

Property Information and Shortlisting

Where are the properties advertised?

Properties are advertised on this website, you will have the facility to set up property alerts and customers without any internet access all will have the option to telephone in to make enquiries or to set up an "auto bid" function on their account.

How long are properties advertised for?

New adverts are created on a daily basis. The closing date is stated on each advert. You will no longer be able to place a bid after the closing date.

Why is it that 4 and 5 bed properties are not advertised often?

There are fewer 4 and 5 bedroomed properties in the area and they rarely come available. You may wish to consider looking in the private sector to give you extra options.

When I log into my application it is showing the property I bid for is "being shortlisted", what does that mean?

The landlord is working through the list of applicants and has not yet made an offer to anyone. You will be contacted only if you are successful.

What if I am at the top of the top for more than one property that I have bid for?

NHA will contact you to ask which property you prefer. We will always try to give you the choice between the properties, however, if we cannot contact you we may make a decision based on your application details so that we don't delay an offer of property for another applicant.

Will I know how many other people are interested in the same property?

Yes, when you bid for a property online you will be told how many other bids there have been for each property you have placed a bid on. This can be found on your "My Account" page for the last 5 bids you have placed or by clicking on the "my previous bids" link. You will also see your "rank" this is an indication of where you are in the queue, so position 1-5 will mean you are somewhere between 1st and 5th in the queue. Please be aware that your rank can change as more people place their bids because people may place a bid whom have a higher priority or whom have been waiting longer.

I have noticed that someone in the same band/lower band than me with lower priority date was successful for a property I bid for. Why were they prioritised before me?

This may be because the property is in a rural area and a priority has been given to applicants whom have a connection to the area. It also happens when a property has adaptations, we always try to match properties with disabled facilities to those that need them.

What happens when I am made an offer for a property?

If you are made an offer of a property you will be contacted by the landlord/housing association who manage the property. They will contact you through the details you include on your application so it is vital that these contact details are up to date. If you fail to respond to contact within 24 hours then you will be bypassed for the offer. If you have left your details for one of the "Homes Available Now" properties, the landlord will contact you in response to your enquiry.

All offers are subject to a number of checks so please make sure that the offer has been confirmed by the new landlord before you give notice to terminate your current arrangement, as there are occasions when offers have to be withdrawn or essential repairs may extend the time until you can move in.

If you have any queries relating to offers always contact the Housing provider that made you the offer.

I have refused a property and been advised the reason is unreasonable what does this mean?

It is important to only bid for properties that you want to live in. It is a good idea to check where the property is located and ensure the location meets your needs, is affordable and has the facilities you require. Please also ensure if you have pets, that the property allows them before bidding. It is also a good idea to look at how far the property is from your job, friends, family. If we consider your reason is unreasonable your application can be suspended from the waiting list for 6 months. An example of this would be if you refused a property because it was in the wrong location.

How can I prepare for a move?

Most social housing providers require 4 weeks rent in advance which you will need to pay when you sign for the property. Please also consider the additional costs of moving, carpets, furnishings, appliances and utilities and these are usually not included.