



Homes in the City

Help with Bidding

We want to make sure that 'Homes in the City' is available to everyone. However we know that some people might need support and a bit of extra help through the process.

If you have said that you might need help bidding for properties, or if this has been identified from your application form, you will be contacted by a Support Officer who will either explain things to you over the phone or arrange to visit your home to explain the bidding process and see if there is anything we can do to make the process easier for you.

If you have any difficulties when making an application speak to one of the Housing Officers at your local office who will be happy to help. Your Social Worker or other support worker may also be able to help you.

We can offer you three types of assistance,

- High level support – we will support you all the way through, contact you each time properties are advertised and if necessary we'll place a bid on your behalf.
- Medium level support – we will support you with some parts of the process. We can send you Information on available properties, keep in regular contact with you and highlight properties that we feel may be of interest.
- Low level support – We will be in touch with you as needed and your support officer will be available if you need to speak to them.

Once you have made an application you will be given your own personal identification number which means you can start bidding for properties. You can then bid for up to three properties per advert.

If you cannot do this yourself, you can ask someone to do this for you. This could be your social worker, other support worker, a member of your family, a close friend or any one else that you ask.