

Frequently asked Questions



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The Association allocates its properties under a scheme called Cube Choice. This scheme is a choice based lettings service and it provides you with the opportunity of choosing the home that you would like to be considered for. This scheme has been operational in some of the Association's areas since October 2005 and it has now been decided to include the Association's properties in all of our Estates (Leaflet enclosed).

QUESTIONS AND ANSWERS

How does the scheme work?

It means that you no longer have to wait for an offer that the Association thinks is suitable for you, instead, you actively search for a home of your choice. In other words you tell us what you would like to be considered for.

The scheme offers choice by advertising properties available to let and inviting expressions of interest known as bids (please note no money is involved to make a bid) from registered scheme members (i.e. applicants) looking for a house.

Can anyone apply to Register and Join?

All persons aged 16 years or older will be eligible to register. Once registered your application will be assessed and you will be advised in which Band your application has been placed. Normally tenancy reference checks will be carried out.

It should be noted, however, that consideration will be given to suspending registrations in a limited number of situations. For example, where an applicant has rent arrears in excess of one month whereby no arrangement for repayment is in place, anti social behaviour etc. A full list is available on request.

What are Bands?

Applicants will be placed in bands that show their priority for housing. There are 5 Priority Bands - Diamond, Platinum, Gold, Silver and Bronze. This is instead of being awarded points however will still correspond with your level of housing need.

Diamond Band Statutory Homeless Applicants who have been assessed and referred directly to the Association by the Community Casework Team of the Local Authority.

Platinum Band Applicants who have a severe medical/health condition.
Applicants who are suffering from violent harassment (within or directed at the home)

Gold Band Non Statutory Homeless applicants. Medical/Health Condition.
Overcrowding (by 2 bedrooms or more)
Under-occupation (Transfer Applicants only)
Non-violent harassment (within the home)
Condition of Accommodation i.e. Closing Order
Unsuitable Housing i.e. lacking standard amenities

Silver Band Medical/health Condition
Overcrowding (by 1 bedroom)
Harassment (sustained harassment towards applicant at home)

Bronze All Other applicants

It is important that the registration form is **completed with all information requested** as this information is used to award the appropriate band and if information is missing then we may not be able to fully assess your application and this will delay your ability to bid for available properties.

Medical/Health Assessment

Medical/Health Priority for rehousing is awarded where rehousing can significantly alleviate the condition. It is not the health condition itself which is assessed.

Where will our properties be advertised?

Available properties will be advertised fortnightly on a Tuesday in the Evening Times, in the Association's Offices and on the website, which is currently undergoing development and should be available in the near future. The deadline for bids to be received will be the Monday following the advert date at 12 noon. This will also be specified in the advert.

It is your responsibility to ensure your bid response reaches the Association's Housing Office by the closing date and time specified on the advertisement.

How do I make a "bid"?

If you are interested in a property you can express an interest which is called "making a bid". Bids can be made by telephone, by post using a special bid response coupon or at any local office.

You can bid for a maximum of 2 properties in each advertising cycle, provided you have not already accepted an offer and are awaiting to sign the Tenancy Agreement in which case your bid would be discounted. You can use the same bid response coupon to apply for 2 properties at the same time, indicating your first and second preferences.

If your bid response is received after the closing date/time it cannot be considered.

What type of property can I bid for?

You will be able to bid for a property that suits your assessed needs i.e. a single person would not normally be eligible for a 3 bedroom property. It should be noted that the Association will consider underoccupation of a property in certain circumstances i.e. where a separated spouse has access to children or where an additional bedroom is required due to health reasons/where additional equipment is required for mobility purposes. Each application will be assessed in accordance with individual circumstances.

Each available property advertised will have a short description, including the number of bedrooms and other features. This will help you to decide which properties you may wish to consider making a bid for.

How do we choose who gets the property if more than one person bids for it?

The person in the highest band will, except on rare occasions, be offered the house provided they would make 'best use' of the property (e.g. would generally not cause overcrowding or under-occupation of the house). If more than one person has the same priority band generally the person who was awarded the priority first and has been registered with us for the longest time will be made the offer.

Successful bidders (i.e. those who get an offer of a house) will generally only be made one offer per advertising cycle.

How do I find out if my bid is successful?

If you are successful you will be contacted as soon as possible after the bid deadline in order to view the property. You will be accompanied by a Housing Officer to the house. You will be able to look around before deciding whether or not you wish to accept the offer of that particular house.

What if I don't like the property when I have seen it?

If you view the house and decide it is not for you - don't worry. You will remain registered and be able to express an interest in other properties in the future.

How will I know if my bid was unsuccessful?

We will not be writing to unsuccessful people. We will publish feedback in our quarterly newsletter and in our Area Offices about the number of bids we received for each property. However, if you wish personalised feedback a member of staff will be able to provide you with this, on request.

Will every house be advertised?

There will be certain circumstances where vacant properties will not be advertised in the normal way. One example of this is where a house is required to be used in an emergency situation (i.e. fire or flood).

What if I need help with any part of the process?

There will always be staff available to advise you either at home, in the office or on the telephone.

What if I don't register?

If you do not register for Cube Choice we will be unable to consider you for the allocation of a property. This means you will not be eligible for any of the properties advertised until your registration has been received and processed.

In the meantime, if you have any questions on Cube Choice please do not hesitate to contact a member of staff at the Association's office at:

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