

Homebid

User guide

IT'S YOUR CHOICE

www.southampton.gov.uk/homebid

**Information
and guidance on
using Homebid**



Version 3 - April 2009

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All information was correct at the time this brochure went to print.



Homebid

**Do you need Homebid explaining?
You can get help from:**



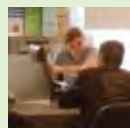
www.southampton.gov.uk/housing



Local Housing Offices



Allocations Advice Line 023 8083 2777



Gateway

Southampton City Council is committed to helping everybody access the Homebid scheme.

If you have any specific requirements, please contact us to discuss alternative ways of accessing Homebid.

Some of the measures available are:

- Large print
- Braille
- Audio translations
- Information on disk
- Translations into other languages
- One-to-one staff help

For more information, read the Homebid equality plan on the Homebid website or contact a member of staff.

Welcome to the Homebid User Guide

Helping you find a new home in Southampton

Homebid is Southampton's Choice Based Lettings Scheme.

Homebid gives you more choice about where you want to live. In the past you waited on the Housing List until a property was selected by the council. Now you decide which properties you would like to be considered for.

Homebid is available to everyone on the council's Housing List. This includes:

- Existing tenants who would like to **transfer** to a new home
- **Housing register** applicants (new applicants who are waiting on the Housing List)
- **Homeseekers** (people who have been accepted by the council as homeless)

Every two weeks Homebid produces the Homebid Magazine and updates the Homebid website, showing adverts for virtually all the available council and housing association homes at that time. This is called the bidding cycle. You can look at the adverts and decide if you want to bid for (express an interest in) any of the properties.

To get a new home you will have to bid for a property advertised by Homebid.

In each edition of the Homebid Magazine you can see the outcomes of previously advertised properties once they have been let. These include how many points the successful bidder had.

You should be able to find all the information you need in this guide, but if you would like to find out more about Homebid, or how to use Homebid Magazine to bid for a new home, you can contact Southampton City Council.

Contact details are available in this User Guide, the Homebid Magazine and also at www.southampton.gov.uk/homebid.

“Don't panic! If there is anything about Homebid that you don't understand, please contact us so we can help!”

Four steps to a new home

Step 1 Membership and Registration

You need to apply to be on Southampton City Council's Housing List. When you have been accepted you will be sent a welcome pack, including how many points you have and a unique Homebid number.

Step 2 Choosing & bidding

You can see available properties on the Homebid website, or pick up a copy of the free Homebid Magazine at various local places. If you find any properties that you want to move to, up to three bids in total can be submitted during each bidding cycle.

Step 3 Offer

If your bid is at the top of the list and you are eligible, we will contact you and offer you the property.

Step 4 Results

Homebid Magazine will publish details of how many people bid for properties advertised in previous issues, their number of points and so on.

How Homebid

With the Homebid scheme it will not be the council or housing association who will find and allocate you a home; instead you look for your own home using the Homebid Magazine.

Step 1 Membership and registration

You are automatically a member of Homebid if you are accepted by Southampton City Council for rehousing.

Only eligible applicants are accepted.

The council can give you more information about whether you are eligible to be on the Housing List.

Once your application has been assessed and accepted onto the Housing List, we will:

- write to you giving you a Homebid Number
- tell you your eligibility date (the date from which you qualified for the Housing List)

- tell you how many points you have
- tell you the size and type of the properties you are eligible for.
- send you a copy of this Homebid User Guide

If there are any changes to your household, medical or welfare circumstances, or housing situation you must tell the Allocations Advice Line at the council. This is very important as it may change your points, or your eligibility for certain homes.

Step 2 Choosing and bidding

Available properties are advertised in a free fortnightly magazine called 'Homebid Magazine' and on the Homebid website at www.southampton.gov.uk/homebid.

The adverts give you information about each property available for letting.

The Homebid Magazine can be viewed on-line or downloaded from the website. Alternatively you can pick up a free copy of Homebid Magazine from several places, including the Civic Centre, Local Housing Offices, local leisure centres and public libraries (full list available on page 8).

You can bid for up to three properties every time a magazine is released. If more bids are made they will override the previous bids. There is no need to stop bidding if you are waiting to hear about old bids. We will still contact you if any of your previous bids are successful.

You can bid in 4 ways:

1) On the web

Go to www.southampton.gov.uk/homebid and log on with your unique Homebid number and date of birth.

2) By text

Send message to 077 8147 2726.

See page 10 about making your bids by text.

3) By telephone

Call 0845 0708210 and follow the instructions. See page 11 about making your bids by telephone. Calls are charged at a local rate from a landline. However it will depend on your providers charges if phoning from a mobile.

4) By coupon

We will send blank coupons direct to you with your registration pack. Each bidding coupon will have your name and Homebid number printed on it. This is your individual number so do not give your coupons to anyone else (see page 12 about how to complete your coupon). You can request more coupons by telephoning 0845 0708211, by ticking the relevant box on the coupons, or by going to the Homebid website.

Homebid Magazine is published every other Friday. You have 5 days in which to bid. Your bids must reach us by 2pm the following Wednesday.

Bids are **not prioritised on a first come first served basis.**

If you are unable to place bids yourself, you can ask someone to bid on your behalf. You will need to give them your unique Homebid number and your date of birth. It is your responsibility to keep your Homebid number confidential and only give it to people who you wish to place bids on your behalf. Anyone who places a bid in this way must ensure that the applicant is aware of all properties that are bid for.

works

There are four steps for you to follow in choosing your new home.

Step 3 Offer

Homebid puts all of the bids for each property in priority order (highest number of points first) and produces a list of eligible applicants for each property. We call this a shortlist.

In most cases the council's Allocations Team will invite the applicant at the top of the list to view the property. If two or more people have the same number of points, the person with the earliest eligibility date will be put first.

We will contact you if your bid is successful. You do not need to call us. Keep bidding if you do not hear from us.

People who come top of a shortlist are usually contacted within a week of the closing date. However, some properties that are advertised may not be ready for immediate occupation.

If a person who was top of the list refuses, the next person on the list may be invited to consider the property.

If you are offered a property you will not be considered for other homes until you have made a decision on the first offer. If however you appear at the top of more than one shortlist at the same time we will contact you and you will need to decide which property you prefer. If we are unable to contact you we will decide which property to offer you.

You do not get penalised for refusing properties you have chosen. However, you may lose some priority if you have been awarded short-term points for a limited period and have not accepted any suitable offers within this time.



Step 4 Results

Once properties have been let, they are all listed on the "Results" page in a future edition of the Homebid Magazine.

The results tell you how many people bid for each property, as well as the number of points the successful bidder had and the property details.

It is not possible for us to tell you individually each fortnight if your bids have been unsuccessful.

However, you will be able to get this information from the Homebid website, 'bidding histories', or you can ask us.

If you have questions about how Homebid applies to you or about bidding for properties, there are people to help you at Gateway Southampton, your Local Housing Office, and on the Allocations Advice Line (see contact information on page 15).

The points

When you register for rehousing, your application will be assessed by Southampton City Council. You will then be sent a letter detailing your eligibility date, the number of points you have been awarded, the size and type of property you are eligible for and your Homebid number.

The Points System that we use is described below.

When bids are considered for properties, priority will generally be given to people with the most points. If two people have the same number of points, the person with the earliest eligibility date will be put first.

It is important to note that priority for some properties will be given to those with a medical need.

What happens when you apply?

- When you fill out a housing application form, the information you provide will be used to work out how many points to award you, using the points system.
- You will be informed in writing of your number of points once your application has been accepted and processed fully.
- If any of your details change, you **must** contact us as soon as possible because this may affect how many points you get awarded.

What are you eligible for?

We try to make the best possible use of the housing stock and therefore we have rules in place about who is eligible for each type of property.

You will only be offered a property if you have enough points and you are eligible. For example, you are only eligible for a two+ bed house if you have two resident children both under 17 years of age, at least one of whom is under 11.

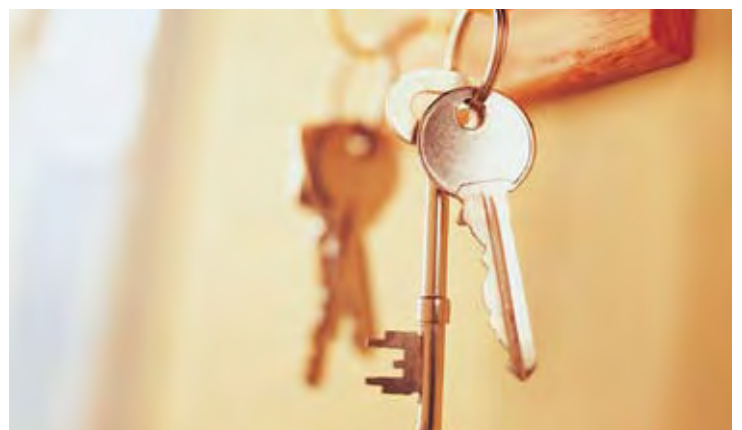
For full details about eligibility and other information about how the housing process works you can view the council's full Lettings Policy.

You can find this either on the internet or by visiting Southampton Gateway at the Civic centre.

Who is not eligible for re-housing?

- 1 People who do not have satisfactory immigration status.
- 2 People or families who have been guilty of unacceptable behaviour and that behaviour is still relevant.
- 3 Dependant children.

You can see how many points you have whenever you log on to your Homebid account at www.southampton.gov.uk/homebid.



system

How many points are you eligible for?

This table shows you how many points you may be eligible for depending on you and your family's circumstances.

Points are awarded under three categories

- Main points
- Additional points
- Exceptional points

An applicant is not entitled to any points in the 'additional' or 'exceptional' categories unless they first meet at least one of the criteria set under the 'main' points category. In order to qualify for points in the 'exceptional' points category applicants must first meet the local connection and insufficient funds criteria. The criteria are as follows:

Requirement	No. of points
Main points:	
Assessed medical/welfare/social need to move	30
Living in at least one of the defined unsatisfactory housing conditions	30
Homeless	up to 30
Additional points:	
Applicants with a proven link to Southampton	30
Applicants with insufficient financial resources to meet their own housing needs	30
Existing SCC tenants	25
Second household member with medical/welfare need to move	5
Living in two or more of the defined unsatisfactory housing conditions	5
Exceptional points:	
Under occupying SCC tenants and recognised Housing Associations in Southampton	200
"Management transfers" (four month period)	150
'Short-term' points (four month period) (e.g. urgent medical/welfare grounds, homeless in temporary accommodation)	100
People with assessed social need to move to a particular area where otherwise hardship would result.	30
Waiting time – points per month	1

Where to get your Homebid Magazine

Copies of Homebid Magazine are published every other Friday and are available free from the following places:

Southampton West				
1.	Lordshill	Oaklands Pool	Fairisle Road	Mon-Thurs 7.30am-9pm, Fri 7.30am-6pm, Sat-Sun 8.30am-6pm
2.	Lordshill	Lordshill Library	Lordshill District Ctr	Tues, Thurs, Fri 9.30am-7pm, Wed 10am-7pm, Sat 9.30am-4pm, Mon/Sun - CLOSED
3.	Lordshill	Lordshill Local Housing Office	Lordshill Centre East	Mon, Tues, Thurs 8.30am-4.30pm, Wed 10am-4.30pm, Fri 8.30am-4pm
4.	Maybush	Maybush Local Housing Office	Irving Road	Mon, Tues, Thurs 8.30am-4.30pm, Wed 10am-4.30pm, Fri 8.30am-4pm
5.	Millbrook	Millbrook Local Housing Office	Cumbrian Way	Mon, Tues, Thurs 8.30am-4.30pm, Wed 10am-4.30pm, Fri 8.30am-4pm
6.	Millbrook	Sure Start Millbrook, Redbridge and Maybush	Pickles Coppice Centre 65 Windermere Avenue	Mon-Thurs 9am-5pm, Fri 9am-4.30pm
7.	Millbrook	The Bungalow	12 Millbrook Road	Mon, Tues, Thurs 8.30am-4.30pm, Wed 10am-4.30pm, Fri 8.30am-4pm
8.	Shirley	Shirley Library	Redcar Street	Mon, Tues, Fri 9.30am-7pm, Wed 10am-7pm, Sat 9.30am-4pm, Thurs, Sun - CLOSED
9.	Shirley	Shirley Local Housing Office	Redcar Street	Mon, Tues, Thurs 8.30am-4.30pm, Wed 10am-4.30pm, Fri 8.30am-4pm
10.	Shirley	Sure Start Coxford, Lordshill and Shirley	Chestnut Road	Mon-Fri 9am-5pm
11.	Bassett	Burgess Road Library	Burgess Road	Mon/Fri 9.30am-7pm, Wed 10am-5pm, Sat 9.30am-4pm, Tues, Thurs, Sun - CLOSED
Southampton North				
12.	Portswood	Portswood Library	Portswood Road	Mon, Fri 9.30am-7pm, Tues 9.30am-5pm, Wed 10am-7pm, Sat 9.30am-4pm, Thurs, Sun - CLOSED
13.	Swaythling	Swaythling Local Housing Office	Parkville Road	Mon, Tues, Thurs 8.30am-4.30pm, Wed 10am-4.30pm, Fri 8.30am-4pm
14.	Bitterne	Bitterne Leisure Centre	Dean Road	Mon-Thurs 7.15am-10.30pm, Fri 7.15am-8.30pm, Sat-Sun 8.30am-6pm
15.	Bitterne	Cobbett Road Library	Cobbett Road	Mon/Fri 9.30am-7pm, Wed 10am-5pm, Sat 9.30am-1pm, Tues, Thurs, Sun - CLOSED
Southampton East				
16.	Bitterne	Eastern Library	Bitterne Road	Mon, Fri 9.30am-7pm, Tues/Thurs 9.30am-5pm, Wed 10am-7pm, Sat 9.30am-4pm, Sun - CLOSED
17.	Harefield	Harefield Local Housing Office	Exford Avenue	Mon, Tues, Thurs, Fri 8.30am-12.30pm, Wed 10am-12.30pm
18.	Thornhill	Thornhill Local Housing Office	Tatwin Crescent	Mon, Tues, Thurs 8.30am-4.30pm, Wed 10am-4.30pm, Fri 8.30am-4pm
19.	Townhill	Townhill Park Local Housing Office	Meggesson Avenue	Mon, Tues, Thurs 8.30am-4.30pm, Wed 10am-4.30pm, Fri 8.30am-4pm
Southampton South				
20.	Weston	Chamberlayne Leisure Centre	150 Weston Lane	Mon-Thurs 7.30am-10pm, Sun 9am-10pm, Fri 7.30am-9pm, Sat 9am-6pm
21.	Weston	Weston Library	Weston Lane	Mon-Wed 10am-12.30pm, 2.30-5.30pm, Fri 2.30-5pm, Sat 10am-12.30pm, Thurs/Sun - CLOSED
22.	Weston	Weston Local Housing Office	Weston Lane	Mon, Tues, Thurs 8.30am-4.30pm, Wed 10am-4.30pm, Fri 8.30am-4pm
23.	Weston	Sure Start Weston	60 Foxcott Close	Mon-Thurs 9am-5pm, Fri 9am-4.30pm
24.	Woolston	Woolston Library	Portsmouth Road	Mon, Tues, Fri 9.30am-7pm, Wed 10am-7pm, Sat 9.30am-4pm, Thurs/Sun - CLOSED
25.	Woolston	Peartree Local Housing Office	Portsmouth Road	Mon, Tues, Thurs 8.30am-4.30pm, Wed 10am-4.30pm, Fri 8.30am-4pm
Southampton Central				
26.	Central	Civic Reception	Civic Centre	Mon-Fri 8.30am-5pm
27.	Central	Art Gallery	Civic Centre	Mon/Bank holidays - CLOSED, Tues-Sat 10am-5pm, Sun 1pm-4pm
28.	Central	GATEWAY Southampton	Civic Centre	Mon-Tues & Fri 8.30am-5.30pm, Thurs 8.30am-7pm, Wed 9.30am-5.30pm
29.	Central	The Quays	Harbour Parade	Mon-Fri 7am-9.30pm, Sat/Sun 9am-6pm
30.	Central	St Mary's Leisure Centre	St Marys Road	Mon-Fri 8.45am-10pm, Sat/Sun 10am-6pm
31.	Central	Central/Reference Library	Civic Centre	Mon-Fri 9.30am-7pm, Sat 9.30am-4pm, Sun - CLOSED
32.	Central	Central Local Housing Office	St Mary's Street	Mon, Tues, Thurs 8.30am-4.30pm, Wed 10am-4.30pm, Fri 8.30am-4pm
33.	Central	Northam Local Housing Office (sub office)	Graham Street	Mon-Wed & Fri 10am-12noon, Thurs 2pm-4pm
34.	Central	Health & Social Care Reception	Cumberland Place	Mon-Thurs 8.30am - 5pm, Friday 8.30-4.30pm
35.	Central	Homelessness Reception	Civic Centre	By appointment
36.	Central	Sure Start Central	Clovelly Road	Mon-Fri 9am-5pm
37.	Central	Tourist Information Centre	9 Civic Centre Road	Mon-Sat 9.30am-5pm, Sun - CLOSED
38.	Central	Hawthorns Urban Wildlife Centre	The Common	Mon-Fri 10am-5pm, Sat/Sun 12-4pm
39.	Central	Southbrook Rise	4-8 Millbrook Rd East	Mon-Fri 8.30am-5pm

All opening hours were accurate at the time of going to print but may change. Please contact the venue for up to date opening times. There is a subscription service available if you would like your Homebid Magazine to be delivered. See the back page for details.

The adverts

Key to advert symbols

3 bed house

Number of bedrooms and property type

H

Available for homeseekers only

R

Available for housing register applicants only

T

Available for transferring tenants only

H|R

Available for homeseekers and housing register applicants

H|T

Available for homeseekers and transferring tenants

R|T

Available for housing register applicants & transferring tenants

H|RT

Available for homeseekers, housing register applicants and transferring tenants

50+

60+

Property designed for people this age and above



Minimum & maximum number of people who can live in this property



Number of bedrooms in property



Tower block

G

1

2

3

Floor level of property



Lift in block



Suitable for a dog

2 bed flat

RefNo. 888



Location Matthew's Way, Millbrook
Landlord Southampton City Council
Rent £73.08pw
Features Central heating

Applicants with an assessed need for ground floor accommodation will be considered first. If there is no such applicant then those with no assessed need will be considered in points order. Close to local shops and schools.

3 bed house

RefNo. 889



Location Ruddock Close, Portswood
Landlord Southampton City Council
Rent £64.46pw
Features Garden

Larger family house with 3 bedrooms and a parlour which could be used for a bedroom. Therefore, those eligible for 4 bedroom houses may apply subject to statutory overcrowding limitations and there not being a gas appliance in the parlour.

Studio flat

RefNo. 890



Location Mealings Drive, Bitterne
Landlord Southampton City Council
Rent £49.68pw
Features Central heating

Applicants with a dog will not be eligible for this property.

1 bed flat

RefNo. 891



Location Dorrington House, Woolston
Landlord Southampton City Council
Rent £56.60pw
Features Central heating

Applicants with an assessed need for ground floor accommodation will be considered first. If there is no such applicant then those with no assessed need will be considered in points order.

1 bed house

RefNo. 892



Location Yates Avenue, Central
Landlord Southampton City Council
Rent £49.61pw
Features Central heating, garden

Applicants transferring from larger council houses will be considered first. If there is no such applicant then those requiring 1 bed accommodation will be considered in points order.

Bidding

You can bid for up to three properties in each magazine

Making your bids on the internet

The quickest and easiest way to bid is through our website:

www.southampton.gov.uk/homebid.



Instructions are given on screen and you will need to know your unique Homebid number and date of birth in order to log on. You can see a copy of the Homebid Magazine on-line displaying all the properties that are available and as soon as you choose one, you can place a bid.

Also, when using the Homebid website, if you have made a bid and then decide you are no longer interested in that property you can remove the bid via the internet (so long as the bidding cycle is still open).

Free internet access is available at all of the libraries across the city and Gateway (for locations and opening times see page 8).

Making your bids by text message



Action	Example
1. To begin making your bids:	Open a new text message
2. Enter in your Homebid number:	SCC12345
3. Then follow with a hash symbol:	SCC12345#
4. You should now enter the advert reference number of your first bid followed with a hash:	SCC12345#456#
If you have finished bidding then send. If not keep following the instructions below:	
5. You should now enter the advert reference number of your second bid followed with a hash:	SCC12345#456#491#
If you have finished bidding then send. If not keep following the instructions below:	
6. You should now enter the advert reference number of your third bid followed with a hash:	SCC12345#456#491#444#
7. When you have entered all of your bids send your text message:	"Send"
8. The number to send your bid to is:	077 8147 2726

- Most mobile phone companies charge SMS text messages at around 10 pence per text but this may vary.
- You can enter your bids in both UPPER and lower case.
- Check that your Homebid number and bids are correct before sending.
- **You can only change your mind after submitting a bid if you go onto the internet, and that can only be during the specific bidding cycle.**

Making your bids by telephone



1	To begin making your bids dial:	0845 0708210
2	You will hear:	“Welcome to the Homebid Property Line. Please enter the number section of your Reference number.”
3	You should now enter your Homebid number. Once you have entered the correct number you will hear:	“Thank you. Please enter the day number of your birth date.”
4	You should now enter the day number of your date of birth. For example: For the 16th of April 1960, enter 16 For the 8th of January 1958, enter 08 (You must put a zero before a single number). Once you have entered the correct number you will hear:	“Thank you. Please enter the property reference number for your first bid.”
5	Once you have entered the property reference number correctly you will hear:	“Thank you. If you would like to add an additional bid, press 1, or press 2 to complete your bids.”
6	If you have pressed 1 you will hear:	“Thank you. Please enter the property reference number for your second bid, or press the star key to complete your bidding.”
7	Once you have entered the property reference number correctly you will hear:	“Thank you. If you would like to add an additional bid, press 1, or press 2 to complete your bids.”
8	When you have finished bidding you will hear:	“Thank you for bidding.”
If you have made errors you will hear some instructions as follows:		
9	If you have made an error with your Homebid number you will hear:	“I am sorry; the reference number you have entered is not recognised. Please try again.”
In this case re-enter your number dialling carefully making sure the number is correct		
10	If you make further errors you will hear:	“I am sorry, the reference number you have entered is not found. Please check with your council or housing association and call again.”

- Calls are charged at a local rate from a landline. However it will depend on your providers charges if phoning from a mobile.



Making your bids by coupon



- Your coupon has your name and your unique Homebid Number printed on it. Please check that these details are correct.
- You can bid for up to three properties in each edition of Homebid Magazine.
- Each property will have a 3 digit reference number with the advert.
- You should put an X in the first column against the relevant first digit of the reference number.
- Do the same for the second and third digits in the second and third columns.
- For example, if you want to apply for the properties which have the reference numbers 345, 381, and 333, you should mark the coupon as shown in the example copy.
- Enter the date shown on the front of the Homebid Magazine, from which you are bidding for properties.
- Please return your coupon by post to Homebid. The freepost address is already on the coupon (there is no need for a stamp).
- **Only send your coupon to the Homebid Freepost address. DO NOT take them to Gateway Southampton or your Local Housing Office.**
- Allow enough time for the coupon to reach the Homebid office by the stated deadline. To ensure delivery by the deadline on Wednesday, you may want to post your coupons by Monday at the latest.

Want someone to bid for you?

You can choose someone you trust to help you make your bid. If you are unable to place bids yourself, you can ask someone to bid on your behalf. You will need to give them your unique Homebid number and your date of birth. It is your responsibility to keep your Homebid number confidential and only give it to people who you wish to place bids on your behalf. Anyone who places a bid in this way must ensure that the applicant is aware of all properties that are bid for.

Ordering your coupons by telephone

1	To order your coupons dial:	0845 0708211
2	You will hear:	“Welcome to the Homebid Coupon Ordering Line. Please enter the number section of your reference number.”
3	Once you have entered the correct	“Thank you for calling. Your coupons will be sent to you shortly.” number you will then hear:

Ordering your coupons by text message

1	To begin ordering:	Open a new text message
2	Enter in your Homebid number:	SCC12345
3	Then follow with a hash symbol:	SCC12345#
4	You should now enter the word “Coupon” followed with a hash:	SCC12345#COUPON#

You have finished your request. The number to send your text message to is: 077 8147 2726.

Ordering your coupons by post

You can also request more coupons by ticking the box on a previous coupon that you send in for bidding.

Which properties can I bid for?

When your housing application was accepted, Southampton City Council will have sent you a letter detailing what type/size of property you are eligible for. You must only bid for properties that you are eligible for.

Arrears

- If you have housing related debts with the council or another landlord, you will usually not be eligible for a property offer.
- Contact the Allocations Advice Line for more information.

What type of property can I bid for?

- All applicants can be considered for general needs flats and maisonettes.
- Specific criteria must be met in order to qualify for houses, older person's accommodation and ground floor accommodation.
- Only the following can be considered for houses:
 - Applicants with a minimum of 2 resident children, both under 17 years of age, with at least one child under 11 years of age.
 - Applicants transferring from larger council houses.
- For ground floor accommodation, priority is given to people with an assessed need for such accommodation.

What size of property can I bid for?

- The size of property that you are eligible for is determined by your assessed need for bedroom space.
- This is indicated to you in the letter you receive when accepted onto the Housing List.

Is the property available to Homeseeker, Housing Register or Transfer applicants?

- Homeseekers can only bid for properties that are advertised with an **H**.
- Housing Register applicants can only bid for properties that are advertised with a **R**.
- Existing tenants (Transfers) can only bid for properties that are advertised with a **T**.
- Some adverts will show more than one icon – perhaps even all three **HT** – you can bid if the icon relevant to you appears.
- Your bid will not count if, for example, the property is for Homeseekers only and you are a transferring tenant.


Is there an age restriction on the property?

- Some properties have a minimum age requirement. For example, older persons' accommodation is for people aged 50 or over. However this depends on individual schemes. Each advert will have full details on age and eligibility **50+**.

Some properties will have facilities for people with mobility difficulties:

- Where there is a high level of adaptation these properties will be offered directly to applicants with an assessed need for such adaptations. Properties with a lower level of adaptation will be advertised with a note that priority will be given to applicants with an assessed need for that adaptation.

Pets:

- The council has very few properties suitable for a dog.
- When a property suitable for a dog becomes available there will be an icon on the advertisement indicating this fact .
- If there is **no** icon for a dog in an advert then the property is **not** suitable for a dog.
- Some housing associations do not permit pets of any sort. There will be details of this on the advertisements.
- Exceptions may be made for registered hearing and guide dogs.

Viewing a property

- If you are at the top of the bidding shortlist, you will be asked if you want to view the property.
- You will be notified quicker about any property that you are successful with if we have your most up to date information (including your telephone number). Therefore, if any of your details change, contact us immediately either at Gateway Southampton, your Local Housing Office or on the Allocations Advice Line.

If you are having difficulty bidding and want some help please contact us!

Results

Understanding the results page

In each edition of Homebid Magazine there will be a Results page. The results show details of lettings that have taken place since the previous edition. The results are colour-coded in the same way as the adverts appearing in Homebid magazine.

Details shown in the results page are:

Homebid Magazine Issue Date

This is the publication date of the Homebid Magazine that the adverts were in.

Advert Reference

The Homebid Magazine issue date and this reference number give a unique identity to any property.

Property Size and Type

This is a description of the property advertised.

Location

This describes where the property is situated.

Bids

This shows the total number of bids that were received for each property.

Letting information

This shows the number of points that the successful bidder had.

Magazine issue date	Advert reference	Size	Property type	Location	Bids	Points
Southampton West						
24-Dec-08	191	2 bed	Flat	Shirley Towers, Milner Street, Shirley	29	148
24-Dec-08	173	2 bed	Flat	Evenlode Road, Millbrook	43	173
24-Dec-08	196	2 bed	Flat	Purbrook Close, Aldermoor	50	327
24-Dec-08	185	3 bed	House	Langrish Road, Aldermoor	131	369
16-Jan-09	240	2 bed	Flat	Goodwin Close, Maybush	31	156
16-Jan-09	303	2 bed	Maisonette	Paignton Road, Maybush	68	342
16-Jan-09	275	4 bed	House	Sheldrake Gardens, Lordshill	97	377
16-Jan-09	302	1 bed	Sheltered Flat	Neptune Court, Lordshill	2	81
Southampton North						
12-Dec-08	88	3 bed	House	Carnation Road, Bassett	44	174
12-Dec-08	99	3 bed	House	Honeysuckle Road, Bassett	51	174
12-Dec-08	87	3 bed	House	Carnation Road, Bassett	106	181
24-Dec-08	184	3 bed	House	Laburnum Road, Bassett	175	188
Southampton East						
28-Nov-08	36	1 bed	Flat	Linacre Road, Thornhill	106	173
28-Nov-08	55	2 bed	Maisonette	Wavell Road, Bitterne Manor	67	335
12-Dec-08	109	studio	Flat	Lydgate Road, Thornhill	49	147
12-Dec-08	105	2 bed	Maisonette	Linacre Road, Thornhill	17	132
24-Dec-08	180	studio	Flat	Hinkler Road, Thornhill	77	155
24-Dec-08	205	1 bed	Flat	Hightown Towers, Warburton Road, Thornhill	110	167
24-Dec-08	201	1 bed	Flat	Tunstall Road, Thornhill	100	354
24-Dec-08	172	2 bed	Flat	Ellwood Avenue, Thornhill	38	150
24-Dec-08	187	2 bed	Maisonette	Lydgate Road, Thornhill	56	151
24-Dec-08	194	2 bed	Flat	Parry Road, Sholing	75	369
24-Dec-08	171	1 bed	Sheltered Flat	Ellwood Avenue, Thornhill	3	104
16-Jan-09	283	2 bed	Flat	Tatwin Crescent, Thornhill	21	136
16-Jan-09	273	2 bed	Flat	Rowlands Walk, Townhill Park	19	138
16-Jan-09	278	2 bed	Maisonette	Summit Way, Midanbury	35	140
Southampton South						
12-Dec-08	149	1 bed	Flat	Spring Road, Sholing	194	175
12-Dec-08	103	3 bed	Maisonette	Kingsclere Close, Weston	46	184
12-Dec-08	148	3 bed	House	Spring Road, Sholing	102	369
12-Dec-08	98	1 bed	Sheltered Flat	Heathfield Close, Sholing	13	117
24-Dec-08	179	1 bed	Flat	Hawkleay Green, Weston	137	304
24-Dec-08	174	2 bed	Flat	Foxtott Close, Weston	39	109
24-Dec-08	204	2 bed	Flat	Walton Road, Sholing	50	147
24-Dec-08	198	2 bed	Maisonette	Staplehurst Close, Weston	70	408
24-Dec-08	163	3 bed	House	Acacia Road, Merryoak	199	185
24-Dec-08	183	studio	Sheltered Flat	Weston Court, Kingsclere Avenue, Weston	7	95
24-Dec-08	206	1 bed	Sheltered Flat	Holt Court, Weston Lane, Weston	9	118
Southampton Central						
12-Dec-08	92	studio	Flat	Wyndham Court, Commercial Road, Central West	129	194
24-Dec-08	226	1 bed	Flat	Testwood Road, Freemantle	297	319



Contact information

Gateway Southampton

What is Gateway?

Gateway is Southampton City Council's customer service centre. Gateway deals with the vast majority of enquiries and services relating to the council.

Where is it?

It is located just inside the main doors of the Civic Centre to the right.

Opening Hours

- Monday – Tuesday & Friday 8.30am – 5.30pm
- Thursday 8.30am – 7pm
- Wednesday 9.30am – 5.30pm

Allocations Advice Line

What is the Allocations Advice Line?

The Advice Line answers telephone enquiries regarding the Housing List.

Opening Hours

- Monday to Friday 8am-6pm

Telephone: 023 8083 2777

Minicom: 023 8083 4228

Fax: 023 8083 4477

Email: housing.allocations@southampton.gov.uk

Housing Allocations

Housing Solutions
Southampton City Council
Civic Centre
Southampton
SO14 7LR

Local Housing Offices

If you are a council tenant or have a general enquiry you can contact your Local Housing Office.

Central

100F St Mary's Street,
Southampton SO14 1PB
Tel: 023 8083 2211/2
Fax: 023 8083 5170

Millbrook

81 Cumbrian Way, Millbrook,
Southampton SO16 4AT
Tel: 023 8078 8816
Fax: 023 8052 8199

Swaythling

Parkville Road, Swaythling,
Southampton SO16 2JA
Tel: 023 8058 5564/5
Fax: 023 8067 7736

Harefield

18 Exford Avenue, Harefield,
Southampton SO18 5DJ
Tel: 023 8046 6320
Fax: 023 8083 5040

Northam (sub office)

Graham Street
Northam
Tel: 023 8091 5176

Thornhill

Tatwin Crescent, Thornhill,
Southampton SO19 6JT
Tel: 023 8042 0520/1
Fax: 023 8083 5010

Lordshill

Lordshill Centre East, Lordshill,
Southampton SO16 8PB
Tel: 023 8078 9344
Fax: 023 8073 9366

Peartree and Sholing

Portsmouth Road, Woolston,
Southampton SO19 9BX
Tel: 023 8044 2604
Fax: 023 8043 8793

Townhill Park

121-123 Meggeson Avenue,
Townhill Park,
Southampton SO18 2 FN
Tel: 023 8058 6888
Fax: 023 8067 6111

Maybush

43 - 45 Irving Road, Maybush,
Southampton SO16 4EG
Tel: 023 8078 8815
Fax: 023 8077 4799

Shirley

Redcar Street, Shirley,
Southampton SO15 5LL
Tel: 023 8078 9344
Fax: 023 8052 8255

Weston

72 Weston Lane, Weston,
Southampton SO19 9GR
Tel: 023 8042 0670
Fax: 023 8083 5060

The opening times for the Local Housing Offices are:

Monday, Tuesday and Thursday 8.30am - 4.30pm
Wednesday 10am - 4.30pm
Friday 8.30am - 4pm

Except for Harefield LHO which opens:
Monday, Tuesday, Thursday, Friday 8.30am - 12.30pm,
Wednesday 10am - 12.30pm and Northam LHO which
opens: Mon-Wed & Fri 10am-12pm, Thurs 2pm-4pm

General information

Bid deadline

The closing date is shown on the front of each Homebid Magazine. All bids must reach the Homebid office by 2pm on that date. Bids received after this time will not be accepted.

Need help bidding?

If you have difficulty bidding, please contact Southampton City Council who will be able to help and advise you on how to make your bids. There will be staff available to help at the Local Housing Offices, Gateway Southampton and on the Allocations Advice Line (023 8083 2777).

Website

www.southampton.gov.uk/homebid

You can make your bids on the Homebid website. Please make sure you enter your Homebid number and bids correctly. Free internet access is available at all of the libraries across the city.

Subscriptions

Homebid Magazine can be posted directly to your home if you wish - this will cost £7 for six months.

Please make your cheques/postal orders payable to 'Locata (Housing Services) Ltd.'

Send your cheque, Homebid number and postal address to:

**Freepost Plus RLUC-YURK-LAAA
Locata (Housing Services) Ltd
Ferrari House
258 Field End Road
RUISLIP
HA4 9UU**

If you subscribe to Homebid Magazine and any of your correspondence details change, please notify Southampton City Council as usual and Homebid at the above address to ensure that you continue to have your magazines delivered.

Bidding telephone number

0845 0708210

To make your bids by telephone, use this number and follow the instructions. Instructions are also available in this Homebid User Guide. (Calls are charged at a local rate from a landline. However it will depend on your providers charges if phoning from a mobile).

Coupon ordering telephone number

0845 0708211

To order your coupons by telephone, use this number and follow the instructions. Instructions are also available in this Homebid User Guide. (Calls are charged at a local rate from a landline. However it will depend on your providers charges if phoning from a mobile).

Making your bids by text message

077 8147 2726

To make your bids by text (SMS), follow the instructions shown in this User Guide.

This information is available on request in other formats and languages. Please contact 023 8083 2777 for help



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