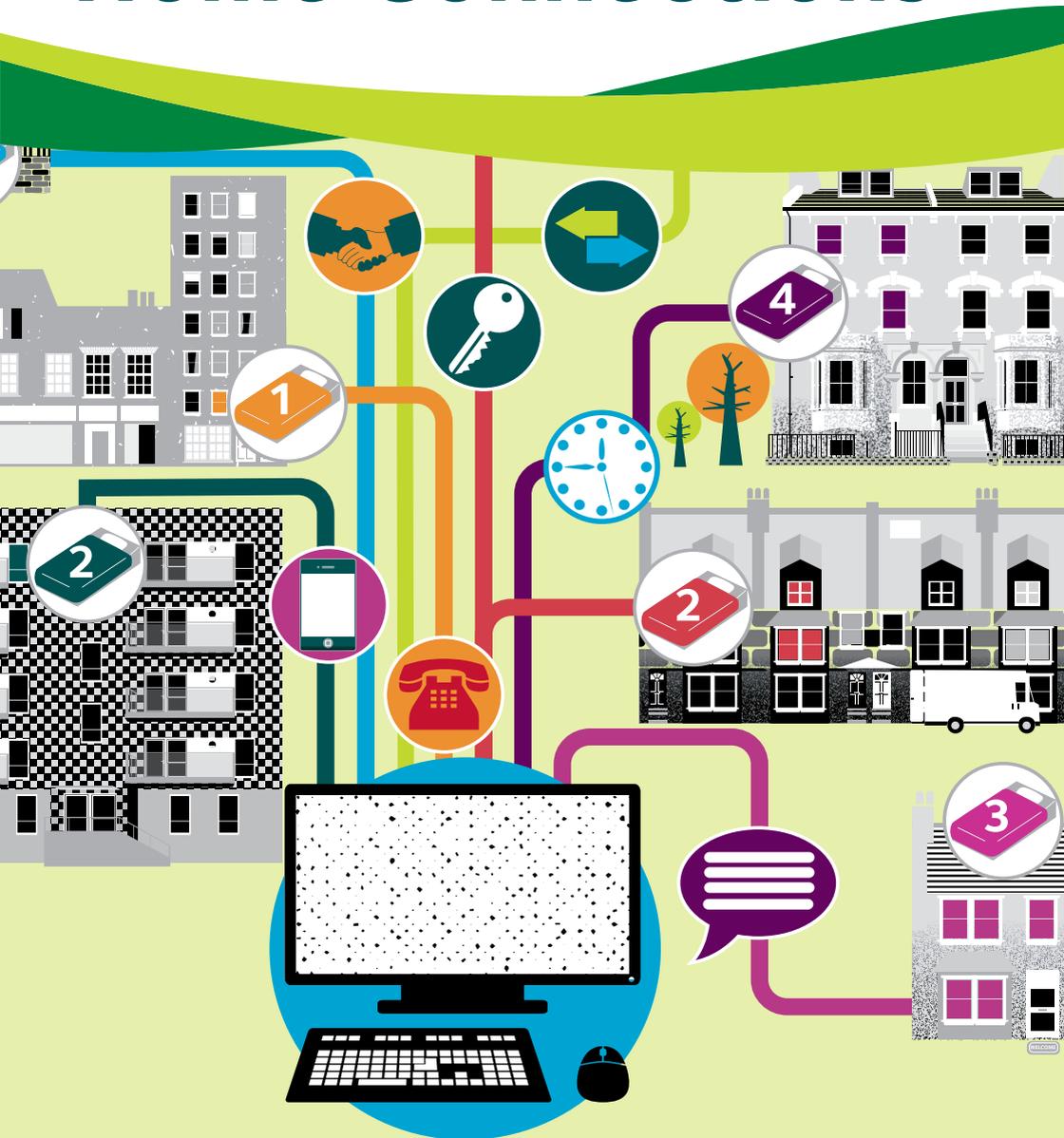


Your guide to Home Connections



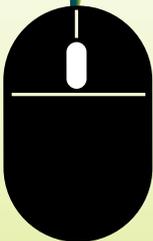


What is Home Connections?

This guide gives you the information you need to help you choose your home.

Home Connections is a Choice Based Lettings scheme (CBL) to allocate properties.

You can choose a home from the list available each week.





Who can use it?

To qualify to bid, you must have been assessed on the council's housing list and awarded **120 points** or more.

Points are awarded for housing need and the assessment is made according to the council's allocations policy. This policy is available at www.islington.gov.uk/housing

Following your assessment, we will write to you with your points total and the size of property you need. You will also be sent your **ID** and **PIN** numbers so that you can bid for properties. You can bid for a property with fewer bedrooms, as long as you don't become too overcrowded. You cannot bid for a larger property.





Where are properties advertised?

On Islington Council's website

Properties are advertised every Thursday:

- www.islington.gov.uk/homeconnections

You can bid for up to **three properties** each week.

You must bid by midnight on the Sunday following the Thursday advertisement.

Use your ID and PIN numbers to bid:

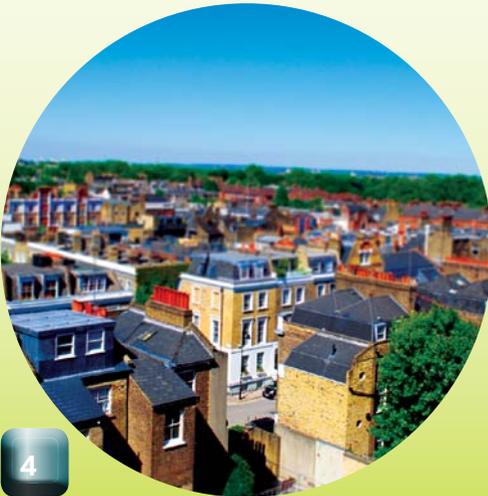
www.islington.gov.uk/homeconnections
(see page 6 for guide).

There are computers and help available at:

The Islington Customer Centre

222 Upper Street,
London, N1 1XR

Did you know all Islington libraries offer free internet access?





The service is free and available to all Sky and Virgin Media Subscribers.

On Digital TV

With the **Islington Looking Local service**, you can make payments and get information about a range of services, including bidding on Home Connections all through your TV!

How to use Looking Local service

Sky subscribers can navigate to the site by using their remote control:

- press the Interactive button on your Sky remote control
- choose DirectGov
- press 'select' on the welcome page
- choose 1 - Local services

Virgin Media customers should:

- press the Interactive button
- select 'News and info'
- select Looking Local

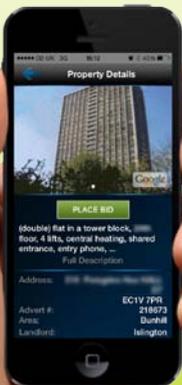
***Bidding is between Thursday midnight and Sunday midnight.**

On the CBL App from Home Connections

You can now bid on your smartphone or a tablet – anytime*, anywhere, on the move – using the **CBL App (Home Connect)** from **Home Connections**. It's quick and easy to use and you will never miss another bid cycle.

Download from:

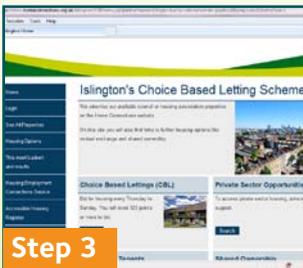
- Google Play
- Apple Store
- www.home-connections.co.uk





How do I bid?

If you are shortlisted we will need to contact you straight away. Make sure that we have your current telephone number/ mobile number.



Bid in Arabic, Cantonese, English, French, Portuguese, Punjabi, Selaki, Somali, Turkish, Urdu and Vietnamese.

Online

- Step 1** Go to www.islington.gov.uk/homeconnections
- Step 2** Login using your **User ID and PIN numbers**
- Step 3** Click on '**See all Properties**' to view properties and more information.
- Step 4** '**Click here to bid**' on the property you have chosen. You can bid for up to three homes each week.

By text

Text to **07800 140724** (cost as set by your mobile provider).

Key in: Bid # your ID number # your PIN number # the advert number

For example: Bid#812345#101066#123123

Only if you want to bid for further properties, add another # at the end of the advert number.

You can do this for **up to three properties** at a time.

Bidders with the highest priority are shortlisted. They will be invited to a viewing by text message when the property is ready to view.



Need some help?

We want to help everyone find somewhere to live, so please let us know if you prefer information in:



large print braille



email



text



another language



British Sign Language

We can assist those who need it by using an 'Auto bid' method. An 'Auto bid', once set up, will automatically bid for three properties each week in your chosen areas.

You can use most computer visual aids to look at www.islington.gov.uk/homeconnections and you can view the pages in other languages including:

- Arabic
- Bengali
- Cantonese
- English
- Polish
- Portugese
- Somali
- Turkish



Viewing properties

You will be contacted by text message with a date and time to view the property together with other shortlisted bidders. Please make sure you know where you are going and that you arrive on time. Viewing appointments take 30 minutes to complete. If you miss your appointment it will not be possible to arrange another viewing.

A housing officer will meet you at the property and you will need to provide identification such as a passport or driving licence. The housing officer will show you around the property and answer any questions. Please bear in mind that some homes are not ready to move into immediately, and some may have repair or redecoration work still to be completed.

Once you have viewed the accommodation you will be asked to confirm whether or not you would like to accept the property.





What happens next?

The person with the highest priority points will be contacted by telephone and offered the tenancy. You need to be able to move quickly as the new tenancy may start within a week of the offer.

Once you accept an offer, you should start preparing to move. Some of the things you may need to think about are:

- Removal cost
- New carpets/flooring
- Furniture
- Cooker/electrical goods
- Reconnections cost
- Telephone line



Remember you may need to give your current landlord four weeks' notice.



What are my chances?

You can check your bids and weekly results on the website. Generally, flats on larger estates or on higher floors are let to applicants with lower points levels. If you have fewer than 200 points you should certainly consider these properties if suitable for your needs.

Please be aware that if you do not attend viewings that you are invited to, or continuously refuse properties, or decline offers made to you, (the priority of) your application will be reviewed and you may be suspended from the bidding system.

Attendance at viewings and refusal reasons are therefore monitored.

If you are unable to attend viewing please reply to the text message or contact the Housing Options Team on **020 7527 4140** and choose **Option 2**.

Priority for level access both in and outside the property will be given to applicants who have been assessed as requiring level access by our medical advisor. An offer of accommodation may be withdrawn where strong medical evidence suggests it would be detrimental to the health and well being of a member of the household.

Similar restrictions may also apply to homes with two toilets or a level access shower.



On some estates, priority for one in five vacancies is given to people already living on the estate. These properties will be clearly identified in the advertisement.

Some properties are only available for applicants aged over 50.

Some homes have been adapted for wheelchair users or people with mobility difficulties. These are generally not advertised through Home Connections but offered directly to people requiring this type of accommodation.

For further details call **020 7527 4140**.





If you would like this document in large print or Braille, audiotape or in another language, please contact 020 7527 2000.

English

If you would like this information in your own language please contact 020 7527 2000 .

Italian

Se desidera queste informazioni nella sua lingua, è pregato di contattare 020 7527 2000 .

Somali

Haddii aad jeclaan lahayd macluumaadkan oo ku qoran luqadaada fadlan la xidhiidh 020 7527 2000 .

Spanish

Si desea esta información en su idioma, llame al 020 7527 2000 .

Turkish

Buradaki bilgilerin Türkçesini istiyorsanız, lütfen 020 7527 2000 numaraya telefon edin.

Albanian

Nëse dëshironi ta keni këtë informacion në gjuhën tuaj, ju lutemi telefononi në numrin 020 7527 2000 .

French

Si vous voulez recevoir ces informations dans votre langue veuillez appeler le 020 7527 2000 .

Housing Options Team

The Islington Customer Care Centre
222 Upper Street, N1 1XR

 rehousing@islington.gov.uk

 020 7527 4140

 020 7527 4136

 0800 073 0536

 www.islington.gov.uk



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