The following terms and conditions outline Dudley Metropolitan Borough Council’s responsibilities for providing a housing service and your responsibilities as a customer. It is a condition of your acceptance onto the Housing Register (waiting list) that you sign to accept these terms and conditions. If you do not you will be unable to register an application.
Bidding for properties

**Dudley Metropolitan Borough Council will:**
- Check that all the information you have provided on your application is true.
- Assess your housing need based on the information you have provided. If we later find anything that is not true, we may take legal action against you and you could lose your home.
- Contact your current landlord, any previous landlord or other agencies as required.
- Use the information you have given us on your application to prevent and detect fraud.
- Process your application in accordance with the Data Protection Act 1998.
- Give you your Housing Register reference number, band and band start date. We will explain how our choice based lettings system ‘Dudley at Home’ works and advise you of support available if you have any difficulties accessing or using the system.
- Amend your application within 14 days of notifying us of any changes and inform you of any change to your band and band start date subject to relevant information being provided.

**Applicant (and joint applicants) will:**
- Only bid for properties that they are genuinely interested in.
- Before being formally offered a property provide any up to date information as necessary to confirm your circumstances.
- Provide requested information within 3 working days of request.
- Attend viewings as requested or inform the Council beforehand if you are unable to attend.
- Visit any property unless by prior arrangement and accompanied by a member of staff from our Property Team.
- Not allow access to any property unless by prior arrangement and accompanied by a member of staff from our Property Team.
- Confirm your intention to sign the tenancy agreement and answer any questions you may have about your new home.
- Contact your current landlord, any previous landlord or other agencies as required.
- Re-register your application and provide any requested information every 12 months in order to remain on the list and confirm your current circumstances.

Viewings and offers

**Dudley Metropolitan Borough Council will:**
- If you bid for a property which we are able to offer you and you then refuse, suspend your application and you will be unable to bid for properties in the following two cycles.
- Inform you at the viewing of any repairs that will be carried out before you move in and what repairs if any will be carried out after you move in.
- In certain circumstances give you options to choose from, for example we may be able to provide a skip to assist with garden clearance or issue vouchers to assist with redecoration.
- Let you know the target date by which the property will be ready for you to move in.
- Keep you informed of any changes to this target date as work progresses.
- If you are considered for an offer invite you to view the property.
- If you are not interested in the property you will be given the option to decline the offer.
- If you provisionally accept an offer of a property your application will be deferred and you will be unable to continue bidding on other properties.
- Suspend your application if you are invited to view a property and fail to attend without letting us know beforehand. You will be unable to bid for properties in the following two cycles. This will also be counted as a ‘no response’.
- Not consider you for an offer if any information requested to confirm your circumstances is not provided within 3 working days of request.
- Defer your application until the relevant information is provided and you will be unable to bid for properties during this time.
- Not allow access to any property unless by prior arrangement and accompanied by a member of staff from our Property Team.

**Applicant (and joint applicants) will:**
- Only bid for properties in the following two cycles.