

Our website has been set up so that people who have difficulty reading small print can click on screen to enlarge print.

If you are a person with special needs or have particular difficulty viewing our website or visiting a help shop, please let us know, so that we can make sure that we understand your needs and are able to help you to use home choice.

### Useful addresses

#### Help shops

Merstham Help Shop  
26 Portland Drive  
Merstham RH1 3HX

Banstead Help Shop  
The Horseshoe  
Banstead SM7 2BQ

Horley Help Shop  
Victoria Square  
Consort Way  
Horley RH6 4AF

Redhill Help Shop  
26-28 Cromwell Road  
Redhill  
RH1 1RT

Preston Help Shop  
Surgery  
71 Marbles Way  
Tadworth KT20 5JP  
(9am-12pm Mon-Fri)

Reigate  
Customer Services  
Town Hall  
Castlefield Road  
Reigate RH2 0SH

#### Citizens advice bureaux

Horley Bureau  
Victoria Square  
Consort Way  
Horley RH6 4AF  
08701 264196

Redhill Bureau  
24 Cromwell Road  
Redhill RH1 1RT  
08701 264072

Banstead Bureau  
The Horseshoe  
Banstead SM7 2BQ  
08701 264009

### Housing register team

Housing Services  
Town Hall  
Castlefield Road  
Reigate RH2 0SH  
01737 276791

Raven Housing Trust  
Raven House  
29 Linkfield Lane  
Redhill RH1 1SS

If you would like this in an alternative format, such as large print, on tape or in another language, please call 01737 276000.

Nov 2011

# Home choice

## Housing services

Reigate & Banstead  
BOROUGH COUNCIL  
Banstead | Horley | Redhill | Reigate

### What is home choice?

Home choice is a new and exciting way for you to find a housing association home in the borough of Reigate & Banstead. The scheme is a partnership between the council and housing associations with homes in this area.

### How does home choice work?

Every week, at 12 midnight on a Thursday, we will advertise homes on the website [www.rbbc-homechoice.org.uk](http://www.rbbc-homechoice.org.uk) and at the following sites:

- Help Shops,
- The Town Hall,
- Citizens Advice Bureaux,
- Raven Housing Trust Reception.

Applicants will then have until 11.59pm on the following Wednesday to apply for the home of their choice.

### Can anyone apply?

To be able to apply for a new home through home choice you need to be registered for housing with Reigate & Banstead Borough Council.

### How do I apply for a home?

Applicants may apply for any of the properties advertised. However each property will be allocated to a preferred band and this will be clearly marked on the advert. Keyworker properties will be available for keyworker applicants only and unless you are registered with us as a keyworker your application will be rejected.

If you see a suitable home advertised, with the correct number of rooms for your needs, you can:

- Apply via the website after you have logged in using your date of birth and housing register number.
- Post an application to us.
- Visit a help shop where a member of staff can place a bid for you.
- Phone the property information line on 01737 276677 to hear recorded information about available properties followed by the bidding line on 08452 701908 to apply for a property.

However you choose to contact us you will need to give the property address and reference number, your full contact details and your housing registration number.

You may apply for up to three homes each week.

### What happens after the closing date?

Once the deadline has passed:

- We will have a list of interested applicants for each home we advertised.
- We will check that the applicant is from the preferred band and eligible for the size and type of home on offer. If there are no applicants from the preferred band we will look at the list from the other band.
- We will then nominate the applicant, who has been waiting longest on the housing register, for the home they chose.
- The housing association will check all the details of the successful applicant and providing they are satisfied, they will make a preliminary offer of the property.

- The successful applicant will then be invited to view the property.

### How will I know if I have been successful?

The housing association will offer the property to the successful applicant.

We will also advertise the results of previous lettings at the same places that we advertise vacant properties.

The results will show the length of time successful applicants had been waiting on the register, but will not contain any personal details.

### How can I register for home choice?

If you are already on our housing register, you are automatically included in the home choice scheme.

If you want to be considered for a new home you should start looking at the weekly advertisements and apply when you see a home for which you want to be considered.

If you are not registered, you will need to complete a housing register application form.

This form is available from housing services at the Town Hall or from any of the help shops.

### What if I need help to apply for or choose a home?

If you need someone to help you to apply for housing and choose a property, please phone our housing register team on 01737 276791 or visit one of our Help Shops.