

Frequently asked questions – Bidding

When can I start bidding on properties?

Once you have registered we will need to verify your application. You will need to upload your proofs. You will not be able to bid until you have uploaded all the proofs we need to verify your application.

How do I express an interest (bid) on a home?

To be able to bid on a home, you will need to be registered, know your email address and password and details of the property you are interested in. Once we have verified your application, we will send you an acknowledgement and you will be able to log into your account using your email address and password. You can then express an interest in homes by using this website. Look through the available properties on the website and select the property you wish to bid on. You will need to be logged in to place a bid.

When you find a property that you are interested in, we suggest you visit the area and check to make sure you meet the criteria for that property. If you struggle with accessing the internet please speak to the team about Auto Bids.

How many bids do I have?

You are able to place unlimited amount of bids, however please only bid on properties that you would like to move into.

I have been offered a property can I still bid?

No, if you have been matched for a property you will not be able to continue to place any further bids.

How will I know I have been successful with a bid?

Once the bidding closes, we will start to process the shortlist. If you're at the top of the list you will be contacted to discuss an offer. This will normally happen within 14 days of the shortlist closing.

Will I be contacted even if I am unsuccessful with my bid?

No