

Your guide

to applying for a transfer

This leaflet gives you more information about the L&Q's Choice Based Lettings scheme which enables you to have a greater say in where you want to live.

What is Choice Based Lettings?

Choice Based Lettings (CBL) is a transfer scheme which allows you to bid for available homes you are interested in rather than waiting for homes to be allocated by L&Q, giving you more control and choice in where you wish to live.

Who can apply for a transfer?

Any resident currently living in a L&Q home may apply for a transfer, with the exception of residents who hold starter tenancies or who live in agency managed schemes.

How do I apply for a transfer?

You will need to complete our **Transfer Application form** which will allow us to assess why you need or want to move. If approved, you will be sent login details enabling you to bid using the Choice Based Lettings scheme.

Can applications be prioritised?

Yes. The Choice Based Lettings scheme uses bands to reflect your housing need.

Band 1: Decants

Band 2: Under occupiers

Band 3: Priority cases

Band 4: All other transfer requests

What happens if I have any medical needs?

If you wish to have medical reasons taken into account, we will ask you to complete a **Medical Assessment form** to accompany your application. We can then pass your application to an independent medical adviser, who is a GP to make an assessment on our behalf based on the information on the form and any supporting evidence you provide.

How do I bid?

Our available homes will be advertised Wednesdays - Mondays on the Choice Homes website www.ellcchoicehomes.org.uk each week.

You will be able to bid on up to 2 homes each week by using any of the following methods:

1. Online at **www.ellcchoicehomes.org.uk**
2. Telephone the ELLC Choice Homes bidding hotline on **0845 650 4125**. Select your preferred language and follow the instructions (calls charged at local rate).
3. Text **07781 486526** (messages charged at standard rate). Your message must include:
 - Your **Unique Reference Number** followed by a space
 - Your **Password**, followed by a space
 - The **Property Reference Number**, or if you are bidding for two homes, both numbers separated by a space.

Your message should look something like this: **28975 23/06/1966 15001** or if you are bidding for two homes **28975 23/06/1966 15001 15002**. Please remember that these are just examples and you must enter your own details.

Please take care to enter your details correctly, we do not accept responsibility for text messages that are not received.

Once you have sent the text you will automatically receive a text to tell you if you successfully managed to place a bid or not.

Can I bid for any property advertised?

No. You can only bid on L&Q homes and you can not bid for anything larger than the need of your family. However, you can bid for any property up to the size you require. For example, if you require a four bedroom home you can bid for homes with three bedrooms and four bedrooms.

If you try to bid for a home that you are not eligible for, it will not be accepted.

What happens after I have made a bid?

When bidding closes, the bids received for each home are ranked according to your banding and time spent waiting on the transfer list.

As homes are advertised Wednesdays - Mondays each week, successful residents will be contacted from Tuesday onwards to arrange viewings.

Are any residents excluded from bidding?

If you have rent arrears of over £1000 you will not be allowed to bid until you have reduced them below £1000.

If you are successful in your bid, you can not sign the tenancy agreement unless your rent account is clear. If you are unable to clear the rent arrears the home will be offered to the next applicant on the list.

We also reserve the right to exclude residents from bidding if you are in breach of your tenancy agreement (e.g. anti-social behaviour) or if your current home has not been kept in a suitable condition.

Due to local arrangements we will be unable to advertise homes in the boroughs of Bexley and Lewisham:

- Residents who wish to live in Bexley will be required to register with Bexley Allocations Service
- Residents who wish to live in Lewisham will be required to register with Lewisham Homesearch.

For further information on registering with these external services, please contact L&Q Direct 0800 015 6536 or your local lettings team.

What happens if I do not have access to the internet?

If you are unable to access the internet at home or through other sources (e.g. family members, friends, public library) then please contact your local lettings team to discuss your options.

To help you choose your property when bidding, here is a guide to symbols that appear in our adverts



customers needing sheltered properties



specified age group



customers assessed as needing accessible housing



this property is close to shops / buses



this property has a lift



this property does not have a lift



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



this property has double glazed windows



newly built property



this property has a door entry phone

Contact us

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Phone

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E-mail

LQdirect@lqgroup.org.uk

L&Q is an exempt charity