



Choice Based Lettings (CBL)

How to 'bid' *and* How Bands are Calculated

Tel: 0300 123 22 00
www.b-with-us.com

Welcome to B-with-us

B-with-us CBL scheme is a complete housing allocations service offered by reputable housing providers who have teamed up to provide the biggest selection of rented homes across Pennine Lancashire.

The scheme is designed to give you better access to housing services by advertising details of available homes. This allows you to choose homes that you wish to be considered for based on your housing need.

B-with-us CBL scheme is a new way of looking for rented homes. Rather than us deciding which homes to offer you, you can now choose which homes interest you.

How to register with B-with-us

You will need to register with B-with-us. You will be allocated your unique registration number and band before you can begin to make your selections. In order to make this process as easy and convenient as possible we have developed several ways in which you can do this. These are listed below:

- You can go to our website at www.b-with-us.com and complete an online registration form.
- You can download an application form from the B-with-us website.
- You can collect an application form from any of the partners and complete it then or take it home to complete it and send it back to us
- You can request an application form during office hours by calling the B-with-us general enquiries line: **0300 123 22 00**

You can bid for homes once you have registered and are on the housing register or if you are an existing member of B-with-us.

Once you have found the home(s) you are interested in, you can bid in a number of ways:

- Online – www.b-with-us.com
- Digital TV (Looking Local)
- In person at your local housing office listed on the back page of this booklet.
- By calling B-with-us on **0300 123 22 00**

Choose

All available homes are advertised on the B-with-us website (www.b-with-us.com) Council Offices, Housing Offices and various locations throughout your area.

Homes appear on the website at 12am on Thursday morning and are available for bidding until just before midnight the following Tuesday. The allocation process starts on Wednesday and we will aim to contact the successful customer within 5 working days.

Adverts

The advert tells you the landlord, location, size, rent and other features of the property to help you decide which homes are right for you.

The advert also tells you if there are any special requirements that the customer must meet, such as age and which band will be given preference.

Which homes can I bid for ?

You are only able to bid on homes that meet your eligibility criteria. For example, if you require only one bedroom you will not be able to bid for a two bedroom home.

The symbols that appear on the adverts indicate any restrictions about who is able to bid for a home.

Number of bids

You can only express an interest (bid) for advertised homes that you are eligible for up to **a maximum of 5 per week**. These should only be for homes that you would move to so it is important you read the information carefully.

Minimum Age

The minimum age for registering on the scheme is 16 years. However, 16 & 17 yr old applicants will be suspended until they have reached their 18th birthday or until an appropriate Ready to Move form has been received from a B-with-us approved support provider. Please contact your nearest housing office for more information.

Offer

All bids received will be put in order to produce a list of eligible applicants for each home advertised. If your name is at the top of the list you will normally be invited to view the home unless there are reasons why we are unable to do this, for example, you have rent arrears or legal action is being taken against you for breach of tenancy conditions. If we are unable to offer a home to the customer at the top of the list then we will move to the next customer and so on. Your application will be suspended if you unreasonably refuse 3 offers in a 12 month period.

Examples of unreasonable refusals will include

- Area unsuitable
- Failure to respond to an offer
- Repeated bids on a property type or area that you have previously refused or deemed unsuitable
- Personal circumstances e.g. not ready to move

If you decide to refuse the home offered it will be offered to the next person on the list.

If you are offered a home you will not be short-listed for other homes until you have decided to either accept or refuse the offer.

How Applications are Prioritised (Bands)

Applications received for rented accommodation will be assessed and placed in one of the four bands below. Within each band applications will be placed in date order, with the application with the oldest date having the highest priority. The date that is normally used is the date your application was placed in your current band (effective date).

Band 1:

- Statutorily homeless
- Homeless prevention
- High medical need
- Leaving care
- Decanting – for improvements or demolition
- Applicants subject to clearance / closing order
- Occupants served with a prohibition notice by Environmental Health
- Tenants of partner organisations under occupying by 2 or more bedrooms

All band 1 applications, excluding medical and under occupation, will be ring fenced to their respective local authority areas. Exceptional cases will be dealt with, on a case by case basis, by the local authority and registered housing provider dealing with the customer.

Band 2:

- Tenants of a partner organisations under occupying by 1 bedroom.
- Applicants who are overcrowded by two or more bedrooms.
- Households 'moving on' from an approved B-with-us supported accommodation provider, who have been assessed as ready to live independently.
- Applicants leaving a Refuge (*unless they meet Homeless Duty criteria in which case they will be awarded Band 1*).
- *Must have stayed in refuge for a minimum of four weeks, unless there are exceptional circumstances.*
- Occupational Therapist referral for significant* adaptations to the property that cannot be fitted in the existing home or it is not considered reasonable to do so.
- ** To be assessed on a case by case basis by B-with-us partner organisation housing staff.*
- Households who are at risk in their current home from harassment, violence, or threats of violence (including racial, homophobic and domestic violence) and can no longer stay there.
- *This will only be awarded by a senior housing officer following liaison with local housing options service.*
- Applicants who qualify for two or more categories from Band 3
- *If priority has already been awarded for overcrowding, threat of homelessness or non statutory homeless additional priority for unsatisfactory accommodation would not be awarded as this has already been taken in to account.*

Band 3:

- Households found to be intentionally homeless or non-priority need
- People who are going to lose their own accommodation within 8 weeks
- Standard medical cases
- *If medical priority is awarded, the customer will be notified in writing. This may include specific types of property the customer can bid for where appropriate i.e. ground floor. Additional priority for unsatisfactory accommodation would not be awarded as this will have already been included in the decision to award medical priority*
- People who need to move to a particular locality in the area for welfare, employment or training reasons to avoid hardship
- *This priority is only valid for bids made on properties within a designated area*
- People living in unsanitary housing (assessed by Environmental Health)
- Households who qualify for Community Contribution. To qualify for community contribution any member of the household will need to meet one of the criteria below:
 - Been in employment (for 9 out of last 12 months)
 - Been volunteering for a charity or not for profit organisation for at least 6 months and for a minimum of 10 hours per month.
- *It will be the applicant's responsibility to provide the evidence for the community contribution.*
- People living in overcrowded housing who have not been assessed as homeless or have not already been awarded threat of homeless priority
- or
- People living in unsatisfactory housing who have not been assessed as homeless or have not already been awarded threat of homeless priority, but is a licensee and is sharing a living room, kitchen, bathroom or WC with non-household members.
- *(Licensees are lodgers, people staying with friends, relatives, people living in B&B, hostels, caravans, tents etc)*

For the purpose of this policy households living with parents will not be classed as Licensees.

Band 4:

- All other applicants
- Applicants who are adequately housed

For more detailed information on how applications are prioritised (bands) please see the B-with-us Allocations Policy which is available on our website www.b-with-us.com or contact one of the offices listed on the back of this leaflet.

Website

Bidding on the website

Through the B-with-us website (www.b-with-us.com) you can find full details of the scheme including this document. You can search for homes that meet your needs and see the details of those homes. You can also place bids, withdraw bids and find out if you are eligible and what your current queue position is.

You can only bid for homes where your housing need matches the criteria on the advert. For example, if the advert states 'suitable for a couple and two children only' – regardless of your banding /priority – only couples with two children will be considered for that home.

Don't be worried about the word 'bid'; you won't be parting with any money. All this means is that you are actively interested and wish to be considered for the home or homes you are applying for.

Type www.b-with-us.com into the address bar of your internet browser.

Click on [Login / My Account Page](#) option then enter your housing register reference number and date of birth. As shown in figure 1

FIGURE 1

B-with-us
the complete home renting service

Home Property Search Login/My Account Recent Lets Contact Form Online form

Monday, 19-Oct-2009

Text Only View
Site Map
Text size: A A A

get textHELP
Browsealoud

Login

Login

Please enter your login details

Enter your unique reference*
 (e.g. 1234567)

Enter your memorable date*
 (dd/mm/yyyy) **Forgotten your memorable date?
click here**

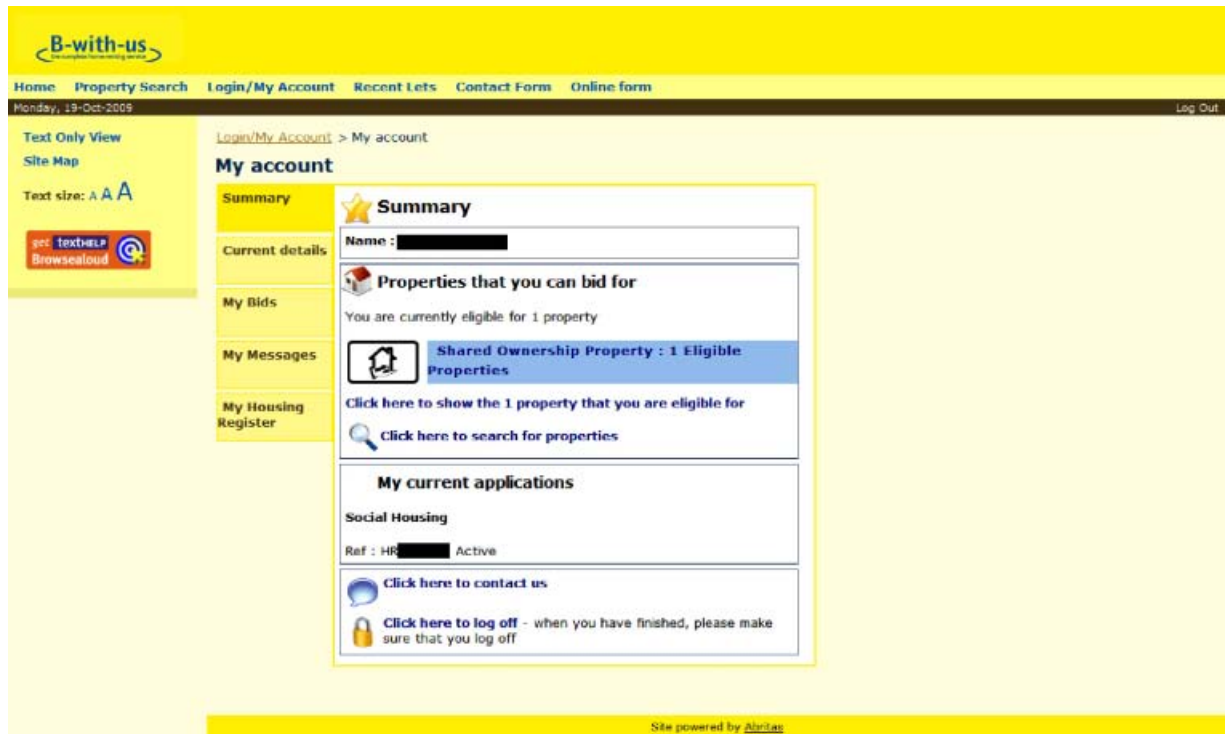
Login

If you don't have a login, click here to register

Site powered by Abritas

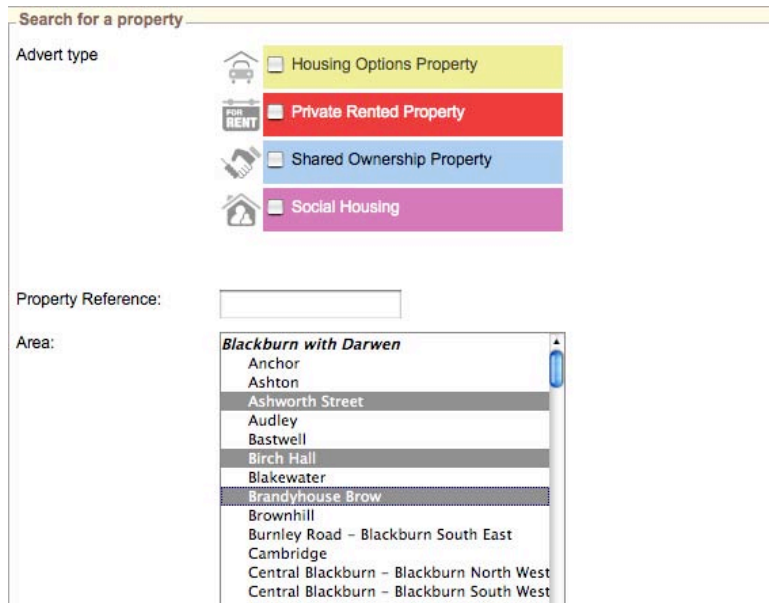
At this stage your login will be confirmed and details of homes you are eligible for will be shown. As shown in figure 2.

FIGURE 2



Alternatively click the **Property Search** option. Select any search criteria that you require (for example you may wish to search for a particular type of home) and click search - As shown in Figure 3.

FIGURE 3



To select more than one item from a list hold down the CTRL key (or Apple key on a Mac) on your keyboard whilst clicking on the items required with your mouse.

To deselect an item hold down the CTRL key (or Apple key on a Mac) on your keyboard whilst clicking on the item no longer required with your mouse.

A list of homes matching your search criteria will be displayed. If you are eligible for a home then an **Apply Now** button will be displayed - *As shown in Figure 4*. Your current queue position should you bid for this home will also be shown but note that this can change as other people bid. If you are not eligible then the reason will be displayed.

FIGURE 4

The screenshot shows the 'Property search results' page. On the left, there is a 'Site Map' section with 'Text size: A A A' and 'TEXTHELP Browsealoud' icons. The main content area is titled 'Property search results' and shows 'Current search criteria: Showing all available properties' and 'Click here to change your search'. Below this, it says 'Showing 1-1 of 1 properties found'. The main property listing is for a '2 Bed House In Accrington Shared Ownership Property' (Ref: 66) located at 'clarencia road, Accrington, bb5 4jt'. A placeholder image says 'No Photo Available'. To the right of the image, there are links for 'Show on map >>', 'Show local services >>', and 'Show full details >>'. Below these are property details: Landlord: Hyndburn Homes, Total cost: £60.00, Payment cycle: Weekly (50 weeks), Valuation: £225,000.00, Minimum share: 25%, and Purchase price: £56,250.00. At the bottom of the listing, there is a green box with a checkmark icon and the text: 'You can apply for this property. Please note your position for this property can change as other people add or remove their bids.' and an 'Apply Now' button. There are also icons for a 2-bedroom house and a dog, and the Hyndburn Homes logo.

For a home that you are eligible for click the **Apply Now** button. You will be shown the home details and asked to confirm your bid. When you confirm you will be told that your bid has been successfully placed. *As shown in Figure 5*

FIGURE 5

The screenshot shows the 'Apply for property' confirmation page. At the top, there is a navigation menu with 'Home', 'Property Search', 'Login/My Account', 'Recent Lets', 'Contact Form', and 'Online form'. Below the menu, it says 'Monday, 19-Oct-2009' and 'Log Out'. The main content area is titled 'Apply for property' and says 'Your request has been recorded.' Below this, there is a message: 'You will be contacted if you are successful. If you do not receive an offer for this property and you want to know how it was let, the result will be shown in the property results section of this website in the week after it is let.' At the bottom, there are two links: 'Return to your account page to view the status of your applications' and 'Or click here to return to your search if you wish to apply for another property'. The footer says 'Site powered by Abrizis'.

lookinglocal

You can view and bid for homes on B-with-us from TVTV (8888) or HPTV (4788) on Looking Local if you have any of the following platforms.



SKY Customers

- Ensure your phone line is connected at the back of your box.
- Go to the Community Channel (channel 539)
- Press the RED button to go to interactive and choose Looking Local.
- Type in 8888 or 4788 in the QuickCodeBox.



VIRGIN Customers

- Press the Home button
- Choose Interactive button
- Select News & Info
- Select Looking Local
- Enter the QuickCode: 'TVTV' (8888) or HPTV (4788)



Wii &



- Insert the following URL into your browser www.lookinglocal.gov.uk
- Select **Northern England IOM** from the menu.
- Select **North West** from the menu.
- Select **Lancashire** from the menu.
- Select **Twin Valley Homes** or **Housing Pendle** from the menu.



Via any web enabled phone as per the instructions for Wii and PC.

There are free apps available to download for smartphones



Search for **Looking Local** on the **iTunes App store** or on the **Android market**.

Types of Property

Choice based lettings property

Rented property for eligible customers on the register







Shared ownership property

A property for customers who may be able to buy part share in a property

Private sector property

An approved property available from a private landlord

What do the symbols mean?

 	Bedrooms
 	Max age
 	Min age
	Off street parking
	Wheelchair adapted
	Has Garden
	Supported Housing
	Sheltered Housing
 	Pets allowed / not allowed



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www.b-with-us.com



Calico Homes

Centenary Court
Croft Street
Burnley
BB11 2ED

Green Vale Homes

Green Vale Court
New Hall Hey Road
Rawtenstall
Rossendale
BB4 6HR

Housing Pendle

Shackleton Hall
32 Church Street
Colne
BB8 0AQ

Hyndburn Homes

Head Office
The Globe Centre
Enterprise Way
Accrington
BB5 0FL

Twin Valley Homes

Prospect House
Wharf Street
Blackburn
BB1 1JD

Tel: 0300 123 22 00

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