

Choice Based Lettings COVID-19

Frequently Asked Questions

When can I start placing bids for properties on the Gateway to Homechoice?

The partner organisations in Gateway to Homechoice are allocating properties in accordance with the new [local lettings policy](#). Any such direct lets made under the local lettings policy will show in the information about 'recent lets' on the website.

If we have any properties where we cannot carry out a direct let, in accordance to the local lettings policy, then these will be advertised, starting on advert cycle 4-10 June.

Will all vacant properties be advertised once the scheme's suspension is lifted?

The partner organisations may choose to advertise a property but restrict it to people who fulfil one of the categories set out in 3.1 of the [local lettings policy](#). If this is the case, we will clearly mark the advert with 'Use of COVID-19 Lettings Plan'.

Why can't I be offered a 'direct let'?

We have very few vacant properties which are available for letting but if they do become available, they will be allocated, in line with Government guidance on Essential Moves (27/04/20), to those who meet one of the following criteria;

- Accepted (main duty) homeless applicants,
- There is no suitable temporary accommodation for a household, and we would be breaching our duty, under homelessness legislation, if no accommodation is provided,
- Applicants who we have assessed as meeting the criteria for Band B Options Advice, including applicants who are owed the relief duty and are currently residing in temporary accommodation,
- Applicants who are fleeing violence or harassment (and who are in Band A),
- Those with a critical health need (Band A) to move; *or*
- Others who we assess as having an urgent need to move.

I bid on a property before lockdown. Will I still be considered for that property?

Due to having to apply emergency measures, the property may have been offered elsewhere. If this was the case, we would have notified you by email (if one provided on your application) and sent a message to your Gateway to Homechoice account.

Any properties that have not been allocated, will be advertised on the Gateway to Homechoice site when we are able to do so.