

## **Frequently Asked Questions**

### **Q – Will I still qualify to be on the housing register?**

A – Most applicants will still qualify. Due to recent changes to the Housing Allocation Policy it may mean that some applicants who were on the housing register no longer qualify to remain on the register. This is likely to affect applicants who do not have a strong connection to Boston Borough and those who already live in suitable accommodation. You would be informed during the re-registration process whether you still qualify once your application has been assessed. You can check the qualification criteria in our revised Housing Allocation Scheme Policy which is available on our website <https://www.mybostonuk.com/housing/finding-a-home/affordable-homes/>

*Anyone who is not or no longer eligible to join the register will be informed in writing and provided with details of other housing options that they can explore. A review of our decision could be requested.*

### **Q – Why does the Housing Register website reference East Lindsey District Council?**

A – The housing register IT system is shared with East Lindsey District Council. If you remain on the housing register, you will be able to bid for some properties in that district but higher priority will usually be awarded to applicants with a strong connection to that district.

### **Q – I am already registered on East Lindsey District Council Housing Register, do I need to re-register?**

A – No, you don't need to re-apply. However, there are some additional questions now under the 'Qualifying – Local Connection' and 'Assisted Bidding' pages that you should complete if not already done so. You can log into your customer portal and update these.

### **Q – How long will I have to register on to the new system?**

A – You should ideally re-register by the end of August 2021 so that you can bid for properties when we start advertising them again. However, if your application hasn't been completed or assessed by then you will still be considered for properties.

### **Q – How long will I have to wait to find out if I have qualified to remain on the housing register?**

A – Unfortunately we are unable to provide an answer because this is dependent upon how many applications our staff have to re-assess.

### **Q – I have already applied to the new system and my application has not yet been assessed. How can I place bids?**

A – For a period of time until we are up-to-date with assessing the backlog of applications, the shortlists will include nominations from those who were previously registered on Boston Homechoice. We will therefore cross check

### **Q – What day of the week are available properties advertised?**

A – Properties will not be advertised on the system on a set day, we will be having 'any day' adverts. This means that properties will be added any day from Monday to Friday and the advert will run for a minimum of four days. Therefore we advise that you check the system for available properties twice a week or alternatively you can create saved searches in the customer portal and the system will notify you if a property is advertised that meets your criteria.

### **Q - How can I find out what properties are available?**

A – All available properties will be advertised through the new housing register system. The Boston Homechoice magazine will no longer be produced. You will be able to view and bid

for the properties through the customer portal when you log into

<https://oneteamlincs.housingjigsaw.co.uk>

**Q – Will I still need to bid for properties once the new system is up and running?**

A – Yes you will still need to bid for properties. If you are unable to bid online because you struggle using a computer or do not have one, there will be an 'auto-bid' function but we recommend you ask a family member or friend to help you to bid on properties that interest you. If you rely on the system bidding for you it might bid on something that doesn't meet all of your requirements. You cannot place more than 3 bids at any one time.

For some properties you will be asked to provide evidence that you meet the property requirements such as specific local connection criteria for example have you lived within the location of the property for 5+ years?

**Q – What will happen once I have bid for a property?**

A – Your details will be checked to ensure you are still eligible, your banding is still correct and the advertised property is suitable for you. We will then provide the list of applicants to the housing provider who will allocate the property. The property will usually be allocated to the applicant with the highest priority, this being the applicant with the highest banding who had been waiting the longest in that band. For some properties, applicants will have to meet specific local connection criteria which would be listed on the property advert.

**Q – Will my banding on the Housing Register stay the same?**

A – For most applicants the position on the new register is likely to be similar to now unless circumstances have changed or banding was wrong. Bands are:

- Gold band will become Band 1 (Urgent Need)
- Silver band will become Band 2 (High Need)
- Bronze band will become Band 3 (Medium Need)
- Copper band will become Band 4 (Low Need)

*The banding does not convert exactly due to changes within the Housing Allocation Policy and therefore some may differ slightly. Please check the policy for clarification.*

**Q – What happens if I have a change in my circumstances?**

A – Once you are registered on the Housing Register, you will be able to log in and amend or update any information on your customer portal. It is your responsibility to ensure all details are correct. If you do not have access to the internet or struggle to use a computer, you can report your changes to us by contacting the Housing Team on 01205 314200 or emailing [Housing.dept@boston.gov.uk](mailto:Housing.dept@boston.gov.uk).