



# Guide to Nottingham HomeLink



NHLLFTI



## Contents

A quick guide to using Nottingham HomeLink	2
Welcome to Nottingham HomeLink	3
How to use Nottingham HomeLink in four easy steps	4
Feedback	7
Frequently asked questions	9
Glossary of terms	11
Nottingham HomeLink partners	12

Nottingham HomeLink is a partnership between:



NOTTINGHAM **COMMUNITY HOUSING ASSOCIATION**

Guinness Trust Group



**family first**  
Empowering local people in need to make choices



## A quick guide to using Nottingham HomeLink

**Step**  
**1**

### **Register**

Details of where to get an application form are given on pages 16-18. You must fill in this form and return it to us. When we receive your application, if you are eligible to use Nottingham HomeLink, we will put you onto our register and give you a registration number.



**Step**  
**2**

### **Choose**

We will advertise all Nottingham HomeLink properties in the Nottingham Evening Post and on our website at [www.nottinghamhomelink.org.uk](http://www.nottinghamhomelink.org.uk). Page five gives a full list of places where HomeLink properties are advertised.



**Step**  
**3**

### **Bid**

Once you have found a property you like you can bid (show you are interested in the property) on the website at [www.nottinghamhomelink.org.uk](http://www.nottinghamhomelink.org.uk) or by phoning 0845 338 1988. Make sure you don't miss the deadline.



**Step**  
**4**

### **Move**

We will make a list of all the people who placed a bid for each property, then contact the successful bidder to offer them the property. If you have not heard from us within 10 days of the deadline for bids, you have not been successful.

Look at the feedback report every week to see how we let each property.

## Welcome to Nottingham HomeLink

Nottingham HomeLink is the way for Nottingham City Homes and most housing associations in Nottingham to decide who is offered their empty homes for rent. It is a 'choice based' lettings scheme. This means that you can choose which home you would like to live in.

Traditionally, people wanting housing are placed on a waiting list and have to wait until they are offered a suitable home. With Nottingham HomeLink, vacant properties are advertised in the Nottingham Evening Post and on the internet, and customers are invited to 'bid' to be considered for each property. The property will then be offered to whoever has been in the band the property was advertised to for the longest time.

**Some of the advantages of this system are:**

- You can choose which properties interest you.
- The feedback reports we produce show you how our housing is being let.
- You can choose where you live, you are more likely to stay there, which helps to make communities more stable.



# How to use Nottingham HomeLink in four easy steps

## 1. Register

You must register with Nottingham HomeLink before you can use the scheme. To register with Nottingham HomeLink you must fill in an application form, which you can pick up from the office of any Nottingham HomeLink partner listed on pages 16 – 18.

If you have already applied for housing to any of the Nottingham HomeLink partners, you will automatically be placed on the Nottingham HomeLink register. If your personal details or housing circumstances change, you must tell us as soon as possible.

You might need to provide extra information with your application form. This might include a reference from your current or previous landlord. The application form will tell you if you need to provide extra information.

If you are eligible to use the Nottingham HomeLink scheme, we will put you on the register within five days of receiving your filled-in application form and any extra information we have asked for. We will tell you your registration number and which band you have been placed in, according to Nottingham City Council's allocations policy, which sets out how applications for housing are prioritised. If we do not accept your application for Nottingham HomeLink, we will tell you why.

If you think the band we have placed you in is wrong, you can appeal. Please fill in the 'Change of housing circumstances or appeal against incorrect banding' form, which you can pick up from any of the HomeLink partners offices listed on pages 16 – 22.

Once you have received your registration number, you can start to bid for properties.

## 2. Choose

You can look for details of properties in these places each week:

- The 'Find a Property' section of the Nottingham Evening Post every Monday.
- On [www.nottinghamhomelink.org.uk](http://www.nottinghamhomelink.org.uk). If you don't have internet access at home, you can access it from any city library, Housing Aid, the Housing Services Centre or area housing offices.
- Property information sheets, which can be picked up from any Nottingham City Homes office.

If you are not able to leave your home, we will send you information on empty properties each week. Please contact any Nottingham HomeLink partner to find out more.

When you see a property you like, make sure it has the number of bedrooms you need. If you bid for a property with more bedrooms than you need, you will not be considered for the property.

Next check to see which band the property is advertised to. If you apply for a property that is advertised for a different band to the one you are in, you can still apply for it, but you will have less chance of getting that property.



### 3. Bid

Once you have found a property you like and are eligible for, you can place a bid. This means you are asking the landlord to consider you for that particular property. You can place up to three bids each week.

The advert will say when the deadline for bids is. We cannot accept any bids made after the deadline.

You can bid for a property in any of these ways:

- By calling the 24-hour bidding hotline on 0845 338 1988 and following the instructions. This service is available in several languages. You must call from a 'touch tone' phone (one with \* and # buttons) to be able to use this service.
- On the internet at [www.nottinghamhomelink.org.uk](http://www.nottinghamhomelink.org.uk).
- By calling into the office of any Nottingham HomeLink partner.

When you place a bid, you will need to give:

- Your surname.
- Your date of birth.
- Your registration number (If you do not know your registration number, contact the office of any Nottingham HomeLink partner).

If you have any problems when placing a bid, contact a Nottingham HomeLink partner.

Because of the high number of bids we receive for each property, we cannot contact everyone about their bids. We will only contact you if we are offering you the accommodation you bid for. If you have not heard from us within 10 days of the deadline for bids, your bid has not been successful.

## 4. Move

When the deadline for bids for a particular property has passed, we will place all the people who have made eligible bids on a shortlist. We will offer the property to the person who has been waiting the longest in their band.

If we offer you a property, you will have three days to tell us if you would like to accept it. If you refuse two offers from Nottingham City Homes, you will be invited to a Nottingham City Homes office to discuss your housing needs.

When you have been offered a property, you will not be able to place any more bids until you have decided whether or not to accept the offer.

### Feedback

Each week we will produce a feedback report to explain how we have let our homes. We will place the feedback alongside the adverts for vacant properties.

The feedback will show the band the successful applicant was in and how long they had been in that band. It will also show the number of people who bid for each property. This will give you a better idea of how long you will probably have to wait to be offered a property





*Tenants in Nottingham*

## Advice and support

If you need help using Nottingham HomeLink, please contact a Nottingham HomeLink partner. We can:

- Explain how to use Nottingham HomeLink.
- Provide information in other languages and formats (such as in Braille, in large print or on audio tape).
- Tell you which properties you can bid for.
- Give you information on other housing options, such as mutual exchanges or renting privately.
- Help you to fill in your application form.
- Put you in touch with agencies which can provide further support.
- Arrange for a HomeLink Support Officer to visit you (if you cannot leave your home because you are seriously ill or disabled).
- Allow a family member or support worker to place bids for you.



*A Nottingham tenant*

## Frequently asked questions

See below our most commonly asked questions. If you have any other questions you would like to ask us, contact the HomeLink Team on 0115 915 0176.

### **How can I get more information about Nottingham HomeLink?**

There is a lot of support available for people who need to find out more about Homelink or help using Nottingham HomeLink. If you need help, please contact any Nottingham HomeLink partner. Their names and addresses are on pages 16–18.

### **Where can I get an application form?**

Application forms are available to collect from area housing offices, or can be posted by contacting the HomeLink Team. Forms can also be downloaded to complete from the website at [www.nottinghamhomelink.org.uk](http://www.nottinghamhomelink.org.uk).

You will also be given a summary of Nottingham City Council's Allocations Policy with your application form. This can also be downloaded from the above website.

You will only be offered a property which matches your needs. You may be wasting your bids if you do not look closely at the information given in each property advert.

### **Is there any help available for customers to fill out the application form?**

Assistance is available from any of our area housing offices or partner Housing Association offices or by telephoning the HomeLink Team. Staff are happy to help answer any questions about filling out the form, or can help you complete the form, if that is what you want.

### What happens after the form is completed?

The form will be entered onto the HomeLink register. You will then be sent a registration pack including: your registration number (this is important as the number will be needed to make bids), details of the band which you are in and a guide to HomeLink and how to bid.

### What are bands?

Bands are used in order to prioritise applicants in order of need. There are six bands as follows:

- Band 1** - Homeless people whom Nottingham city have a duty to rehouse.
- Band 2** - Urgent need to move, for example medical/social recommendations, tenants fleeing violence, tenants in decommissioning schemes
- Band 3** - Moderate need to move but of a less urgent nature for example lodgers with children, families living in flats.
- Band 4** - General band with applicants who have a desire to move rather than a need, for example private tenants who have security of tenure.
- Bands 5 and 6** - For people who live outside the city (band 5) or outside the county (band 6), owner-occupiers, and applicants who register but will not currently require accommodation, for example people in prison.

A quota of properties is allocated to each band from 1 to 4. The quotas are set by Nottingham City Council and are reviewed annually. Applicants in bands 5 and 6 are only considered if there is no demand from applicants in bands 1 to 4 and they have a local connection.



### How will customers know what properties are available?

- Properties are advertised on the HomeLink website from 12 noon on Fridays and in the Nottingham Evening Post on Mondays.
- The current advert is displayed in all area housing offices from Monday to Wednesday.
- The advert is sent to support agencies and community groups who are part of our outreach programme.
- Vulnerable customers who are being supported by our HomeLink Support Officers are sent a copy of the advert if this is what they want.

Information is given in the advert to inform you which band will be given first consideration and what the eligibility criteria is.



### **How do I place a bid?**

You can bid for up to three properties per week either by:

- Logging onto the website at [www.nottinghamhomelink.org.uk](http://www.nottinghamhomelink.org.uk)
- Calling the automated Telephone line on 0845 338 1988; or
- Asking one of our staff to place the bid on your behalf.

Bidding stations with access to the website are available at area housing offices and Housing Aid. You can also use the freephone service at any of the area housing offices and Hounds Gate to bid by telephone.

You can place bids up to 11.59pm on Wednesday.

### **How do I know if I can afford the rent and bills for a property I am bidding on?**

If you are unsure about how much it costs to run a home, then contact our Rents Contact Centre on 0115 915 4920. We will be happy to help you with a welfare benefit check and provide details of the average cost of household bills. It is important to make sure you can afford the bills in your new home before you sign for it.

### **How do I know if my bid was successful?**

All eligible bids will be considered within two working days of close of bids. The successful bidder will be the applicant who has been in the band the property has been advertised to, for the longest amount of time, having checked to ensure that the applicant meets the eligibility criteria and that they are correctly positioned on the waiting list. The successful bidder will be offered the property and will be contacted wherever possible by telephone.

If you have not been contacted by the Monday after close of bids, you should assume that you have not been successful and consider bidding on the current properties advertised.

Feedback for all properties advertised is displayed on the website and in the Nottingham Evening Post when the property is let.



### **Who supports vulnerable people with HomeLink?**

HomeLink Support Officers are the single point of contact for HomeLink applicants. They provide additional support to applicants and help to explain how HomeLink works, help in bidding and provide other appropriate support and advice that is required. They can be contacted by telephone on 0115 915 0176.

If you have indicated that you need help bidding for properties, or if this has been recognised as a result of a support needs assessment, a HomeLink Support Officer will contact you. The Support Officer will either contact you by phone or arrange a home visit to explain the bidding process and offer further support.

The HomeLink Support Officer may link you up with existing support agencies and networks, or will support you throughout the bidding process until you have successfully bid for a property.

If you are unable to bid for yourself and do not have any support, then a HomeLink Support Officer can place bids on your behalf.

The HomeLink Support Officers work closely with support agencies and community groups across Nottingham giving advice and training on request. In addition there is an annual outreach programme to make sure that these agencies and groups are fully up to date with the HomeLink processes.

### **How does a customer update a change of circumstance**

If you have a change to your housing situation you should contact the HomeLink team on 0115 915 0176, who will be happy to update your details and reassess your application. It is important that you do this, because you could miss out on a property offer if we do not have your up-to-date details.

### **Can a customer keep their waiting time if there is a change of band on reassessment?**

If you move down a band, you keep your time from the date you applied to the register.

If you move up a band, your waiting time will start from when you are placed in the new band. This is to make sure that each person with the same need is considered in turn from the date the higher need was identified.

#### **Exceptions to this are:**

- Hostel dwellers are first placed into band 5 as a holding band when they move into the hostel whilst they accrue independent living skills and a support package is developed. Once they are ready for independent living they are placed into Band 3 and their waiting time is carried over.
- People who are under 18 can apply for housing, but will be placed into Band 6. Once they are 18 their application is reassessed and they are placed into a band that reflects their situation. Their waiting time is carried over.

### **How are adapted properties let?**

Details of any adaptations in a property are listed in the HomeLink advert. To make sure that a property with adaptations is offered to someone that needs it we always state that 'preference is given to people with an urgent need on medical/disability grounds.'

Sometimes properties are so specifically adapted that they need to be matched to someone with very specific needs. These properties will not be advertised.

### **How are urgent cases awarded priority?**

If you feel you need to move urgently, you should contact your area housing office who will arrange for an assessment of your needs to be carried out.

## Glossary of terms

### Allocations policy

This sets out the order in which applicants will be prioritised.

### Band

When you apply for housing, you will be placed in a band which reflects your current housing circumstances. There are six bands. The advert for each property shows which band will be given preference.

### Bid

A note of interest in a property. You place a bid for a property to let the landlord know that you are interested in it. You can place up to three bids every week.

### Bidding deadline

The deadline for placing bids each week. This is midnight on Wednesday. You cannot place bids for properties after this time.

### Choice-based lettings

Nottingham HomeLink is a choice-based lettings scheme. Vacant homes are advertised, and customers place bids for properties they are interested in. The property is then offered to the applicant with the highest priority, according to the allocations policy. You can find more information about choice-based lettings from the website at [www.choicemoves.org.uk](http://www.choicemoves.org.uk).

### Feedback

This tells you how properties have been let. You can find the feedback next to the property adverts.

### Housing association (also known as registered social landlord)

A housing provider. They provide housing for rent, shared ownership and other housing services, at affordable prices. There are 11 housing associations in Nottingham HomeLink- Derwent Living, Guinness Trust, Accent Nene, Raglan Housing Association, Family First Ltd, Longhurst Homes, Nottingham Community Housing Association, Tuntum Housing Association, Spirita, Places for People Homes and William Sutton Housing Association.

### Quota

The number of vacant properties to be offered to each of the bands. The quota system was established so that the higher the housing need, the quicker applicants will be re-housed.

### Shortlist

This is the list of applicants who have placed bids for a property. We use this list to offer the property to the applicant with the highest priority, according to the allocations policy.

## Nottingham HomeLink partners

Nottingham HomeLink is a partnership between Nottingham City Homes, Nottingham City Council and 11 housing associations. You can search for vacant properties and place bids at any Nottingham HomeLink partner's office. Details of all partners' offices are given below.

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### Nottingham City Homes offices

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**Website:** [www.nottinghamcityhomes.org.uk](http://www.nottinghamcityhomes.org.uk)

**Opening hours**

Monday – Friday 8:30am to 4:30pm  
Wednesdays 10:30am to 4:30pm

Except:

Victoria Centre housing office

Monday – Friday 9:30am to 12:30pm & 1:45pm to 4:30pm  
Wednesdays 10:45am to 12:30pm & 1:45pm to 4:30pm

Southglade housing office

Monday – Friday 2:00pm to 4:30pm

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**Aspley housing office**  
14 Strelley Road  
Strelley  
Nottingham  
NG8 3AP

**Phone:** 0115 915 3121  
**Minicom:** 0115 915 3126  
**E-mail:** [aspleyoffice@nottinghamcityhomes.org.uk](mailto:aspleyoffice@nottinghamcityhomes.org.uk)

**Bestwood housing office**  
Elmbridge  
Bestwood Park  
Nottingham  
NG5 5PF

**Phone:** 0115 915 3301  
**Minicom:** 0115 915 3407  
**E-mail:** [bestwoodoffice@nottinghamcityhomes.org.uk](mailto:bestwoodoffice@nottinghamcityhomes.org.uk)

**Bilborough housing office**  
95 Bracebridge Drive  
Bilborough  
Nottingham  
NG8 5PL

**Phone:** 0115 915 0491  
**Minicom:** 0115 915 0485  
**E-mail:** [bilboroughoffice@nottinghamcityhomes.org.uk](mailto:bilboroughoffice@nottinghamcityhomes.org.uk)

**Bulwell housing office**  
1 Gilead Street  
Bulwell  
Nottingham  
NG6 8NA

**Phone:** 0115 915 3212  
**Minicom:** 0115 915 3216  
**E-mail:** [bulwelloffice@nottinghamcityhomes.org.uk](mailto:bulwelloffice@nottinghamcityhomes.org.uk)

**Clifton housing office,  
Clifton Cornerstone**  
Southchurch Drive  
Clifton  
Nottingham  
NG11 8AE

**Phone:** 0115 878 6287  
**Minicom:** 0115 878 6101  
**E-mail:** [cliftonoffice@nottinghamcityhomes.org.uk](mailto:cliftonoffice@nottinghamcityhomes.org.uk)

**Lenton housing office**  
5 – 6 Church Square  
Lenton  
Nottingham  
NG7 1SL

**Phone:** 0115 915 3740  
**Minicom:** 0115 915 3740  
**E-mail:** [lentonoffice@nottinghamcityhomes.org.uk](mailto:lentonoffice@nottinghamcityhomes.org.uk)

**Radford and Hyson Green  
housing office,  
The Mary Potter Centre**  
Gregory Boulevard  
Hyson Green  
Nottingham  
NG7 5HY

**Phone:** 0115 883 8220  
**Minicom:** 0115 883 8225  
**E-mail:** [radfordoffice@nottinghamcityhomes.org.uk](mailto:radfordoffice@nottinghamcityhomes.org.uk)

**Southglade housing office**  
Southglade Road  
Bestwood  
Nottingham  
NG5 5GU

**Phone:** 0115 915 9701  
**Minicom:** 0115 915 9716  
**E-mail:** southgladeoffice@  
nottinghamcityhomes.org.uk

**St Ann's housing office**  
2 Robin Hood Chase  
St Ann's  
Nottingham  
NG3 4EZ

**Phone:** 0115 915 6905  
**Minicom:** 0115 915 6911  
**E-mail:** stannsoffice@  
nottinghamcityhomes.org.uk

**Victoria Centre housing office**  
4 – 21 Victoria Centre Flats  
Nottingham  
NG1 3PA

**Phone:** 0115 915 3730  
**Minicom:** 0115 915 3730  
**E-mail:** victoriacentreoffice@  
nottinghamcityhomes.org.uk



**Nottingham**  
**City Council**

**Nottingham City**  
**Council offices**

### **Housing Aid**

135 Lower Parliament Street, Nottingham NG1 1EE

**Phone:** 0115 915 3000  
**E-mail:** housingaid@nottinghamcity.gov.uk  
**Website:** www.nottinghamcity.gov.uk

### **Opening hours**

Monday, Tuesday, Thursday and Friday 8:30am to 4:30pm  
Wednesdays 10:30am to 4:30pm

## Housing association offices

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### Derwent Living

No 1 Centro Place  
Pride Park  
Derby DE24 8RF

**Phone:** 01332 346477  
**E-mail:** [info@derwentliving.com](mailto:info@derwentliving.com)  
**Website:** [www.derwentliving.com](http://www.derwentliving.com)

### Opening hours

Monday to Thursday  
9:00am to 5:00pm  
Friday  
9:00am to 4:00pm

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### family first

Empowering local people in need to make choices

### Family First Ltd

174 Derby Road  
Nottingham  
NG7 1NF

**Phone:** 0800 013 0497  
**Website:** [www.familyfirst.org.uk](http://www.familyfirst.org.uk)

### Opening hours

Monday, Tuesday and Thursday  
9:00am to 5:00pm  
Wednesday  
11:00am to 5:00pm  
Friday  
9:00am to 4:00pm

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### Guinness Trust Group

### Guinness Trust

3.1 Clarendon Park  
Clumber Avenue  
Nottingham NG5 1AH

**Phone:** 0115 962 8200  
**E-mail:** [info@guinness.org.uk](mailto:info@guinness.org.uk)  
**Website:** [www.guinnesstrust.org.uk](http://www.guinnesstrust.org.uk)

### Opening hours

Monday to Friday  
9:00am to 5:00pm



**Longhurst Homes**  
5 The Triangle  
Enterprise Way  
NG2 Business Park  
Nottingham NG2 1AE

**Phone:** 0845 30 90 700  
**Website:** [www.longhurst-group.org.uk](http://www.longhurst-group.org.uk)

**Opening hours**  
Monday to Friday  
9:00am to 12:30pm

**Telephone opening hours**  
Monday to Friday  
9:00am to 5:00pm



**Spirita**  
Raleigh House  
68 - 84 Alfreton Road  
Nottingham NG7 3NN

**Phone:** 0845 8 50 60 80  
or 0115 988 7100  
**Website:** [www.spirita.org.uk](http://www.spirita.org.uk)

**Opening hours**  
Monday to Friday  
8:30am to 5:00pm



**Accent Nene Housing  
Society Limited**  
2 Ashton Avenue  
off Sutton Road  
Arnold  
Nottingham NG5 8LL

**Phone:** 0115 926 3969  
**E-mail:**  
[accentnenenottingham.admin@accentnene.org](mailto:accentnenenottingham.admin@accentnene.org)  
**Website:** [www.nenehousing.org](http://www.nenehousing.org)

**Opening hours**  
Monday, Wednesday and Friday  
9.00am to 12:00 midday  
Tuesday and Thursday  
10.00am to 1:00pm

**Telephone opening hours**  
Monday to Friday  
9:00am to 5:00pm

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NOTTINGHAM **COMMUNITY HOUSING ASSOCIATION**

**Nottingham Community  
Housing Association**

Unit 3 Clumber Court  
Pelham Avenue  
Sherwood Rise  
Nottingham NG5 1AJ

**Phone:** 0800 013 8555  
**E-mail:** [lettings.nottingham@ncha.org.uk](mailto:lettings.nottingham@ncha.org.uk)  
**Website:** [www.ncha.org.uk](http://www.ncha.org.uk)

**Opening hours**  
Monday to Friday  
9:00am to 5:00pm

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**Places for People Homes**

12 Vivian Avenue  
Sherwood Rise  
Nottingham NG5 1AF

**Phone:** 0800 432 0002  
**E-mail:** [midlands.area@placesforpeople.co.uk](mailto:midlands.area@placesforpeople.co.uk)  
**Website:** [www.placesforpeople.co.uk](http://www.placesforpeople.co.uk)

**Opening hours**  
Monday, Tuesday and Thursday  
9.00am to 4.30pm  
Wednesday  
10.00am to 4.30pm  
Friday  
9.00am to 4.00pm

**Telephone opening hours**  
24 hours a day, 7 days a week

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Raglan Housing Association

**Raglan Housing Association**

Suite C Lancaster House  
Grange Business Park  
Enderby Road  
Whetstone  
Leicester LE8 6EP

**Phone:** 0845 070 7772  
**E-mail:** [midlands@raglan.org](mailto:midlands@raglan.org)  
**Website:** [www.raglan.org](http://www.raglan.org)

**Opening hours**  
Monday to Friday  
9:00am to 5:00pm

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**Tuntum Housing Association**  
90 Beech Avenue  
New Basford  
NG7 7LW

**Phone:** 0115 916 6066  
**Website:** [www.tuntum.co.uk](http://www.tuntum.co.uk)

**Opening hours**  
Monday to Friday  
9:00am to 5:00pm



**William Sutton Housing Association**  
Barton House  
49 North Moor Road  
Huntingdon  
York YO3 9YY

**Phone:** 0115 978 9900  
**E-mail:** [enquiries.east@williamsutton.org.uk](mailto:enquiries.east@williamsutton.org.uk)  
**Website:** [www.williamsutton.org.uk](http://www.williamsutton.org.uk)

**Opening hours**  
Monday to Friday  
8:30am to 5:00pm

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