



lewishamhomesearch.org.uk



Lewisham Homesearch

*Your complete six step guide
to Lewisham Homesearch*



What is Lewisham Homesearch?

Lewisham Homesearch 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 Homesearch Partnership, which is made up of Lewisham Council and all the main housing associations in the borough.

Every Thursday, except bank holiday weeks, we advertise details of available Lewisham Homesearch Partnership properties in a free newsletter and on the Lewisham Homesearch website. You can get the newsletter at your housing office, public libraries and some voluntary organisations.

You can also see and make requests for properties online at

www.lewishamhomesearch.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 housing association 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 Homesearch.



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

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



Your six step guide

STEP

1

Register on the Council's housing list or your housing association landlord's transfer list.

- ➔ To get on the Council's housing list, you need to complete a housing application form. You can find this on our website at www.lewishamhomesearch.org.uk.
- ➔ If you are a tenant of one of the housing associations in the Lewisham Homesearch Partnership and you need to transfer to another property in the borough, you may need to get on your landlord's transfer list by completing a transfer application form. This is available from their offices.
- ➔ You can only join the housing list if you have a recognised priority housing need.

STEP

2

Check which priority band you're in.

- ➔ The Council and housing associations have a responsibility to help other people who need housing, as well as their tenants. There are three priority bands: 1 (emergency), 2 (high) and 3 (priority). If you're eligible for Homesearch, you should already have a letter telling you which band your application is in, and the list 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.

STEP

3

Look at the weekly newsletter or on the website, choose a property you are eligible for and interested in and make a request.

- ➔ 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.



STEP

3

cont.

We will also say if the property is being advertised with a preference for a certain type of applicant e.g. people who have to move because of major repairs works, improvements or redevelopment – known as decants – 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.
- ➔ To make a request, call the Lewisham Homesearch property request line, open 24 hours Thursday – Sunday on 012 0477 1656 (not an information line). Tell them your housing application number, your surname and the reference number of the property you are interested in. You can also make property requests online at www.lewishamhomesearch.org.uk.

You can only bid for one property a week.

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

STEP

4

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

- ➔ If you can't check the newsletters or the website every week, you can ask a friend, relative or any other helper to call or use the website for you. All your helper needs is your name, memorable date (e.g. your date of birth), housing reference number and the property reference number for the home you want to be considered for. They should only request properties that you have agreed are suitable.
- ➔ If you need help bidding and have no one to make bids on your behalf, you may be able to get help from the Homesearch support officer. For an assessment, call 020 8314 9097. If you are a tenant of one of the housing associations, you should contact their offices.

STEP

5

If you're successful, go to an interview and view the property.

- ➔ We don't make offers on a first-come, first-served basis. We look at all of the requests 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 list 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. decants, 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, you can't bid again until the multiple viewing has finished and the landlord has notified the Homesearch Team. 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 us 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 Homesearch 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 three homes offered to you, except for decants and large-scale decants. If you don't come to a viewing, accept an offer or sign a tenancy agreement of three properties in a row, you will be disqualified for 12 months.



STEP

6

If you're not successful, try another week and keep checking the results in the weekly newsletter or online.

Lewisham Homesearch 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 request for the property. This will help you work out which properties you should request 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 in the newsletter after they are let.

What are you eligible for?

We advertise sheltered housing for people aged 60 and over, and we also advertise flats designated for older people with a lower age limit. Look for the sheltered and minimum client-age icons in the newsletter and 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 make a request for these properties in the usual way and you can still choose which sheltered properties you want to request.

People who have a council or housing association 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 in the newsletter and 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.

This information is also available in other formats on request, such as Braille, large print or audiotape. Please contact the Homesearch Team on 020 8314 8877 or email lewishamhomesearch@lewisham.gov.uk.

Where to get your newsletter and more information

Lewisham Council housing offices

Lewisham Homes

Old Town Hall
Catford Road
London
SE6 4RU

Freephone: 0800 028 2028

Monday–Friday, 9am–5pm and
Wednesdays 10am–5pm

Regenter B3

(Pinnacle Housing)

Ground floor, 111 Endwell Road,
Brockley, London
SE4 2PE

Tel: 020 7635 1200

Open: Monday–Friday, 9am–5pm

Housing Options Centre

Laurence House
1 Catford Road
SE6 4RU

Tel: 020 8314 6000

Open: Monday–Friday,
9am–3pm and Wednesdays,
1–3pm (Emergencies only)

Housing Associations

Hexagon HA

130–136 Sydenham Road,
London SE26 5JY
Tel: 020 8778 6699

Hyde HA

181 Lewisham High Street,
London SE13 6AA
Tel: 020 8297 7500

London & Quadrant Housing Trust

Kingswear House
Dartmouth Road,
Forest Hill London
SE23 3YE

Tel: 0300 456 9996

Phoenix Community Housing

The Green Man
355 Bromley Road
London SE6 2RP

Freephone 0800 0285 700 ▶



Where to get your newsletter and further information (continued)

Libraries *Newsletter distribution point only

Blackheath community library*

Age Exchange
11 Blackheath Village,
London SE3 9LA

Catford Library*

Laurence House
1 Catford Road,
Catford, London
SE6 4RU

Crofton Park community library*

375 Brockley Road
Brockley, London
SE4 2AF

The Library at Deptford Lounge*

Giffin Street
Deptford, London
SE8 4RJ

Downham Library*

7–9 Moorside Road
Downham, London
BR1 5EP

Forest Hill Library*

82 Dartmouth Road
Forest Hill, London
SE23 3HZ

Grove Park community library*

Somertrees Avenue
London
SE12 0BX

Lewisham Library*

199–201 Lewisham High Street
Lewisham, London
SE13 6LG

Manor House Library*

34 Old Road, Lee
London
SE13 5SY

New Cross community library*

New Cross Learning
283–285 New Cross Road
London
SE14 6AS

Sydenham community library*

210 Sydenham Road
Sydenham
London
SE26 5SE

Torridon Road Library*

103 Torridon Road
Catford
London
SE6 1RQ

Homesearch information outside the borough:

Peabody,

45 Westminster Bridge Road,
London SE1 7JB
Tel: 0300 123 1237

Optivo

Grosvenor House
125 High Street, Croydon
Surrey CR0 9XP
Tel: 0800 121 6060

Housing for Women

6th Floor Blue Star House
234–244 Stockwell Road
London SW9 9SP
Tel: 020 7501 6120

Notting Hill Genesis

47–49 Durham Street
Vauxhall, London SE11 5JA
Tel: 020 3815 0000

Wandle HA

2nd Floor Minerva House
Montague Close
London SE1 9BB
Tel: 0300 200 0120

Clarion Housing Group

Maple House
157–159 Masons Hill
Bromley, Kent BR2 9HY
Tel: 0300 100 0303

For more information, visit **www.lewishamhomesearch.org.uk**
or contact your local housing office or housing association.