



CHOICE HOMES @ PEMBROKESHIRE

FREQUENTLY ASKED QUESTIONS

Q How do I apply to join the Housing Register?

To join ChoiceHomes@Pembrokeshire, you will need to complete an application form.

You can do this by:

- Printing an application form from the **www.choicehomespembrokeshire.org** website, under “New Customers” then clicking, “How to Apply”.
- Emailing your request for an application form to **cbl@pembrokeshire.gov.uk** . Make sure you include your name and address.
- Calling **01437 764551** and requesting an application form over the telephone.

Please note, our Customer Service Desks are still currently closed.

Q How do I add information to my application?

If you have any information to add to your application, please email or post a picture or a scanned copy to: Email: **cbl@pembrokeshire.gov.uk**

Post: **The Housing Department, County Hall, Haverfordwest, Pembrokeshire, SA61 1TP.**

Q How do I bid on a property?

You can bid for a property via the **www.choicehomespembrokeshire.org** website.

If you are unable to gain access to the internet, please call the contact centre on **01437 764551** where bids can be placed on your behalf. Remember to have your bidding number handy, when calling to place a bid over the telephone.

The Choice Homes Advert is published every Wednesday at 9am. Customers have until 5pm on Monday to register their interest in a property by placing a bid. You can bid on up to 5 properties every week.

Q Can I put my name forward for a property before it appears on the Choice Homes Advert?

You can only bid on a property once it is listed on the Choice Homes Advert. There is no separate waiting list.



Q I don't have access to the internet, how do I find out what properties are appearing on the Choice Homes Advert?

If you do not have access to the internet, please call the contact centre **01437 764551** and ask for a list of properties being advertised. The Choice Homes Advert will again be advertised in our Customer Service Centres, once they have re-opened.

Q Where am I on the Housing Register?

This is a question that unfortunately we cannot answer. The position a customer will come on a shortlist for a property is dependent on variables such as who else has placed a bid for that particular property, their banding, the date they registered on Choice Homes and bedroom entitlement.

Q How long will it be until I get a house?

This largely depends on the housing stock available, your banding, how often you bid and the type of properties you are bidding on.

Finding a property can be a long process as the demand for housing can often outweigh the housing stock available.

The below table shows the number of live applications by banding as of 30th June 2020.

No of Bedrooms	Gold Award	Silver Award	Bronze Award	Sum:
1 Bedroom	651	852	936	2439
2 Bedrooms	276	273	425	974
3 Bedrooms	91	126	198	415
4 Bedrooms	51	76	18	145
5+ Bedrooms	21	7	3	31
Sum:	1090	1334	1580	4004

Q How do I increase my chances of being allocated a property?

To increase your chances of being allocated a property, we advise customers to:

- **Place as many bids as possible**, you can bid up to 5 times per week.
- **Widen your search area**...the wider area you consider, the more properties will be available to you.
- **Consider different property types**.
- **Bid within your eligibility** i.e. within your bedroom entitlement, without special adaptations if these are not an assessed requirement, and by avoiding bidding on properties aimed at customers of a certain age, if you do not fall within this age category.



Q How do I find out my banding and bedroom entitlement?

Your banding and bedroom entitlement information will be contained within your welcome pack.

To request a new welcome pack, or to find this information out over the telephone, please call the contact centre on **01437 764551**. Please note, you will need to know your bidding number in order to access this information over the telephone.

Q How do I change my banding?

If you have information relevant to your housing application that you would like assessed, please send this to us via email or in the post.

Email: cbl@pembrokeshire.gov.uk

Post: **The Housing Department, County Hall, Haverfordwest, Pembrokeshire, SA61 1TP.**

The team will endeavour to assess all information they receive as quickly as they can. You will be notified of any changes to your banding either via email or post.

Q Until what age can children continue sharing a bedroom?

Children of the same gender can be expected to share a bedroom until the age of 16. Children of different genders, can be expected to share until the age of 10. Extra bedroom entitlement will not be considered until these ages are met.

Q Will adding a pregnancy or a child to my Housing Application Form increase my banding?

Not necessarily. It is important to include all relevant information on your Housing Application Form as all information provided is used to assess the appropriate banding for you. A pregnancy or having a child/children, will not automatically qualify you for a higher banding.

Q What happens if I am offered a property?

It is essential that you keep your contact details up to date with Choice Homes.

- Offers of accommodation will be made by phone and email, followed up by a letter. You will receive one phone call, one text message and one email to which you must respond within three days.
- If you do not respond to any of these messages you will be unable to place any further bids until you have made contact with the Housing Partner that has made the offer of accommodation.
- Acceptance or refusal of accommodation can be made via email to cbl@pembrokeshire.gov.uk or by phoning **01437 764551**.

