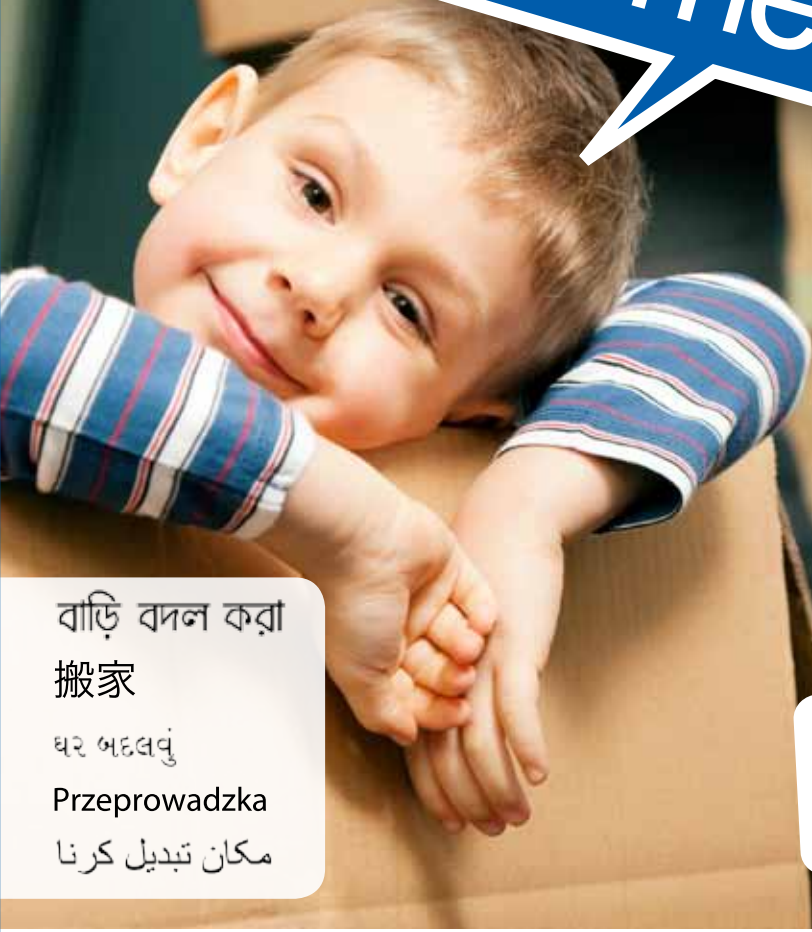


Moving home



বাড়ি বদল করা

搬家

ঘর অদলবদল

Przeprowadzka

مکان تبدیل کرنا



The Government Standard

Moving Home

We know that things change – some households get bigger while others get smaller.

You can move to another social rented home either by mutual exchange or transfer.

A mutual exchange is where you swap with another tenant. A transfer is where you move to an available empty home.

If you wish to transfer to another home you need to register with Gloucestershire Homeseeker. We also strongly recommend that you register for an exchange through the Homeswapper scheme. For information on this see our **Homeswapper** leaflet.



What is Gloucestershire Homeseeker?

Gloucestershire Homeseeker is the choice based lettings (CBL) system run by the six Gloucestershire councils in partnership with most of the housing associations in the county.

There is a very high demand for affordable housing in Gloucestershire. Only those in the highest

housing need, who have a local connection to the area are likely to be housed through the scheme.

There is a particularly high demand for family houses and flats. If you live in a council family home and would like to move to a smaller home, you could qualify for generous financial help. Please see our **Incentive to move** leaflet.

How Homeseeker works

To apply for social housing anywhere in Gloucestershire, you need to complete an online application form to register. You can then check the weekly adverts of available homes and bid for any that interest you.

There are five easy steps to using Gloucestershire Homeseeker:



Step 1 – Register

Register by visiting www.gloshomeseecker.co.uk and following the online instructions on the screen.

Try to have the following information handy when completing your application:

- national Insurance numbers

- dates of birth
- previous addresses for the last 5 years
- name(s) and contact details of any support workers you may have.

If you need to, you can save an unfinished application and return to the website within 7 days to complete it.



What if I don't have internet access at home?

- do you have friends or family who have access?
- do you visit agencies or organisations with public access computers?
- you could use the computer in our Southgate House reception from Monday to Friday 8.30am – 5.30pm. We'll be happy to help you.

For a list of other places with public access computers, please contact Gloucester City Council on 01452 396504.

Step 2 – Banding

Once you have registered, the Council will check and verify your application. They may contact you if they need more information. They will put you in a band according to

your housing need.

Providing us with an e-mail address will speed up our communication with you.

There are 4 different priority bands.

These are:

- bronze (lowest priority)
- silver
- gold
- emergency (highest priority)

Most applicants will be in the lower bands. Only a very small percentage will be in the gold and emergency bands.

When you get your band, you can ask for a review of the decision. You must send your review application in writing to the Council within 28 days of the date on the

notification. You must tell them why you think the decision is wrong and give them any extra information. They will forward the review to the Gloucestershire Homeseeker Assessment Panel.

Step 3 – View adverts

To find your new home, look at the weekly adverts of available homes. You can view these every Wednesday:

- on the Gloucestershire Homeseeker website - www.gloshomeseeker.co.uk
- in a printed newsletter which is available in our office and other places. These include council offices, some housing association offices, community centres and libraries.

There is a full list of places on the website and at council offices.

Remember to make a note of the property reference numbers of homes that interest you. You will need these to bid.

Step 4 – Bidding

To register an interest in moving to one of the advertised homes, you have to bid for it. **You can make up to 3 bids per week.** To bid, you will need:

- your unique reference number
- your PIN
- the property reference number of each home you are bidding for.

Each home has a list of requirements that you must meet to be considered for it.

Examples include:

- local connection to the area
- age restriction
- minimum or maximum bedroom requirement
- property adaptations.

Bidding means expressing an interest in moving to a home – it doesn't involve money! The deadline for bidding is 11.59 pm on Tuesdays. Bids made after this don't count.



You can bid:

On the internet

This is the easiest method. You can view available homes and bid by following the online instructions at **www.gloshomeseeker.co.uk**

By phone

Call the bid line on **0845 230 1892** and follow the instructions to make your bid.

By text message

1. Start a new text message on your phone
2. Type your unique reference number followed by a space
3. Type your PIN using date format dd/mm/yyyy including the forward slashes (/) followed by a space



4. Type the first property reference number followed by a space. If this is the only bid, go to step 6
5. Type the second and third property reference numbers followed by a space
6. Send the text message to **07786 202513**.

Step 5 – Offer

The Council puts bids they get by the deadline in priority order and contacts the household at the top of the shortlist. They usually offer homes to the applicant in the

highest band who waited the longest in that band and who meets the stated criteria.

If your bid is chosen, we will contact you and arrange a suitable appointment for you to view the home. If you want to accept it we will ask you to sign your new tenancy agreement. Please see our **Moving In** leaflet.

Please make sure that any home you bid for meets your needs. If you refuse too many homes the Council may review your application and may put you in a lower band.

For more information please contact us. Or visit www.gloscityhomes.co.uk or GCHTV on the Looking Local service.

Contacting us

Customer Services Team, Gloucester City Homes, Atlantic Suite,
Southgate House, Southgate Street, Gloucester GL1 1UB

Customer Services Line: 0800 408 2000 (freephone)
or 01452 530626 (normal call charges apply)

Text: 0778 148 2656 **Fax:** 01452 396599 **Minicom:** 01452 396161

Email: customer.services@gloscityhomes.co.uk

Web site: www.gloscityhomes.co.uk **Digital TV:** GCHTV on Looking Local

You can also contact us using our online reporting forms. Our website is speech enabled and you can adjust the size of the text and translate it to other languages.

If you would like any part of this document explained, translated or provided in another format such as large print, audio or Braille, please contact us.

আপনি যদি এই ডকুমেন্টের কোন অংশের ব্যাখ্যা, অনুবাদ অথবা বড় অক্ষর, অডিও অথবা ব্রেইলের মত অন্য কোন ফরম্যাটে চান তাহলে দয়া করে আমাদের সাথে যোগাযোগ করুন।

Bengali

如果您希望我們解釋、翻譯本文檔，或提供大字體、音頻或盲文等其他版本，敬請聯繫我們。

Chinese

જો આપને આ પુસ્તકમાંના કોઈપણ ભાગની સ્પષ્ટીકરણ જોઈતી હોય અથવા આ પુસ્તક અન્ય ભાષામાં અથવા રૂપમાં જોઈતી હોય, દાખલા તરીકે, મોટા અક્ષરોમાં, ઓડીયો પર અથવા બ્રેઇલમાં, તો કૃપા કરી અમારા સાથે સંપર્ક કરો.

Gujarati

Proszę zgłosić się do nas po uzyskanie wyjaśnień, przetłumaczenia względnie uzyskania niniejszego dokumentu w większym druku, w postaci dźwiękowej lub języku dla niewidomych.

Polish

اگر آپ اس دستاویز کے کسی حصے کی وضاحت، ترجمہ یا کسی اور شکل میں جیسے کہ بڑے حروف، آڈیو یا ابھرے حروف میں حاصل کرنا چاہتے ہیں، تو براہ مہربانی ہم سے رابطہ کریں۔

Urdu