

Lewisham Find Your Home

Your complete six step guide to Lewisham Find Your Home



What is Lewisham Find Your Home?

Lewisham Find Your Home is the social housing lettings scheme that allows you to choose the property you would like to live in. It is run by the Lewisham Find Your Home Partnership, which is made up of Lewisham Council and all the main social housing providers in the borough.

Every Thursday, except bank holiday weeks, we advertise details of available Lewisham Find Your Home Partnership properties in a freesheet and on the Lewisham Find Your Homewebsite. You can request a copy of the freesheet from your social housing landlord.

You can also see and make requests for properties online at www.lewishamfindyourhome.org.uk If you don't have internet access at home, you can use a computer for free at any library in the borough.

This is the way to look for council and social housing providers homes of all sizes throughout the borough.

Opposite are the six steps you need to take to apply for a home of your choice through Lewisham Find Your Home.



Please keep this guide, as you will need to refer to it when you use Lewisham Find Your Home.

Lewisham Find Your Home is a partnership in the Lewisham borough between Clarion, Hexagon, Housing for Women, Hyde, London & Quadrant, Notting Hill Genesis, Phoenix, Peabody, Southern Housing, Wandle and Lewisham Homes, working in partnership with Lewisham Council and its agent Regenter B3.



Your six step guide

STEP

1

Register on the Lewisham Find Your Home website www.lewishamfindyourhome.org.uk

- ➔ To get on the Council's housing list, you need to complete an online housing application form. You can find this on our website at www.lewishamfindyourhome.org.uk
- ➔ If you are a tenant of one of the social housing providers in the Lewisham Find Your Home Partnership and you need to transfer to another property in the borough, you will need to complete an online application form. You can find this on our website at www.lewishamfindyourhome.org.uk. Some landlords have an internal transfer scheme. If they do, then you will need to approach them directly.
- ➔ You can only join the housing list if you have a recognised priority housing need.

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STEP

2

Check which priority band you're in.

- ➔ The Council and social housing providers have a responsibility to help other people who need housing, as well as their tenants. There are four priority bands: 1 (emergency), 2 (high), 3 (medium) and 4 (low). If you're eligible for Find Your Home, you should already have a letter telling you which band your application is in, and the priority date. This is the date your application was accepted, or the date of any change in circumstances that led to a change of band. The higher the band of your application, the higher the priority you have.
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STEP

3

Look at the website weekly, choose a property you are eligible for and interested in and place a bid.

- ➔ Each advert will give details about the properties available, the landlord, the weekly rent, the property's features and who it is most suitable for. There'll be a photograph of the property, if one is available. The photograph might not be of the actual property, but a similar property in the street or block.
- ➔ We will also say if the property is being advertised with a preference for a certain type of applicant e.g. people who are seriously overcrowded – who will be considered first.
- ➔ When you see a property that you're interested in, check it's suitable for you and that the deadline hasn't passed. For example, check it has enough bedrooms and meets any medical needs. Before you bid, carefully check all the details in the advert and make sure you can afford the rent. You may want to visit the area or street before you bid to make sure it is somewhere you would like to live.
- ➔ You can place a bid online at www.lewishamFindYourHome.org.uk anytime during the advertising cycle from 12.01 am on Thursday to midnight on Sunday.

You can only bid for one property a week.

- ➔ You need to make your request for a property by the closing date on the website each week.
- ➔ You can withdraw or change your bid at any time during the advertising cycle.

STEP

4

You can ask a friend, relative or any other helper to place a bid on your behalf for properties that you are eligible for.

- ➔ If you can't check the website every week, you can ask a friend, relative or any other helper to assist you. They should only bid on properties that you have agreed are suitable.

- ➔ If you are elderly or vulnerable and are unable to bid for yourself and have no one who can assist you, you may be able to get help from the Find Your Home Support Officer. For an assessment, call 020 8314 9097 (this number is not for general application enquiries). If you are a tenant of one of the social housing providers, you should contact their offices.

STEP If you're successful, you will be contacted by the social housing provider and invited to view the property.

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- ➔ We don't make offers on a first-come, first-served basis. We look at all of the bids together after the deadline.
- ➔ If more than one eligible person with the same rehousing need applies for the same property, the person who has been in need longest will have preference. That is the person with the oldest housing priority date.
- ➔ We start by looking at applicants in the highest band. If no one in that band is suitable, we go to the next highest band and work our way down.
- ➔ When we advertise properties indicating preference to a certain category e.g. people who are seriously overcrowded, we will consider that category first and then go to the highest band if no one is suitable.
- ➔ We often carry out multiple viewings, so will send up to three applicants to the landlord to be considered for each property. The landlord will tell you what position of the three you are in. During this process, the first applicant cannot bid again until the multiple viewing has finished and the landlord has notified the Find Your Home Team. The remaining applicants are still able to bid. We don't carry out multiple viewings for wheelchair-adapted properties or properties with a preference for clients subject to the one-offer policy.
- ➔ If you're one of the successful applicants, the landlord will contact you using the contact details you entered on your online housing application, so it is important you keep these up to date. You may

be asked to go in for an interview or be visited in your home first. You can view the property before you decide to take it.

- ➔ Before you move in, you may have to provide the landlord with evidence – such as identification, proof of income or proof of local connection – to confirm your household details.
- ➔ Some people can only be offered housing once, so will need to consider this offer very carefully. If they refuse it, they will not get another offer, and cannot use Find Your Home again for 12 months, pending eligibility.
- ➔ If you have been accepted as priority homeless, you will only be offered housing once. If you think the property you have been offered is unsuitable, you should move into the property and request a review. You should request a review in writing within 21 days of viewing the property.
- ➔ If the one-offer policy does not apply to you, you can have two homes offered to you. If you don't come to a viewing, accept an offer or sign a tenancy agreement of two properties, you will be disqualified for 12 months. After which you will have to reapply. Please note, your new application will be taken from the date you reapply.



STEP If you're not successful, try another week and keep checking the results in the feedback section of the website.



Lewisham Find Your Home will publish details of all the properties that have been let, showing the band of the successful person and how many eligible people put in a bid for the property. This will help you work out which properties you should bid on each week. The results may take a few weeks to appear.

We may offer some properties directly to applicants. These properties won't be advertised, but we will show the results on the website after they are let.

What are you eligible for?

We advertise sheltered housing for people aged 60 and over. We also advertise flats designated for older people with a lower age limit of 55 years and over. Look for the sheltered and minimum client-age icons on the website.

If you say that you're interested in sheltered housing and your bid is successful, someone may visit you to make an assessment. You still place a bid for these properties in the usual way and you can still choose which sheltered properties you want to bid on.

People who have a council or social housing provider medical advisor's recommendation for ground floor-only accommodation are the first to be considered for ground-floor properties.

Please note: If you can only be considered for a ground-floor property for medical reasons, you cannot bid for any property above the ground floor. If you have a medical advisor's recommendation for a property with a lift, or heating in all rooms, you will not be considered for a property that doesn't have these facilities.

We advertise wheelchair-standard properties for people with a physical disability. We offer these properties to customers who have been recommended for them by the Occupational Therapy Team. Look for the wheelchair icon properties for disabled applicants on the website. Some properties advertised with the wheelchair icon may be suitable for a disabled person, but not for a full-time wheelchair user. Most wheelchair accessible properties are purpose-built and may be above ground floor level. If so, they will have two wheelchair lifts. If you are matched to a property with a wheelchair icon, a representative from the Occupational Therapy Team needs to come to the viewing. If you think you need a wheelchair accessible property and you have not had an assessment, call the Occupational Therapy Team on 020 8314 7777.



Keeping your application up to date

You will need to keep your housing application up to date. If your circumstances change for example, if you have a baby, a partner moves into your home, someone who lived with you moves out of your home or you change your address, telephone or email address, you will need to let us know. You should also let us know if you or any member of your household have a medical condition that is made worse by your current housing. You can do this by logging into you Lewisham Find Your Home account and completing a change in circumstances form. You can also upload any supporting evidence.

This information is also available in other formats on request, such as Braille, large print or audiotape. Please contact the Find Your Home Team on 020 8314 8877 or email [lewishamFind Your Home@lewisham.gov.uk](mailto:lewishamFindYourHome@lewisham.gov.uk).

For more information, visit www.lewishamFindYourHome.org.uk or contact your local housing office or social housing provider.

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