

Housing and Homelessness: How to find a home Tyne and Wear Homes

Newcastle, Gateshead, North Tyneside and South Tyneside Councils, and their respective housing organisations, have joined together to bring you an easier way to see all the housing options that may be available.

Registering your application

Before you can bid for advertised properties you must have an active housing register application.

How to apply

To apply for a property through Tyne and Wear Homes, visit www.tyneandwearhomes.org.uk and complete the **online application form** or **download a copy** and return it to your local housing office or Council Customer Service Centre.

Is everyone able to join Tyne and Wear Homes?

The following people will not be able to join the Tyne and Wear Homes housing register by law:

- Those who are subject to immigration control under the Asylum and Immigration Act 1996
- Those who are from abroad who are not subject to immigration control nor habitually resident in the UK, the Channel Isles, the Isle of Man or the Republic of Ireland
- Those, including members of their household, who have been guilty of unacceptable behaviour that makes them an unsuitable tenant. This can include having rent arrears.

New applicants

New applicants should visit the website, proceed to the **Log in / My account** page and follow the link to register a new application. Please make sure that after you complete the first stage, you continue through to the applying for social housing page to complete the process.

New applicants will be asked to complete the Tyne and Wear Homes application form and to provide certain documents and proofs of identification. **Failure to do so may result in your application being cancelled.**

If you don't complete the application in one visit, you can log out and return to it at a later date. Please keep your PIN and reference numbers in a safe place as you will need them to log in to this site in the future. The PIN should be the main applicant's date of birth in dd/mm/yyyy format.

How will I know if my application has been accepted?

Once your application has been processed you will be sent details of:

- Your registration date on the scheme
- The band / category that your application has been placed in and the date of this

If you have any queries about this process or want to discuss your application in more detail, contact your housing office or Council Customer Service Centre.

The bidding process

When will properties be advertised?

Homes will be advertised on the website every week between 00.01am on Thursdays and 11.59pm on Mondays. The pictured advert will also display all of the relevant information relating to each property.

How do I bid and how many bids can I make?

You can make up to three bids for properties per week, and it doesn't matter when you do this during the cycle. There are a number ways to bid for homes every week:

- **Online**
- By phoning 0300 7777 245
- By texting your bids to 07537 404 367
- By contacting your housing office or Council Customer Service Centre
- By digital TV in some areas

Can I withdraw my bids?

Before you bid for a home you can see your current position for the property. This will help you to decide whether or not to apply for an alternative home. Please note that your position will change as other bids are made, and you can choose to withdraw your interest at any time during the bidding period. You can then place a bid(s) on alternative properties within the same period.

Advertising homes according to need

Homes will be advertised with preference to either a specific housing band / category or the date you first registered. The band / category that you are awarded will depend on the local **lettings policy**. You can only bid for homes if you meet the advertised criteria.

Properties may be advertised as being available to a number of bands / categories but with preference to a particular group. Customers who meet the specified criteria will be considered first. For example, a bungalow may be advertised as suitable for applicants aged over 55. However, preference may be given to applicants over the age of 60. Likewise, you will not be considered for properties that are too big or small for your household or age group.

Are all properties offered to whoever comes top on the shortlist?

No. When a property has been advertised as being adapted, all of the bids made are considered in terms of the applicant who would make best use of the adaptation. The advert will clearly state when the preference ruling would be applied.

“Always advertised” properties

There are a number of properties every week which are listed as “always advertised”. This means they are allocated on a first come, first served basis and are available immediately.

Direct lets

Not every available property will be advertised. Some homes will be offered direct to applicants whose specific needs cannot be met through the bidding process. These are known as direct lets and could include properties required for high priority cases and emergency housing as a result of a fire or flood. Properties allocated as a direct let will appear in **Recent lets**. The individual circumstances will not be disclosed.