of our available properties on the website www.ellcchoicetohomes.org.uk and in a newsletter. You can collect a copy of the newsletter from any Family Mosaic office. We may be able to email it to you or send a copy to you in the post if there is no other way for you to find out what homes are available.

Each advert contains details of the property, the weekly rent and other charges, and a provisional viewing date. The symbols we use are explained at the end of this leaflet. We will include a recent photograph of the property if we have one. The photo may not be of the actual property but a similar one in the street or block. If you are using the website to view the advert there are links to a map of the property location and other local information such as availability of public transport and schools.

Will all available properties be advertised?

The majority of empty homes are let to people nominated to us by local authorities or other agencies. However, we aim to let the remaining properties in London and Essex through our choice-based letting system. Sometimes it may be necessary for us to withhold a property but we aim to do this as little as possible. We will include properties reserved for older people and properties suitable for people with disabilities including wheelchair users wherever possible. Properties reserved for people with high support needs and temporary housing are not included.

A guide to our choice-based lettings system

"Each Wednesday we publish details of our available properties on the website www.ellcchoicetohomes.org.uk and in a newsletter. You can collect a copy of the newsletter from any Family Mosaic office."

What properties can I bid for?

You can bid for one property in each of our weekly cycles. Generally you will be able to bid for any property in any area provided it has a suitable number of bedrooms. On occasion we may give priority for a particular property to a specific type of applicant. This will be clearly indicated in the advert. Properties built or adapted for people with disabilities are only offered to bidders who need such facilities. If you are selected as the top ranked bidder for an empty home you will not be able to place any more bids until you have responded to the current offer. You can continue bidding even if we have selected you as a reserve for a property you have bid for.

How do I place a bid?

You can place a bid 24 hours a day anytime before the closing date from each Wednesday morning to the following Monday midnight. It makes no difference whether you make your bid early or late during the bidding period.

Each Wednesday we publish details of our available properties on the website www.ellcchoicetohomes.org.uk and in a newsletter. You can collect a copy of the newsletter from any Family Mosaic office.

How to place a bid



Text to 0778 1486526

Step 1

Enter your housing registration number then a space.

Step 2

Enter your date of birth separated by slashes (dd/mm/yyyy) then a space.

Step 3

Enter the reference number of the property you want to bid for. Your text should only contain numbers, spaces and the slashes in the date of birth. It should look something like this:
4003123 01/05/1970 45001

Step 4

Send the text. You will receive a text back to tell you if you successfully managed to place a bid or not.



Phone 0845 650 4125

Then follow the simple instructions. You can choose to hear them in one of fifteen languages. You will need to have with you your registration number, your date of birth and the reference number for the property you wish to bid for. This is an automated service.



Kiosk

There are a number of easy-to-use touch screen kiosks located in public buildings. The kiosks are in various locations in the boroughs of Hackney, Barking and Dagenham, Newham, Redbridge, Southwark, Waltham Forest and Thurrock. Call us for more information regarding the location and availability of kiosks.



Web www.ellchoicehomes.org.uk

Step 1

Log in using your housing registration number and date of birth

Step 2

Click on Properties

Step 3

Click Search

Step 4

View details of available properties and click on Apply Now to place a bid.

We recommend that you bid using the website wherever possible as this gives you access to the most information.

What happens after I make a bid?

At the close of bidding each week, all bids are ranked firstly by the Band they are Ranked firstly by Band they are in and secondly by the date they qualified to join that Band. The time and date you place your bid during the bidding period and the way you place your bid make no difference to the way we rank the bids.

We then review the highest placed bids to check the applicants' circumstances and suitability.

We may bypass bids we consider unsuitable and ask for up-to-date proof of residence for all persons included in the application. If a property has been advertised as suitable for bidders with a disability or health requirement, we will check that highly ranked bidders do have these needs.

We select the three highest ranked suitable bids and contact the successful bidders by phone or letter to invite them to attend a viewing at the property. If more than one bidder at the viewing likes the property, it will be offered to the bidder with the highest priority.

The advert contains a provisional viewing date and time slot which is fixed in advance to help us let the empty home quickly. Before placing a bid please ensure that you will be able to attend on the published date and time if you are selected for an offer, as we are unlikely to be able to change the viewing appointment.

Can I refuse the offer?

If you are on the Transfer List you can refuse any number of choice-based offers without affecting your position on the list. If we make you a direct offer, due to a particularly urgent circumstance, and you refuse it, we will normally not make a further direct offer. We will review your application and may suspend it or move it to a lower Band. General List applicants are entitled to one offer only.

I don't have a computer – how can I take part?

If you don't have your own computer, do you have a friend, family member or relative who has access to a computer at home, work, school or college? Have you tried using a kiosk?


There are internet cafes offering cheap internet access throughout London and Essex. Your local library service almost certainly offers public access computers with free internet access. Contact your local council for more information.

You can collect a copy of the weekly newsletter from any Family Mosaic office during normal working hours every weekday except Tuesday. Staff in our offices will also be able to provide advice and support in using the system.


I still need help taking part – what support is available?

Our choice-based lettings scheme depends on you taking part by placing a bid. However, we appreciate that some tenants may have difficulty in using it. We have a range of ways to help you. Please contact us to see how we can help. For example, if you are housebound due to a disability and have no computer access and no one who can help you, we may be able to send you a copy of the weekly newsletter in the post.

We may also be able to place a bid for you or set up a facility for the system to automatically place a bid on your behalf in some circumstances. On rare occasions we may make a direct offer in an emergency or where a deadline for rehousing is approaching, but these offers will always be recorded within the choice-based lettings system.



We select the three highest ranked suitable bids and contact the successful bidders by phone or letter to invite them to attend a viewing at the property.



How do I find out the result of an advert?

When you place a bid you will get immediate feedback on the position of your bid. Whether your bid was not successful or you didn't bid at all, look at the feedback tables we publish in the newsletter and website. These show how many bids were placed and anonymous details of the successful bidder for every property including their Band and date. By comparing your Band and date with those of successful bidders, you will be able to judge how close you came or would have come to being selected.

This information can help to highlight if certain areas or types of property regularly receive more bids than others. You might use this knowledge to choose to bid for properties that are less popular in the hope that you have a better prospect of an offer.

Can I still bid for properties in Islington using Home Connections?

No – all the Islington homes we would previously have advertised in the Islington Gazette and the Home Connections choice-based lettings system for Family Mosaic tenants to bid for will now be advertised in www.ellcchoicetohomes.org.uk. We will still advertise the majority of Islington empty homes in Home Connections but these will only be available for bids from people registered for housing with Islington Council.

Can I still bid for properties in Lewisham using Lewisham Homeseach?

Yes – we will still be advertising the majority of Lewisham empty homes in the Lewisham Homeseach choice-based lettings scheme and you can still make use of this scheme. A proportion of our Lewisham empty homes will be advertised in www.ellcchoicetohomes.org.uk and will be open to bids from Family Mosaic applicants only.

I keep bidding but haven't got an offer – what else can I do?

Our Choice-based lettings system has many benefits but it doesn't increase the number of homes available for letting. We can still only offer rehousing to a small proportion of the many tenants seeking rehousing and this is unlikely to change. We can offer you detailed advice on a range of other rehousing options including mutual exchanges. Information about other rehousing options is also displayed at www.ellcchoicetohomes.org.uk.

Our Choice-based lettings system has many benefits but it doesn't increase the number of homes available for letting.

Visit

www.ellcchoicetohomes.org.uk

Guide to symbols we use in property adverts



specified age group



customer needing sheltered properties



customers assessed as needing accessible housing



this property has a lift



this property has a lift



this property has double glazed windows



this property has its own garden



this property has a shared / communal garden



this property does not have a garden



this property has a Warden/Concierge



this property has a personal assistance alarm



more pictures available on website

How to contact us - All Regions

Email: ccteam@familymosaic.co.uk

Phone: Call our Customer Care Line team on 0845 600 4436

Post: Housing Options Team
Albion House
20 Queen Elizabeth Street
London SE1 2RJ

Talking your language

Arabic

إذا كنت ترغب في الحصول على أي جزء من هذه المعلومات مطبوعاً بأحرف كبيرة أو بطريقة برايل أو مسجلاً على اسطوانة مدمجة أو شريط صوتي أو مشروحاً باللغة التي تتحدثها، يرجى الاتصال بنا على الرقم الموضح أدناه.

Farsi

اگر مایل به داشتن هر بخش از این اطلاعات به صورت چاپ شده با حروف بزرگ، خط بریل، CD، نوار صوتی و یا توضیح داده شده به زبان خودتان هستید، لطفاً با استفاده از شماره تلفن زیر با ما تماس بگیرید.

Kurdish

Heke hewceya we ji bo vê belgeyê bi herf û tîpên mezînan, bi alfabeya koran, li ser CDyê, li ser kasêtê an jî bi zimanê we bi xwe hebin; ji kerema xwe digel jimara jêr va têkilî û munasebetê bi me ra daynin.

Spanish

Si necesita esta información en Braille, en CD, en cinta o en su propio idioma, póngase en contacto con nosotros en el teléfono siguiente.

Bengali

যদি আপনি এই তথ্যগুলোর যে কোন একটির সম্বন্ধে বিস্তারিত জানতে চান, অথবা আপনার নিজের ভাষাতে ব্রেইল, সিডি, অডিও টেপ-এ পেতে চান তাহলে নিম্নলিখিত নম্বরে আমাদের সাথে যোগাযোগ করুন।

French

Si vous souhaitez obtenir une partie de ces informations en Braille, sur CD, cassette audio ou expliqué dans votre langue, veuillez nous contacter au numéro indiqué ci-dessous.

Polish

Jeżeli potrzebujesz aby całość lub część tego tekstu były przedstawione większą czcionką, w języku Braille'a, na nośniku CD, na kasecie audio lub zostały przetłumaczone na Twój język ojczysty, prosimy o kontakt pod numerem podanym niżej.

Turkish

Bu bilginin herhangi bir kısmının büyük boyutlu harflerle, Braille alfabetiyle, CD'de, ses kaseti şeklinde veya ana dilinizle olmasını istiyorsanız, lütfen aşağıdaki telefon numarasından bize ulaşınız.

Chinese

本文档提供关于公共场所方面的信息。如果您需要将这些信息的任何部分以盲文形式，或通过 CD、磁带，或以您的本国语言的形式提供给您，请通过以下号码与我们联系。

Gujarati

જો તમારે કોઈ પણ ભાગની આ માહિતી બ્રેઈલ, સીડી ઉપર, ઑડિયો ટેપ અથવા તમારી પોતાની ભાષામાં સમજી શકો તેની જરૂર હોય તો નીચે જણાવેલ નંબર ઉપર અમારો સંપર્ક કરો.

Somali

Haddaad u baahan tahay warkan afkaaga-hooyo, afka loogu talagalay dadka aan arki karaan – afka faraha ama CD-ga ama ajeladda rekorka nala xirir. Namberkan isticmaal.

Vietnamese

Tài liệu này cung cấp thông tin về các khẩu hiệu chung. Nếu bạn cần bất kỳ phần nào trong thông tin này bằng chữ in to, chữ Braille, CD, băng tiếng hoặc giải thích bằng ngôn ngữ riêng của bạn, xin liên hệ với chúng tôi theo số dưới đây.

This newsletter gives you information about choice based lettings or if you need any part of this document in large print, Braille, on CD or explained in your own language please contact us on 0845 600 4436.

Family Mosaic
Albion House
20 Queen Elizabeth
Street
London SE1 2RJ

Tel: 020 7089 1000
Fax: 020 7089 1001
Email: enquiries@familymosaic.co.uk
www.familymosaic.co.uk

Version 2
First published: Sept 2007
Last revised: Jan 2009



Printed on FC paper
from mixed sources
including recycled.