 <https://www.homemove.org.uk/>

## What is the Homemove Housing Register?

Homemove Housing Register is the scheme that Brighton and Hove City Council and partner Housing Associations within the city use to allocate their properties. All properties are advertised and people on the housing register who qualify for that size of property can then express an interest in properties they wish to be considered for. This is called placing a ‘bid’.

You will only be able to bid once your Housing application has been accepted and fully assessed. You will receive an email confirming the assessment decision. If you are accepted on the housing register, you will receive your reference number, banding award, and priority date to enable you to bid for available social housing.

We work with housing associations across the city to make a combined housing register, so you only need to make one application.

## How likely am I to be offered social housing?

The supply of social housing in Brighton and Hove is limited. Less than 900 properties become available each year and over 4600 households are registered on the housing register.

We cannot predict when someone is going to be re-housed. Your wait will be dependent on the type and size of property you are bidding for, who else is bidding on the same property, do they qualify for the property, what interest queue the property has been prioritised to, their band, and their priority date.

Some properties are in very high demand, and others may not be in such high demand, however, there are fewer properties available (four-bedroom houses).

Homemove website shows the banding and priority housing date of households that have successfully bid for properties. It also shows your queue position when bidding for properties. Both will help you determine the potential wait for a property.

The table below shows how many households are waiting for housing, what properties became available in 2022/23, and how long those who moved into social housing in Brighton and Hove over the last 3 years have been waiting.

|  |  |  |  |
| --- | --- | --- | --- |
| **Property size** | **How many households are waiting for this accommodation?** | **How many properties became available in 2022/23?** | **How long had successful applicants waited? \*** |
| Studio/ 1 bedroom | 2129 | 378 | 1 to 3 years and 9 months |
| Two bed | 1529 | 285 | 1.9 to 4.5 years |
| Three bed | 1015 | 85 | 3.4 to 8.5 years |
| Four bedroom | 158 | 5 | 1.5 to 8 years |
| Five bedroom | 54 | 1 | 4.5 to 5.1 years |
| Six bedroom | 3 | 0 | 1 year |
| Seniors housing | 424 | 112 | 1 to 3 years |

\* With so many more applicants than vacancies, queue times are likely to continue increasing each year. This will mean longer waiting times for those in lower banding and we recommend being open to other housing options (except those interested in senior housing).  I think it is important to be aware that although registered it may not result in an offer of accommodation due to the demand for social housing.

How will I know what has happened to the properties advertised?

All let properties will be listed on the Homemove website showing the number of bidders for each property and the band and priority date of the successful applicant.

<https://www.homemove.org.uk/freesheet>

## Who can apply to the Homemove Housing Register

In order to be accepted onto the Housing register you must be eligible for an allocation of social housing and qualify to be included in accordance to the allocations Policy.

You may not be eligible if you are subject to immigration control.

The following groups of people will not qualify and their applications will be rejected:

* You do not have a right to live in the UK
* You are not 18 years or over
* You do not have a housing need listed in our allocations policy
* You have not lived in Brighton and Hove for 5 years or longer.
* Your household income and savings are greater than the household income and saving threshold set by the Housing & New Homes Committee
* Applicants who own their own home
* Prisoners still serving a sentence
* Applicant is unlikely to satisfactorily manage the tenancy and /or pay their rent because, for example: antisocial behaviour, serious breaches of a current or previous tenancy, record of failure to pay rent, outstanding debt liabilities to the Council and not making arrangements to repay the debt
* Applicants providing false or misleading information
* Applicants not currently living in the United kingdom

You can find full information on who can apply in our Allocations Policy

<https://ww3.brighton-hove.gov.uk/sites/brighton-hove.gov.uk/files/Allocations%20policy%20final%202018%20web.pdf>

## Are you in housing need?

If one or more of the below applies to you, you may qualify to join the Homemove Housing register.

* You have significant medical issues that are affected by your housing situation
* You have mobility issues and have difficulties in your current accommodation
* You are overcrowded in your current residence.
* Are you a council or Housing association tenant and you want to downsize
* Are you ready to move on from leaving supported
* Are you over 55’s and want senior /extra care accommodation
* Your home is in disrepair, and have contacted private-sector housing
* You are a serving/former member of the armed forces
* You are owed a duty under homelessness legislation.
* You are a Brighton and Hove care leaver.
* Have you received a Priority transfer due to Domestic Violence, Racial Harassment, Homophobic, transphobic, or biphobia abuse or harassment agreed by your tenancy management team.
* Other reasons outlined in the Allocations Policy

<https://ww3.brighton-hove.gov.uk/sites/brighton-hove.gov.uk/files/Allocations%20policy%20final%202018%20web.pdf>

## How do I apply to join the Housing Register

In order to apply you will require

* An email address. If you do not have an email address please **here**
* National insurance number. If you can not remember or you require one please click Find a lost National Insurance number - GOV.UK (www.gov.uk)

You will need to register and complete an online housing application form

<https://unity.homeconnections.org.uk/SussexHomeMoveOLR/QuestionnaireStart.aspx?qid=752>

You will need to provide supporting evidence before we can finalise your assessment.

## Will I need to provide any documents?

You will need to provide supporting information to complete your application.

You can submit supporting information for your application via the customer portal on the Homemove website once you have registered.

The documents you will be asked to provide vary, but it is likely to include the following:

**Proof eligibility:**If you don’t have a British nationality, you must provide proof that you have recourse to public funds Proof from the Home Office of your settled status.

* You can share your information with us via the government website and provide the share code to us, which is valid for 30 days <https://www.gov.uk/view-prove-immigration-status>
* A photocopy of your Indefinite Leave to Remain Residence Permit.
* A photocopy of your Limited Leave to Remain or Enter Residence Permit and proof that (i) you have been granted Refugee Status (e.g. UK Border Agency letter), (ii) you have been granted Discretionary Leave, or (iii) you have been granted Humanitarian Protection.

**Proof of Local connection (ALL documents below need to be provided):**

* If you are in a private rented property, please provide your full most recent tenancy agreement from your current address, (if you do not have this, please contact your landlord/agency)
* Proof that you have been resident in Brighton & Hove for the past 5 years e.g. a photocopy of your tenancy agreements or utility bills, DWP (Department of Work & Pensions) letters.

**Proof of savings and income (for each household member) - showing the name(s), address and date:**

* A recent full 2-month bank statement from each account held and for each household member including children (listing balance & transactions). If there are transfers to or from your bank account from other accounts, please clarify what the payments are.
* Proof of Child Maintenance, if available.
* Recent benefit letters for each benefit claimed by the household.
* 3 months' payslips or end of year tax return for self-employed, for each member of your household who is working.
* If you are on Universal Credit, please provide us with your full print-out statement (if you do not have access to a printer you can print this out in our local job centre).
* Proof of investments for all household members:  
  - If you have any investments please provide an applicable form of proof ie premium bonds, stocks, shares , etc.

**Proof of identification (all documents below need to be provided for each household member):**

* A recent printed or digital portrait photo e.g. from a photo booth or taken with your phone (For any household member over 18 years old).
* Proof of National Insurance Numbers (For any household member over 16 years old). Find a lost National Insurance number - GOV.UK (www.gov.uk)
* Photocopy of valid: passport, birth certificate or driving licence. (For all household members).

**Proof for children:**

* Under 18  
  - Confirmation that the child(ren) live(s) with applicants. Up-to-date full letters of proof for child benefit or child tax credits with the child(ren)'s name(s) on. - Photocopy of a birth certificate.
* Adult Child  
  - Confirmation of adult child's identity.  
  - A letter from the adult child stating that live with the applicant and wishes to be re-housed with the applicant permanently.  
  - Proof that adult child has been resident with the applicant for at least 6 months with current bank statements or utility bills showing the names, address and dates.

**Medical/Mobility evidence**:

Should you choose to commit to any costs in order to provide supplementary medical information these will not be reimbursed by the service.

* Proof of diagnosis, medication and treatment that you currently receive.
* Any recent reports and assessments regarding your medical needs.
* Recent ‘Patient Summary'. You can ask the receptionists at your GP's surgery for this. This is a print-out summary of your history and diagnoses and should be provided free of charge.
* Reports or assessments regarding your mobility levels from any professionals who are involved within your care. e.g. from Occupational Therapists, Physiotherapist or any other reports such as a walking aid assessment. If you have been assessed to use a wheelchair/electric scooter, we need proof of when you have been assessed to use it e.g. for outdoor use only or full-time.

**Extra bed for carers:**

* Proof to have been formally assessed for permanent over-night care.
* Provide evidence that overnight care is required. This must include a care assessment from Adult Social Care at Brighton & Hove City Council.

**Proof readiness to move from supported accommodation:**

* Please provide the contact details of your support worker. We will need to need confirmation from your support worker that you are ready to maintain a general needs tenancy.
* A copy of your recent support plan.

**Applicants with convictions: (if applicable)**

* Details of all unspent convictions, when and where the offence took place and the sentence received, release date, plus details of any exclusion zones or non-molestation orders. Contact details of Probation Officer.

**Home owners: (if applicable)**

* Please provide a copy of the valuation of your property and a copy of your most recent mortgage statement.
* Proof of property purchase anywhere in the world (e.g. Deeds)

## How do I know if I have been accepted on the Housing Register?

You will receive an email confirming that you have been accepted onto the Homemove Housing Register. This will tell you the band you have been placed in, the date your application has been registered from, the size of property you are eligible for and your priority queue.

When you log into the customer portal, the status of your application will show as LIVE (Registered) and you will be able to place bids during the bidding period, which occurs fortnightly <https://www.homemove.org.uk/bidding-cycle-dates>

## What are the priority Bands

We decide your banding by assessing your current housing situation and personal circumstances. Your application will be assessed according to your level of housing need and placed into a band. Band A is the highest band and band D is the lowest. More details about the criteria for each band can be found on the Allocations policy

<https://ww3.brighton-hove.gov.uk/sites/brighton-hove.gov.uk/files/Allocations%20policy%20final%202018%20web.pdf>

Your banding may change if your circumstances change.

## Change of circumstances

It is very important that you tell us of any changes in your circumstances so that we can re-assess your application. We will tell you if this results in your application moving to a different band. If you move up a band the date used will be the date you move into that band. If you move down a band the date used will be the date that applied when you were previously in that band or any earlier date when you were in a higher band.

If you're already on the housing register and want to make a change to your details or an application you have made, you can [go to the Homemove](http://www.homemove.org.uk/) website <https://www.homemove.org.uk/> and choose the '' Update your details” option.

You will need to work your way through the entire form until you receive a message to say it has been completed. Your application will be suspended until an officer has assessed your changes and notified you by email of a decision.

## Appeal of the decision

You can request a review if you believe that our original decision was not correct. After receiving your decision email, you must ask for a review within 21 days.  
If you wish to request a review, you must:

* put it in writing.
* provide your reasons for the request
* provide documentation to support your review

You should not request a review because you are unhappy with the decision and need to be clear as to why you consider this decision incorrect.

A senior who was not involved in making the original decision will review your application.

You can find details on how to request a review in your original decision email.

## Where are properties advertised?

Properties are advertised online at <https://www.homemove.org.uk/>

You can only bid for properties if you have been assessed and accepted on the housing register. You can view property details and bid online via Homemove <https://www.homemove.org.uk/my-cbl/property-search>

The property advert will tell you the name of the landlord, its location, size, weekly or monthly rent, and other features of the property. There will also be links to information about the local area and facilities.

You will only be able to bid on properties that have the same number of bedrooms as you have been assessed as needing. Some properties will be advertised with restrictions on who can bid for it.

## How often are properties advertised?

The bidding cycle opens every 2 weeks at 4pm on a Thursday and closes at 2pm the following Wednesday.

It is not first come first serve so as long as you bid within this time your bid will count.

You can see the bidding cycle dates: https://www.homemove.org.uk/bidding-cycle-dates

## How can I place a bid?

If you have been fully assessed and you have received your decision email which confirms your band, your priority date, the size of property you are eligible for, and your priority queue, then your application is set to **Live** (Registration), logging on the Homemove website. <https://www.homemove.org.uk/customer-login>

You can search the properties and read the property overview, see the key facts of the property, check the location on the map, and place a bid.

You can place up to three bids per bidding cycle.

When you bid for a property, you will be told where you are in the queue. This is likely to change frequently due to other people bidding for the same property. Using this information you may decide to withdraw your bid for one property and bid for a different property for which you are higher placed in the queue. You can do this at any time before the closing date.

All our properties are advertised with priority to one queue. This does not mean that the property can not be offered to any other queue.

You need to bid regularly and be flexible in terms of the property types and locations you are willing to consider giving you the best chance of getting an offer.

## Why are there not any properties I can bid on?

We cannot control or predict which properties will become available and when. If you have not found any eligible properties to bid on recently, please continue to check every fortnight or create a property alert on your account.

## Why does my position change?

You see the position of your bid in the queue as the bidding data is live. If people place bids after you it may change your bid position. If you bid by auto bid your position in the queue may still change. Your position in the queue is set by the priority queue the property is prioritised to in the first instance, then band, and your band priority/ start date.

Your chances of success are not affected by the time that you place your bid in the bidding cycle.

## Why can’t I bid on a property?

You can only bid on properties that you are eligible for. For example, if the property bed space is 5 and you have 6 people in your household, you will not be able to bid on the property.

## Why wasn’t my bid successful?

You may not have had the highest level of priority for the property you bid for. There are other reasons why you may not have been successful such as:

* Are you in rent arrears with the council or another landlord? **Rent arrears affect your banding and whether we can offer you a property. You need to pay them off as soon as possible.**
* If your circumstances changed and you have failed to notify us.
* Are your contact details up-to-date? We need an up-to-date phone number so that we can contact you to offer you a property should you be suscessful. Failure to respond to an offer is considered a refusal
* Did you meet the criteria as detailed in the advert. Sometimes there are extra criteria in the property advert.
* The landlord may have contacted us advising that the property is no longer available (current tenant change mid about moving, major disrepair, etc)

## Auto-Bidding

Auto-Bidding is where the system bids on your behalf when a property comes up that meets your preferences. Auto-Bidding is useful if you can't bid on your own behalf. However, by getting the system to bid on your behalf, you reduce the choice you have in which properties you bid. If you require autobid, please complete the auto bidding form to select your requirements for general needs [Sussex Homemove - Application for Auto Bidding (002).pdf](https://brightonandhovecc.sharepoint.com/:b:/r/sites/HousingNeeds/HomeMove/Homemove%20training%20for%20other%20services/Housing%20customer%20services/Sussex%20Homemove%20-%20Application%20for%20Auto%20Bidding%20(002).pdf?csf=1&web=1&e=ypYFDj)

If your requirements are for senior housing accommodation and you require assistance with your bidding please complete this form [Assisted Seniors Bidding Form 2023.doc](https://brightonandhovecc.sharepoint.com/:w:/r/sites/HousingNeeds/HomeMove/Homemove%20training%20for%20other%20services/Housing%20customer%20services/Assisted%20Seniors%20Bidding%20Form%202023.doc?d=we81debc51e944d6b807a5487d3b695be&csf=1&web=1&e=TG2Ph3)

## Offer process.

When you bid on a property you will be placed in a list with all the other households who are interested in this property. The list will be organised by the applicant's queue, highest banding, and the earliest priority housing date.

Accessible properties will be prioritised in order to their mobility category allocated.

From this list we then go through and find the correct client that matches the criteria of the advert.

The nominations will be sent to the landlords to arraign the viewing to the property.

You will be given an opportunity to view the property and decide whether you would like to accept it.

Refusing a final suitable offer of accommodation may result in your application being removed.

[Find out more about suitability offers and refusals in the Housing Allocation Policy](https://www.homechoicebristol.co.uk/Data/Pub/PublicWebsite/ImageLibrary/HCB%20allocation%20scheme%20March%202023.pdf).

<https://ww3.brighton-hove.gov.uk/sites/brighton-hove.gov.uk/files/Allocations%20policy%20final%202018%20web.pdf>

## Other questions

**I do not have an email address.**

Setting up an email address is quick and easy to do.

1. **Visit a website that offers an email service.** Notable ones are [yahoo.com](https://www.wikihow.com/Set-up-a-Yahoo!-Mail-Account), [google.com](https://www.wikihow.com/Set-Up-a-Gmail-Account), and [outlook.com](https://www.wikihow.com/Set-Up-Email-in-Outlook), all of which are free
2. [Google](https://www.google.com/intl/en-GB/mail/help/about.html)
3. [Microsoft Outlook.com](https://www.microsoft.com/en-gb/outlook-com/)
4. [Yahoo! Mail](https://uk.mail.yahoo.com/)
5. [Mail.com](https://www.mail.com/mail/)
6. **Find where to sign up.** Usually, there is a small link image or text that says "register" or "sign up," although you may have to go to the login page to find this.

* Type in "free email account" and the website of your choice into a search engine. Click on the appropriate link, hopefully bringing you to the setup page for the desired email account.

1. **Follow all the instructions on the page, filling out all the needed details.** In some cases, you may feel uncomfortable letting out certain information. Don't worry, most of the time email accounts do not need information such as telephone and street address, and you can skip these completely.

**4- Read over the service agreement and click the box saying that you agree to abide by the email system's rules.** Once completed, click on the Submit or Enter button at the bottom of the screen.

5- Once you have completed the process you are ready to go and can use your email address to send and receive emails.

## Why can’t I log into my account?

Have you received an assessment decision letter? You should have your logging details and the properties you can bid for in the letter if your assessment has been completed.

## My home is in disrepair, what can I do?

If you are writing to us regarding disrepair, please contact your accommodation provider directly.  Cases of dampness, mould, disrepair, damage should be reported to the following departments:

Private tenants initially need to contact their landlord to fix the issues. If your landlord is not fixing the issues you can contact the private sector housing team on 01273 29 3156 or they can be emailed at [psh@brighton-hove.gov.uk](mailto:psh@brighton-hove.gov.uk)

* Council tenants can contact Repairs free phone 0800 052 6140 or call our local number (01273) 294409. Alternatively, they can be emailed on [repairs.helpdesk@brighton-hove.gov.uk](mailto:repairs.helpdesk@brighton-hove.gov.uk) Housing Association tenants please contact your own Housing association officer
* Temporary Accommodation can be contacted on 01273 29 4400 option 3 or let your Temporary housing officer know of the problems
* Emergency accommodation, please let the caretaker know.

## I am going to be homeless, what do I do?

If you are homeless or facing homelessness you need to contact our housing advise team as soon as possible

<https://www.brighton-hove.gov.uk/housing/homelessness-and-living-street/housing-advice-support-if-you-are-homeless-or-risk-being-homeless>

## What are registered providers?

Registered providers are non-government organisations that own and manage social housing stock. They are regulated by the Regulator for Social Housing, not the council.

## Other housing options

Demand for social housing in Brighton and Hove far exceeds the number of properties that are available.  For this reason we advise those of you on lower bands to look into other housing options that may be available to you.

If you need general information about housing and the different options available, please go to the housing page on the Brighton and Hove City Council web site.

* Considering private rented accommodation. [www.brighton-hove.gov.uk/housing/private-housing/how-find-home-rent](http://www.brighton-hove.gov.uk/housing/private-housing/how-find-home-rent)
* Consider social housing options outside Brighton & Hove. We are part of a national scheme, called ‘HomefinderUK’ which enables people to bid for social housing in other parts of the country where demand is less. Often this can offer other benefits, such as access to a garden. <https://homefinderuk.org/>
* consider mutual exchange if you are a council or housing association tenant

## Mutual exchange

A mutual exchange is when council or housing association tenants swap homes.

You can apply if:

* you have a secure tenancy agreement, not including introductory tenancies
* the properties being swapped meet everybody's needs
* you're up to date with paying your rent

<https://www.brighton-hove.gov.uk/housing/council-housing/swap-your-council-or-housing-association-home>

## What should I do if I don't have a birth certificate or other ID documents?

You will need to get them. We cannot assist you without this documentation. If you require a birth certificate you will need to know which borough you were born in. You can go to the registry office in that area and pay for a copy of your full birth certificate or you can order one from Gov.uk.

## What should I do if I can't afford to pay my rent or mortgage?

Please contact our housing advice team as you may also be eligible for housing benefit or other temporary financial help.

Housing Advise <https://www.brighton-hove.gov.uk/housing/homelessness-and-living-street/housing-advice-support-if-you-are-homeless-or-risk-being-homeless>

Housing Benefit [Benefits and financial advice (brighton-hove.gov.uk)](https://www.brighton-hove.gov.uk/benefits-and-financial-advice)

## What can I do if I am having problems with my landlord?

[GOV.UK](https://www.gov.uk/private-renting) has full information on what your rights as a tenant are, and the responsibilities of your landlord. This also covers issues surrounding rent disputes and anti-social behaviour.

## What can I do if I am having problems with my neighbours?

We have strict policies on anti-social behaviour on council properties and housing estates, further advice on noise, nuisance, and anti-social behaviour is available.

[Report a noise problem (brighton-hove.gov.uk)](https://www.brighton-hove.gov.uk/environment/noise-pollution-and-air-quality/report-noise-problem)

[Nuisance neighbours (brighton-hove.gov.uk)](https://www.brighton-hove.gov.uk/topic/nuisance-neighbours)

[Report anti-social behaviour or a hate incident in your neighbourhood (brighton-hove.gov.uk)](https://www.brighton-hove.gov.uk/report-anti-social-behaviour-or-hate-incident-your-neighbourhood)

[Report a council housing problem (brighton-hove.gov.uk)](https://www.brighton-hove.gov.uk/housing/council-housing/report-council-housing-problem)