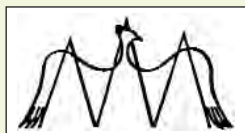


Coventry Homefinder is a partnership
between the following:



Coventry Homefinder is supported by the Coventry Partnership and its
introduction is being funded by the Neighbourhood Renewal Fund.

Any enquiries about the Coventry Homefinder Scheme
can be made to:

Coventry Homefinder

The Housing and Benefits Advice Centre
Spire House, New Union Street
Coventry CV1 2PW

Telephone Number: ☎ 024 7683 4024

Fax Number: 024 7683 2108

E-mail address: coventryhomefinder@coventry.gov.uk

Website: www.coventryhomefinder.com

24 hour automated telephone line for bids: ☎ 0845 270 1274

Text bidding number: ☎ 0778 148 6922

Your GUIDE to Coventry Homefinder



Coventry
HOMEFINDER

Letting you choose

Welcome to Coventry Homefinder

Coventry Homefinder provides a service to those looking for housing association homes by advertising available properties each week.

Coventry Homefinder is a partnership between Coventry City Council and housing associations in the city. It aims to provide improved services and more choice for customers in deciding where they want to live.

Who can register with Coventry Homefinder?

You can apply to register if you are aged 18 or over.

There are certain people who **cannot** register:

If you are subject to immigration control or a person from abroad unless you are a "qualifying person".

If there is evidence of anti social behaviour serious enough to make you unsuitable to be a tenant.

How to register with Coventry Homefinder?

Please complete the on-line application form on our website www.coventryhomefinder.com.

We encourage applicants to register on-line. This is the quickest way to register your details.

If you are unable to register online, please contact the Homefinder team on ☎ 024 7683 4024.

Please tell us of any changes in your circumstances, which may affect your application. This includes changes to your family or address. Please note if we do not have the correct contact telephone or e-mail details and we cannot contact you, you may miss out.

Assessing your application form

We aim to register all applications within 10 days. We will assess your application based on the answers you give to us. You may be asked to provide information to confirm your circumstances.

Once we have assessed your application, we will write to let you know that you are registered with Coventry Homefinder. You can then start 'bidding' for available properties. This means expressing your interest in a property. Bidding does not involve any money.

The letter will inform you of the following information:

- ❖ Your registration number and password
- ❖ The size and type of property you are eligible for
- ❖ The priority band you have been placed in
- ❖ The date of registration

Eligibility for size and type of accommodation

You will be informed about what properties you will be eligible for. When advertising properties each landlord will advise of the eligibility criteria.

Coventry Homefinder will advertise a range of properties including flats, houses and bungalows. Please note you will only be eligible for a house if you have a child under the age of 16 permanently residing with you.

All properties will be advertised with the level of accessibility, as below.

- Category 1 - Purpose built wheelchair housing
- Category 2 - Partly adapted houses
- Category 3 - Partly adapted flats
- Category 4 - Ground floor properties
- Category 5 - Life Time Homes
- Category 6 - General Housing

If you require an adapted property, you will need to complete a medical form. This will be assessed and we will advise you of the category of property you are eligible for.



Priority Bands

When you complete your application, we will assess your circumstances. We will place you into one of three bands in accordance with the lettings policy of Coventry Homefinder.

The bands are:

Band 1 - Very urgent needs

Band 2 - Urgent needs

Band 3 - All other Homefinders

75% of properties advertised will prioritise bidders by banding.

An applicant in band 1 bidding for a property will be given preference over an applicant in band 2 or 3.

If two applicants are in the same band, the applicant with the earliest date of registration will be given preference.

25% of properties advertised will prioritise bidders by registration date only.

If you need further information about the lettings policy, this is available on our website or from the Coventry Homefinder team.

Where you can find out about the available properties

Coventry Homefinder will advertise available properties every week. Advertising starts on Wednesday and ends midnight on the following Tuesday.

Available properties can be seen on the website www.coventryhomefinder.com

In our weekly property list. These are available at:

Housing and Benefits Advice Centre
Spire House, New Union Street
Coventry

One Stop Shop, Barley Lea House
The Barley Lea
Stoke Aldermoor, Coventry

One Stop Shop, Bell Green Library and Learning Centre
Riley Square, Bell Green, Coventry

Coventry Direct Express (Mobile bus)

Whitefriars Housing Group
9 Little Park Street
Coventry

St. James Lane
Willenhall, Coventry

29 - 33 Riley Square
Bell Green, Coventry

192, Torrington Avenue
Tile Hill, Coventry

Touchstone Heart
Highfield House
St. Nicholas Street, Coventry

Orbit Housing Association
Garden Court, Binley Business Park,
Harry Weston Road, Coventry

Coventry NDC
The Old Health Centre
Hillmorton Road
Wood End, Coventry

Wood End Advice Centre
146 Hillmorton Road, Coventry

Holbrooks Community Care Association
The Park, Holbrook, Coventry

Willenhall Advice Centre
104 Remembrance Road, Coventry

Libraries
Arena Park Library
Coventry Arena Shopping Park
Bell Green Library
17-23 Riley Square
Caludon Castle Community Library
Axholme Road
Canley Library, Prior Deram Walk
Central Library, Smithford Way
Cheylesmore Community Library
Poitiers Road
Coundon Library, Moseley Avenue
Earlsdon Library
Earlsdon Avenue North

Finham Library
Finham Green Road
Foleshill Library, Broad Street
Hillfields Community Library
St Peters Centre, Charles St
Jubilee Library, Jubilee Crescent
Stoke Library, Kingsway
Tile Hill Library, Jardine Crescent
Whoberley Community Library
St John's School, Winsford Avenue
Willenhall Library
106 Remembrance Road



How to 'bid' for a property.

You can 'bid' (express your interest) for up to three properties each week:

On the website
www.coventryhomefinder.com

On the 24 hour automated telephone
☎ 0845 270 1274 (Local call charges)

By texting ☎ 0778 148 6922

You will need your registration number and password when you bid for a property. You will also need the reference number of the property you are interested in. It is not first come first served, so you do not have to rush to make your bids. You will be told if you are not eligible for the property you have bid for.

You can remove or change your bids up until the close of the bid period.

What happens after the advertising closes?

When the advertising closes, the housing association that have advertised the property will contact the successful bidder. You may be asked to provide information to confirm your circumstances.

You will then be invited to view the property. You must let the housing association know straightaway if you do not want the property so that it can be offered to someone else. There are no penalties if you refuse the property.

If you have not been contacted within 10 days of the close of bidding, you have not been successful.

If I am the top bidder, could my bid be rejected?

If you have rent arrears or have caused anti social behaviour, your bid may be overlooked and your application suspended. Please make sure that you have paid any debts prior to making a bid.

If you are a tenant of one of the partners of Coventry Homefinder, you should ensure that your property is in good repair and decorative condition.

Partner housing associations will arrange to inspect your property prior to an offer being made. If your

property does not pass the inspection, your application could be suspended.

How we give feedback

We will publish feedback about the number of people who have bid for each property. We will also show the band and registration date of the top applicant. This information will appear on the website.

Mutual exchange and shared ownership

As well as properties for rent, we also advertise the following housing options:

- ❖ Shared Ownership properties
- ❖ Mutual Exchange

What if you are not happy with any decision made about your Coventry Homefinder application?

If you disagree with any decision made in respect of your application please contact us in writing stating the reasons why.

Right of review

Applicants also have a right of review of:

- ❖ A decision that the applicant is ineligible on the grounds of unacceptable behaviour.
- ❖ A decision that the applicant does not deserve a reasonable preference due to unacceptable behaviour.
- ❖ Any decision about the facts of a case that is likely to be or has been taken into account in considering whether or not to make an allocation.

You should request the review in writing within 28 days of receiving our written decision. We will reply to you in writing with our decision.

Please tell us if you need this document in **LARGE PRINT** or in Braille.

Need help in your own language?

Pour vous assister en votre propre langue

Assistenza na sura propria lingua

Luqadaadoo lugugu caawinaayo

برای کمک به زبانتان

لمساعدتكم في لغتكم

بۆيارمه تيدان به زمانى خۆت

☎ 024 7683 4024

