



Dudleyathome

Housing options in Dudley borough

**Viewing and applying
for properties**



Looking for rented housing

If you are looking for housing in the Dudley borough one option is rented accommodation. The Dudley at Home website www.dudleyathome.org.uk lists properties that are available from Dudley Council, other registered social landlords (housing associations) and some private landlords.

If you are now on Dudley's housing register you can view available properties and 'bid' for any that meet your housing needs and preferences. The term 'bid' simply means stating an interest in a property. Dudley at Home is also linked to HomeSwapper which offers to find existing tenants home swaps with tenants from anywhere in the country, including other parts of the Dudley borough.

What can I bid for?

Because we do not have enough vacant homes for everyone who wants them we need to make the best use of our stock: houses are generally only let to families with children; adapted properties are offered to people with disabilities whose needs most closely match the adaptations; and most flats and maisonettes are designated for particular age groups to avoid clashes of lifestyle. The Dudley at Home system will generally not let you bid for a property you are not eligible for.

Some vacant properties are advertised as being for any band; in this case we will give preference to band 1 first then the other bands in order. However, a percentage of properties will be identified for other bands so that people in lower bands who have waited longer will still have a chance of finding a home. These percentages are reviewed annually.

Some of our properties are advertised as 'best match'. This is because they are particularly scarce and in this case we may offer them to whoever needs them most, even if someone else is in a higher band or has waited longer.

How Dudley at Home works

1 Look at available properties

Properties are advertised in weekly cycles from midnight on Wednesday to midnight on Monday. Properties can be viewed on the website, via Digi TV or on a printed property list. If you do not have a computer at home you can use one at any housing enquiry desk, Dudley Council Plus or your local library. Printed copies of the property list are also available at these locations.

2 Bid for properties

Each advert lists details of the property and who is eligible to bid. Customers can bid for any property for which they are eligible. However, for some properties the advert will state which band will have preference. If no bids are received from that band the property may be offered to somebody from another band.

If you see a property you would like to live in and you are eligible for the property type, size and designation, you can bid for up to three properties during each advertising cycle. You will be able to withdraw your bids and re-use them on another property up until the close of bidding at midnight on Monday.

3 Offering properties

We look at the list of everyone who has bid for each property and invite the people with the highest priority to look at the property. Before making an offer we check that details on applications are correct - this may include asking for further information or carrying out a home visit. You will be required to provide the requested information within three working days.

4 Feedback

Information on properties let each week will be published on the website and in the printed property list.

How to place a bid

To be able to place a bid you will need your housing register reference number, the date of birth of the main applicant on your housing application and the property reference number(s) that you want to bid for. The property reference number can be found on the website and newsletter.

There are several ways in which you can place a bid

Via the website at www.dudleyathome.org.uk or via the council website at www.dudley.gov.uk

By telephone on **0845 270 1519**. This is an automated telephony service using the number keypad on your telephone that enables you to place a bid, withdraw a bid and find out your current queue position. You will be charged the local rate for this call.

By text message on **07781486584**. Your text must contain the following information in the following exact format:

Your housing register reference number, followed by a space;
the main applicant's date of birth, followed by a space;
the property reference number, followed by a space.

Example: 123456 6/3/1975 3065 Then press send.

You may give up to two property reference numbers provided you leave a space between each of them. You will receive a text back confirming that your bid(s) have been made or why they cannot be accepted. The cost of SMS (text) messages may vary and will be charged at your provider's standard rate.

By Digi TV - Dudley at Home is also available on interactive Digi TV via local cable networks.

If you need help using the service

You can telephone Dudley Council Plus on 0300 555 2345 or call in at Dudley Council Plus or any housing enquiry desk where our staff will be happy to:

- show you how to use the system if you have not used it before or
- refer you for our case management service if there are particular reasons why you will need more support to use Dudley at Home or
- book you a Housing Options interview if you would like to explore possibilities other than council housing.

How to find out more

Full details of the service are available on the website at

www.dudleyathome.org.uk or **www.dudley.gov.uk/resident/housing**

You can telephone Dudley Council Plus on 0300 555 2345 or call in at Dudley Council Plus or any housing enquiry desk.

If you require any assistance with regards to this document or would like to request an interpreter, large print or audio version, please contact the equality and diversity unit on 01384 813400



Dudleyathome