



Herts Choice Homes

www.hertschoicetohomes.org.uk

Version 07

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User Guide



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General information



Welcome to the Herts Choice Homes Scheme User Guide

Herts Choice Homes (HCH) is the Choice Based Lettings scheme operating across five councils in Hertfordshire: Hertsmere, St Albans, Three Rivers, Watford and Welwyn Hatfield. Existing Council and Housing Association tenants, and homeseekers on the Housing Needs Register can use the scheme to look for a new home.

Herts Choice Homes gives you more choice about where you want to live. In the past, your Council or Housing Association would choose a property to offer you. Now you have the chance to choose which properties you wish to be considered for.

Properties are advertised every two weeks, in a free magazine and on the Herts Choice Homes website (www.hertschoicetohomes.org.uk). The adverts give basic details about each property – see page 7 for more information. When you see a property you like, and which is suitable for you, you need to express an interest by placing a ‘bid’. Although the term ‘bidding’ is used no money is involved. See pages 8-10 of this guide to find out the different ways to bid.

We will provide feedback on properties that have previously been advertised, so you will be able to see what level of housing priority the successful bidder had and how long they had been waiting in their housing need band. See page 6 for details about the banding system.

You should be able to find all the information you need in this guide, but if you have any questions about Herts Choice Homes, please contact us. Contact details are below.

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Hertsmere Borough Council

Civic Offices, Elstree Way, Borehamwood, WD6 1WA
Telephone: 0208 207 7420
Email: housing@hertsmere.gov.uk

Watford Borough Council

Town Hall, Watford, WD17 3EX
Telephone: 01923 226400
Email: enquiries@watford.gov.uk

St Albans District Council

Council Offices, Civic Centre, St Peters Street
St Albans, AL1 3JE
Telephone: 01727 866100
Email: housing@stalbans.gov.uk

Welwyn Hatfield Community Housing Trust working in partnership with Welwyn Hatfield Council

Welwyn Garden City
51 Bridge Road East, Welwyn Garden City, AL7 1JR
Telephone: 01707 357796
Email: wgc.housing@welhat.gov.uk

Three Rivers District Council

Three Rivers House, Northway, Rickmansworth, WD3 1RL
Telephone: 01923 776611
Email: enquiries@threerivers.gov.uk

Hatfield

Hatfield, 30/32 Town Centre, Hatfield, AL10 0LD
Telephone: 01707 357088
Email: hatfield.housing@welhat.gov.uk

Information in other formats

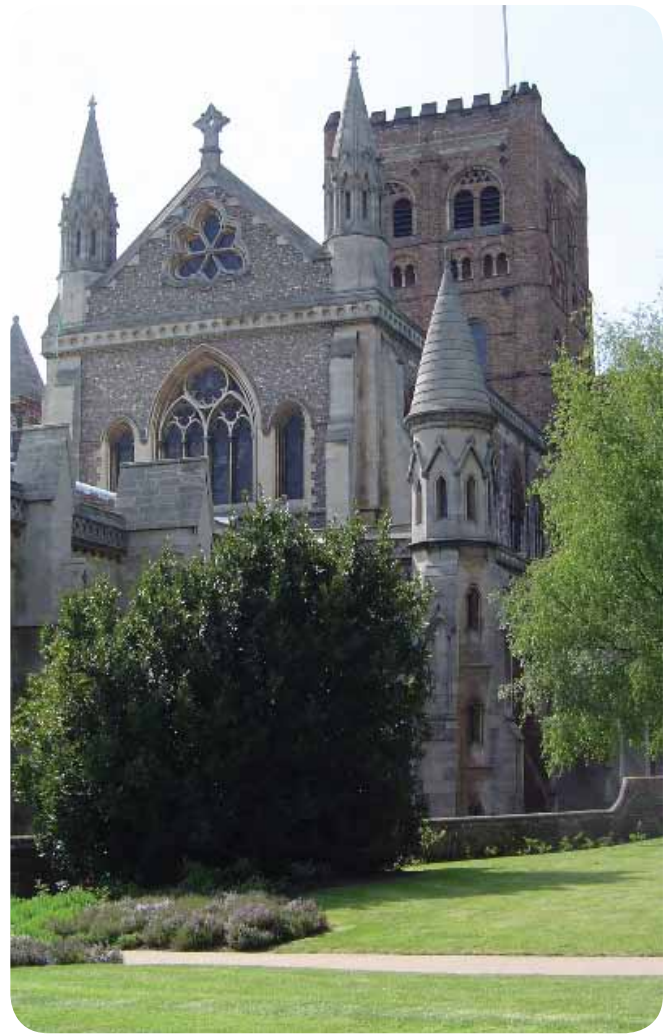
We are committed to helping everybody access Herts Choice Homes. If you have any specific needs please contact us to discuss these. The Housing team at your local council is able to give you one-to-one help if you need it. Below are some of the other ways we can help you access the scheme.

We can provide information to you:

 In large print

 In Braille

We can also provide information in a range of different languages. To request this please take this Guide into any of our receptions and point to the name of the language that you need. If required, we will get an interpreter on the telephone to help us. There may be a charge for some translation services, but we will always keep these as small as possible and agree them with you first. There is no charge for an interpreter.



Arabic

معلوماتنا باللغة العربية متوفرة. نحن ملتزمون بمساعدة جميع الأشخاص في الوصول إلى خدماتنا. إذا كنت بحاجة إلى معلومات إضافية، يرجى الاتصال بنا لمناقشة احتياجاتك. يمكن لفريق الإسكان في مجلسك المحلي أن يقدم لك مساعدة فردية إذا كنت بحاجة إليها. أدناه، نذكر بعض الطرق الأخرى التي يمكننا من خلالها مساعدتك في الوصول إلى البرنامج.

Gujarati

અમે અનેક જુદી જુદી ભાષાઓમાં માહિતી આપી શકીએ છીએ. એ મેળવવા માટે, મહેરબાની કરીને અમારા કોઈ પણ રિસેપ્શનમાં આ પત્રિકા લઈ જાવ અને તમને જોઈતી ભાષાના નામ ઉપર આંગળી મૂકો. જો જરૂર જણાય તો, અમને સહાય રુપ થવા, ટેલિફોન ઉપર અમે દુભાષિયો મેળવી શકશું. અમુક ભાષાંતર સેવાઓ માટે કદાચ ખર્ચ આપવો પડશે, પરંતુ અમે હંમેશા ખર્ચનો દર જેટલો બની શકે એટલો ઓછો રાખશું અને પહેલા એ બાબત માટે તમારી સાથે સહમત થશું. દુભાષિયા માટે ખર્ચ આપવાનો હોતો નથી.

Bengali

আমরা বিভিন্ন ভাষায় তথ্য সরবরাহ করতে পারি। এর জন্য অনুরোধ করতে হলে, দয়া করে এই লিফলেটটি নিয়ে আমাদের যে কোনও রিসেপশনে আছেন এবং যে ভাষাতে আপনি অনুবাদ চান, সেই ভাষাটির উপর আঙুল দিয়ে দেখান। যদি প্রয়োজন হয়, সাহায্য করার জন্য আমরা টেলিফোনে একজন দোভাষীর সঙ্গে যোগাযোগ করব। কোনও কোনও অনুবাদের জন্য হয়তো কিছু খরচ লাগতে পারে কিন্তু আমরা সর্বদাই সেটা যতটা সম্ভব কম রাখার চেষ্টা করব এবং অনুবাদ করার আগে আপনার সঙ্গে সেই বিষয়ে একমত হয়ে নেব। দোভাষীর জন্য কোনও খরচ লাগবে না।

Italian

Siamo in grado di fornire informazioni in varie lingue. Per richiederle, Vi preghiamo di portare questo opuscolo presso uno dei nostri punti di ricevimento e di indicare il nome della lingua della quale necessitate. Se necessario, chiameremo un interprete telefonicamente per farci aiutare. Alcuni dei servizi di traduzione possono essere a pagamento, ma il loro costo verrà sempre mantenuto il più basso possibile e sarà prima discusso con Voi. Per un interprete non chiediamo che venga pagato alcun costo.

Cantonese

我們能用多種語言來提供消息。如需要的話，請拿這傳單到我們任何接待處指示出傳單上你需要的語言。如有需要我們會打電話找傳譯員幫我們。有些翻譯服務可能要收費，如可能我們總是減到最低和先取得你的同意。傳譯員服務是不收費的。

Polish

Na żądanie informacja jest dostępna w różnych językach. Aby ją otrzymać, proszę zgłosić się do recepcji z tą ulotką i wskazać język, którym się posługujesz. W razie potrzeby możemy bezpłatnie zapewnić telefoniczną pomoc tłumacza. Tłumaczenie niektórych dokumentów może być odpłatne, ale zawsze będziemy starali się utrzymywać opłaty na najniższym możliwym poziomie, a także wcześniej Cię o nich przedzimy. Pomoc tłumacza w czasie spotkań jest bezpłatna.

Punjabi

ਅਸੀਂ ਕੋਈ ਅਲੱਗ ਅਲੱਗ ਭਾਸ਼ਾਵਾਂ ਬਾਰੇ ਜਾਣਕਾਰੀ ਉਪਲਬਧ ਕਰਾ ਸਕਦੇ ਹਾਂ। ਇਹ ਬੇਨਤੀ ਕਰਨ ਲਈ, ਕ੍ਰਿਪਾ ਕਰ ਕੇ ਸਾਡੇ ਕਿਸੇ ਭੀ ਰਸੀਪਸ਼ਨ ਤੋਂ ਇਕ ਪਰਚਾ ਲਵੋ ਅਤੇ ਜਿਸ ਭਾਸ਼ਾ ਦੀ ਤੁਹਾਨੂੰ ਲੋੜ ਹੈ, ਉਸ ਦੇ ਨਾਮ ਵਲ ਇਸ਼ਾਰਾ ਕਰੋ। ਜੇ ਲੋੜ ਪਈ ਤਾਂ ਅਸੀਂ ਸਹਾਇਤਾ ਲਈ ਟੈਲੀਫੋਨ 'ਤੇ ਦਫ਼ਤਰੀਆਂ ਬੁਲਾ ਦਿਆਂ ਗੇ। ਕੁਝ ਅਨੁਵਾਦ ਸੇਵਾਵਾਂ ਲਈ ਹੋ ਸਕਦਾ ਕੁਝ ਪੈਸੇ ਦੇਣੇ ਪੈਣ, ਪਰ ਅਸੀਂ ਹਮੇਸ਼ਾ ਜਿਥੋਂ ਤਕ ਹੋ ਸਕਿਆ ਇਹ ਪੈਸੇ ਘੱਟ ਤੋਂ ਘੱਟ ਰੱਖਾਂ ਗੇ ਅਤੇ ਤੁਹਾਡੇ ਨਾਲ ਪਹਿਲਾਂ ਪੱਕਾ ਕਰਾਂ ਗੇ। ਦਫ਼ਤਰੀਏ ਦੀ ਸੇਵਾ ਲਈ ਕੋਈ ਖਰਚ ਨਹੀਂ।

Urdu

ہم کی مختلف زبانوں میں معلومات فراہم کر سکتے ہیں۔ اس کی گزارش کرنے کے لئے ہمارے ہمراہی پتے پر ہمارے کسی بھی اسٹاپائے (ریسپشن) میں لے جائیں اور جہاں دیکر رہائش کی طرف اشارہ کریں۔ اگر ضرورت پڑے تو ہم تلمیحاتیوں کے ذریعے مترجم (انٹریٹر) سے مدد طلب کریں گے۔ ترجمے کی بعض خدمات کا کچھ معاوضہ ہو سکتا ہے مگر ہم اس کو پیش قدمی سے کم رکھیں گے اور پہلے آپ سے طے کریں گے۔ مترجم کے لئے کوئی معاوضہ نہیں ہے۔

How Herts Choice Homes works

There are four steps to follow to choose your new home:

Step 1 – Registration

Once your application has been registered, you will receive a letter (with this User Guide and some postal bidding coupons), from Herts Choice Homes. This will confirm your Herts Choice Homes number, Priority Band, Priority Date and the number of bedrooms for which you are eligible.

Please note that **you will only be able to bid for properties advertised by the council(s) with which you are registered, plus the properties in the Cross Partner section.**

Although the five participating councils have very similar allocations policies, there are some slight differences. When allocating the properties in the Cross Partner section, it is the policy of the council in which the property is situated which will apply.

You must keep your local Council informed of any changes to your circumstances, for example, changes to your household size or address. This is very important, as it could result in a change to your banding or the type of property you are eligible for.

Step 2 – Bidding

Properties are advertised every fortnight on the Herts Choice Homes website and in a Herts Choice Homes property magazine. If you are housebound, we can arrange to post details to you of the properties you will be eligible for, if you ask us to do this. More information about where to get the magazine are on pages 13-15.

The adverts give you information about each property, for example number of bedrooms, rent level, garden and local amenities. A photograph will be included if available.

Within each fortnight there is a 5-day period when you can place bids for properties you are interested in. This is called the 'bidding cycle'. Each fortnightly bidding cycle runs from Friday at 9am to the following Tuesday, closing at 12 noon. Your bids must reach us by this time or they cannot be counted.

You can bid for up to 3 properties in each cycle, but you can only bid for properties that you are eligible

for. For example, if you are eligible for a 2-bedroom property you cannot bid for one with 3 bedrooms.

We can give you help to bid if you need it. You can also ask a friend, family member or support worker to bid on your behalf. Please contact your local council if you need help bidding or advice about the process. Contact details for the local offices are on page 2.

You can bid in 5 ways:

- 1. On the internet:** Go to www.hertschoicetohomes.org.uk and log on with your unique Herts Choice Homes number and your date of birth. Follow the instructions on screen.
- 2. By telephone:** Call **0870 9982290** and follow the instructions. See page 9 about bidding by telephone. Calls cost 7p per minute. Calls are likely to last around one minute.

Step 2 – Bidding cont.

- 3. By text message:** See page 8 about bidding by text. Texts normally cost around 10p but this will depend on your mobile network provider.
- 4. By coupon:** When you are first registered we will send blank personalised coupons with your registration pack. Your coupons have your name and Herts Choice Homes number printed on them. This number is unique to you so no one else can use your coupons. See page 10 about how to complete your coupons. To request more coupons, simply tick the box on the coupon when you send it back or contact your local Housing Team. The new coupons will be posted to you. Please make sure you allow enough time for postal coupons to be returned before the bidding deadline.
- 5. In person** at one of the Council Offices listed on page 2.

Step 3 – The offer

At the end of the bidding cycle, a shortlist of bidders is drawn up for each property. The shortlist will only include applicants for whom the property is suitable. We will also check whether bidders have any rent arrears or any other tenancy issues, and the condition of their current property, as offers will not normally be made in these circumstances.

The bidder who is in the highest priority band and has been waiting in that band longest will be at the top of the shortlist. The bidder at the top of each property shortlist will be contacted by the landlord. If they refuse the property, or if the landlord decides the offer is not suitable, the property is then offered to the next person on the shortlist, and so on until an offer is accepted. People at the top of a shortlist will normally be contacted within a week of the bidding cycle closing.

If you successfully bid for more than one property in the same bidding cycle, you will be asked which property you would prefer as your first choice. Whilst a property is under offer to you, you will not be considered for any other properties.

You do not have to accept an offer of a property, although if you are a homeless applicant to whom the council has accepted a main duty, special rules may apply. Please contact your local council if you have questions about this. For other applicants, if you refuse three offers we will contact you to discuss how we can support you to bid for a home you want. We may also review your circumstances, especially if you are in a high band and need to move urgently.

Step 4 – Feedback

It is not possible to tell you individually if your bids have been unsuccessful but you can get this information from the Herts Choice Homes magazine or the website (see 'bidding history' after you have logged in).

All properties that have been advertised will be listed on the Feedback page of the magazine once they have been let. This will show you the band of

the person who the property was let to and how long they had been waiting in that band. It will also tell you the total number of bids received for that property. No personal information will be shown though. The feedback will help you decide whether you need to re-consider what to bid for. You may need to think about choosing a different area or property type.

The Banding Scheme

Herts Choice Homes aims to house those in greatest housing need. We use a banding system to give applicants different levels of priority. Everybody on the Housing Register has their housing circumstances assessed and is placed in one of five bands. Band A is for applicants in the greatest housing need. Band E is for those assessed as needing the least help with housing. Applications are then prioritised in date order so, within each band, preference will be given to applicants that have been registered longest within that band.

Occasionally a property will be substantially adapted, to make it suitable for applicants with a disability. In these cases priority will be given to bidders with an identified need for this type of property, providing they are within Bands A - C.

Only applicants with a valid local connection will be able to enter Bands A, B or C. However, having a valid local connection does not necessarily mean your application will be placed in Bands A, B or C.

Each of the five local authority partners has different rules for deciding whether an applicant has a valid local connection. Details are available in the Housing Allocation Policy of each authority.

The majority of the banding scheme is the same for each Local Authority partner, however there are a few differences. For the full banding scheme please check the details in the Local Authority's Allocations Policy.

Band A – Urgent Housing Need

This band is for applicants with a local connection and an urgent need to move. Examples include applicants in imminent danger and people who need to move urgently for medical reasons.

Band B – Very High Housing Need

This is for applicants with a local connection and very high need to move. One example is homeless applicants to whom the council has accepted a main duty under homeless legislation. Band B also includes applicants with composite housing need. That is a term given to applicants with a range of circumstances which, combined, increase their need to move more quickly.

Band C – High Housing Need

Applicants with a local connection and a high need to move will be placed in Band C. Examples include applicants with a high level of medical priority and families sharing facilities or lacking two bed spaces or more.

Band D – Recognised Housing Need


This includes applicants both with a local connection and without one. Applicants without a local connection but who have a reasonable preference identified, as defined in Bands A to C, will be placed in Band D. Also placed in this Band will be applicants with recognised medical priority and homeless applicants who do not qualify for Band B – regardless of whether a local connection exists or not.

Band E – Other Housing Circumstances

This is for applicants with no identified housing need, regardless of whether they have a local connection or not. Also most current and former home owners and applicants who we consider to have enough financial resource to secure their own accommodation will be placed in Band E.

The Adverts

This is an example of an advert:

	
Ref No. 949	
Location	Brook Street
Council Area	Rickmansworth
Landlord	Thrive Homes
Rent	£79.20 pw
Service charge	£3 pw
Description	Gas central heating, shower, allocated parking space

Accompanying photographs only show typical properties in the advertised block or street. Please do not contact any occupants in these buildings.

Key to advert symbols



Minimum and maximum number of people the property is suitable for



Number of bedrooms in the property



The property is designed for people this age or above



Floor level of the property, if it is a flat or maisonette



This is an adapted property



Homeseekers and Transfer applicants can bid for this property



Garden



Transfer applicants only can bid for this property



Applicants must have a Local Connection to bid for this property



Homeseekers only can bid for this property



Pets allowed / pets not allowed



Lift / No Lift

How to bid

Bidding on the Internet



The quickest and easiest way to bid is through our website **www.hertschoicetohomes.org.uk**. Instructions are given on screen but you will need to know your unique Herts Choice Homes number and date of birth in order to log on. On the website there is an online copy of the Herts Choice Homes magazine. If you see a property that you are interested in and meet the stated criteria you can place a bid. If you have made a bid but then change

your mind you can remove the bid on the website; as long as the bidding cycle is still open. You can also view your bidding history once you have logged in.

As well as bidding from your home computer, free internet access is available at libraries across the sub-region and online in reception at any of the five Council offices in the sub-region and some Housing Association offices.

Bidding by Text Message



Action	Example
To begin making bids:	
1 Open a new text message	
2 Enter your Herts Home Choice number via the keys:	SBDC12345
3 Then followed immediately by a hash mark:	SBDC12345#
4 You should now enter the advert reference number of your 1st bid followed immediately by a hash mark:	SBDC12345#456#
If you have finished choosing then send. If not, keep following the instructions below:	
5 You should now enter the advert reference number of your 2nd choice followed immediately by a hash mark:	SBDC12345#456#491#
If you have finished choosing then send. If not, keep following the instructions below:	
6 You should now enter the advert reference number of your 3rd bid followed immediately by a hash mark:	SBDC12345#456#491#444#
7 When you have entered all of your choices send your text message to:	07781 472 726
8 You will receive a text confirming 'your bid has been received' or 'your bid was ineligible'.	

- Most mobile phone companies charge SMS text messages at around 10p per text.
- You can enter your expressions of interest in both upper and lower case.
- Check your Herts Home Choice number and advert reference numbers are correct before sending.



Bidding by Telephone

1 To begin making your bids dial:	0870 998 2290
2 You will hear:	Welcome to the Herts Choice Homes property line. Press 1 Hertsmere Borough Council Press 2 St Albans City And District Council Press 3 Three Rivers District Council Press 4 Watford Borough Council Press 5 Welwyn Hatfield Borough Council
3 You will hear:	Please enter the number section of your reference number
4 You should now enter the numerical part of your Reference number only. e.g. If your Reference is WBC54321 you only need to type in '54321'. Once you have entered the correct number you will hear:	"Thank you. Please enter the day number of your birth date." e.g. For 16/04/1960 enter 16 or for 08/01/1958 enter 08 (you must put 0 before a single number)
5 You should now enter the day number of your date of birth. Once you have entered the correct number your will hear:	"Thank you. Please enter the property reference number for your first bid."
6 Once you have entered the correct number you will hear:	"Thank you. If you would like to add an additional bid, press 1, or press 2 to complete your bids."
7 If you have pressed one you will hear:	"Please enter your second property bid number for your second bid, or press the star key to complete your bidding."
8 Once you have entered the correct number you will hear:	"Thank you. If you would like to add an additional bid, press 1, or press 2 to complete your bids."
9 If you have finished bidding you will hear:	"Thank you for bidding on the Herts Choice Homes property line."
If you have made errors you will hear instructions as follows:	
10 If you have made an error with your Herts Choice Homes number; you will hear:	"I'm sorry, the Herts Choice Homes number you have entered is not recognised. Please try again."
In this case, re-enter your number carefully making sure the number is correct	
11 If you make further errors you will hear:	"I'm sorry, the registration number you have entered is not found. Please check with your registration partner and call again."


How to complete your Herts Choice Homes coupon

Herts Choice Homes Coupon

Enter freesheet date

D	M	M	Y	Y	

Tick this box if you need more coupons sent to you



	Bid 1			Bid 2			Bid 3		
1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
5	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- Your coupon has your name and registration number printed on it - please check that these details are correct.
- Each property will have a 3-digit reference number, shown in the advert in the Herts Choice Homes magazine.
- For example if you want to apply for the properties which have the reference number 456, 491, and 444, you should mark the coupon as shown in the example copy. You should put an **X** in the first column against the relevant first digit of the reference number.
- You should put an **X** in the second column against the relevant second digit of the reference number.
- You should put an **X** in the third column against the relevant third digit of the reference number.
- Enter the date shown on the front of the Herts Choice Homes magazine, from which you are bidding for properties.
- Please return your coupon by post to Locata. The address is already on the coupon, but you will need to put a stamp on it.
- If you need more coupons sent to you, please tick the more coupon box.
- Do not return coupon to the Council Offices

Which Properties can I bid for?

You can choose whether you bid for a flat, house, bungalow or maisonette. The size of property that you are able to bid for will depend on your household type. We write to tell applicants their household type and the size of property you are eligible for when you join the Housing Needs Register. If you are unsure about the size of property you are eligible for, please contact your local council.

Please Note: It is important that you read the property advertisement carefully, as some properties may have additional restrictions, for example age, mobility or need for adaptations, pets not permitted etc.

Local Lettings Plans

Some schemes/areas may be subject to local lettings plans. Local lettings plans are where the Council works closely with a Housing Association to make sure that a sensible balance is achieved between housing people in need and the longer term sustainability of the local area.

If a vacant property is subject to a local lettings plan, the criteria for eligibility will be clearly contained within the property advert.

The Feedback

Understanding the Feedback Reports

In each edition of the Herts Choice Homes magazine, there will be a feedback report. The feedback information contains lettings that have taken place since the previous edition.

Magazine issue date: This is the publication date of the magazine that the advert appeared in.

Advert reference number: Combined with the magazine issue date, this gives a unique identity to any advert appearing in the magazine.

Property type and size: A simple description of the property advertised.

Location: Location of the property within the area.

Bids: This is the total number of bids received for each property.

Letting Information: This is the Band the successful bidder was in.

This is an example of a Feedback Report:

Magazine Issue Date	Advert Reference	Size	Property Type	Location	Bids	LETTING INFORMATION		
						Band	Priority Date	Application Type
Three Rivers District Council								
4 Dec 08	101	2 bed	Flat	South Oxhey	41	B	29/07/07	Transfer
Hertsmere Borough Council								
29 Jan 2008	222	3 bed	House	Shenley Road, Borehamwood	47	B	01/07/07	Homeseeker
Welwyn Hatfield Council								
01 Mar 2008	156	2 bed	First floor flat	Nettlecroft, Welwyn Garden City	41	C	10/06/08	Homeseeker

Herts Choice Homes Main Housing Association Partners

The following list is not exhaustive

<p>Abbeyfield UK Abbeyfield House, 53 Victoria Street, St Albans, Herts, AL1 3UW 01727 857536 www.abbeyfield.com</p>	<p>Affinity Sutton 12 Elstree Way, Borehamwood, WD6 1JE 020 8235 7000 www.affinitysutton.org.uk</p>	<p>Aldwyck East Housing Association 6 Houghton Hall Business Park Porz Avenue, Houghton Regis Beds, LU5 5UZ 01582 869100 www.aldwycck.co.uk</p>
<p>ASRA Greater London Housing Association 1 Long Lane, London, SE1 4PG 020 7940 6600 www.asra.org.uk</p>	<p>CDS Co-operative 3 Marshalsea Road, London, SE1 1EP 0207 397 5700 www.cds.coop</p>	<p>Circle Anglia/Circle 33 Housing Trust 1-7 Corsica Street, London, N5 1JG 020 7288 4000 www.circleanglia.org</p>
<p>ECHG Regus House, Victory Way, Crossways, Dartford Kent, DA2 6QE 0207 372 5045 www.echg.org.uk</p>	<p>Guinness Trust Gatehouse, Fretherne Road, Welwyn Garden City Herts, AL8 6NS 01707 391399 www.guinness.org.uk</p>	<p>Hightown Praetorian HA Hightown House, Maylands Avenue, Hemel Hempstead, HP2 4XH 01442 292300 www.hpcha.org.uk</p>
<p>Home Group Malt House, 281 Field End Road Ruislip, Middx, HA4 9XQ 0208 868 9000 www.homegroup.org.uk</p>	<p>Housing 21 9 Avro Court, Ermine Business Park, Huntingdon, PE29 6WG 0845 606 6363 www.housing21.co.uk</p>	<p>L&Q Beacon Homes Beacon House, 50 Stoke Road, Slough, SL2 5AW 01753 606707 www.lqgroup.org.uk</p>
<p>Moat Homes Ltd Mariner House, Galleon Boulevard Crossways, Dartford, Kent, DA2 6QE 0845 600 1006 www.moat.co.uk</p>	<p>Paradigm Housing Group 1 White Hill, Chesham, Bucks, HP5 1AB 0300 303 1010 www.paradigmhousing.co.uk</p>	<p>PCHA 192-196 High Road, Willesden, London, NW10 2PB 0208 150 4566 www.pcha.org.uk</p>
<p>Places for People Matrix house, North 4th Street, Milton Keynes, MK9 1NJ 01908 207300 www.placesforpeople.co.uk</p>	<p>Riversmead Housing Association Riversmead House, 36 Ware Road, Hertford, SG13 7HH 01992 514514 www.riversmead.org.uk</p>	<p>Riverside Housing Group 2 Estuary Boulevard Estuary Commerce Park, Liverpool, L24 8RF 0845 111 0000 www.riverside.org.uk</p>
<p>Sanctuary Collier House, Mead Lane, Hertford SG13 7UZ 0800 781 4755 www.sanctuary-housing.co.uk</p>	<p>Pine Ridge Housing Association 24 Pine Grove, Bushey, Herts, WD23 2DY 01923 236514</p>	<p>SPH/Origin St Richard House, 110 Eversholt Street, London, NW1 1BS 0207 209 9222 www.sph.org.uk</p>
<p>Thrive Homes Building 3, Hatters Lane, Watford, WD18 8YG 0208 428 4428 www.thrivehomes.org.uk</p>	<p>Watford Community Housing Trust 59 Clarendon Road, Watford, Herts, WD17 1LA 01923 209000 www.wcht.org.uk</p>	<p>Welwyn Garden Housing Association Ltd 10 Parkway, Welwyn Garden City, Herts AL8 6HG 01707 390044 www.wgcha.co.uk</p>

Where to get the Herts Choice Homes property magazine or access on-line

Each Herts Choice Homes property magazine is valid for one bidding cycle, running from **Friday 9am to Tuesday at midday**. The date will clearly be shown on the front of the property magazine. Make sure you bid from a Herts Choice Homes magazine that is in-date. The Herts Choice Homes magazines are available from:

HERTSMERE BOROUGH COUNCIL

Address	Opening Times	Internet Access
Hertsmere Bushey Office Bushey Centre High Street Bushey Hertsmere WD23 1TT	Mon - Fri 9.30 – 2.00 Tel: 0208 386 4048	NO
Hertsmere Borough Council Civic Office Elstree Way Borehamwood WD6 1WA	Mon – Thurs 8.30 – 5.15 Fri 8.30 – 5.00 Sat, Sun Closed Tel: 0208 207 2277	YES
Potters Bar Office Wyllyotts Centre Wyllyotts Place Darkes Lane Potters Bar Hertsmere EN6 2HN	Mon - Fri 9.30 – 2.00 Tel: 01707 652406	NO
Libraries		
Contact – Computer Bookings can be made over the telephone up to one week in advance by calling 01923 471333		
Borehamwood Library Elstree Way Borehamwood WD6 1JX	Mon 9.00 – 8.00 Tues 9.00 – 8.00 Weds 9.00 – 8.00 Thurs 10.00 – 8.00 Fri 9.00 – 8.00 Sat 9.00 – 4.00	1 Hour internet access is available free of charge for members of the Library
Bushey Library Sparrows Herne Bushey WD23 1FA	Mon 10.00 – 7.00 Tues 9.00 – 7.00 Weds 9.00 – 7.00 Thurs 9.00 – 5.00 Fri 9.00 – 7.00 Sat 9.00 – 4.00	1 Hour internet access is available free of charge for members of the Library
Citizen Advice Bureau Borehamwood/Elstree Community Centre 2 Allum Lane Elstree WD6 3PJ	Mon -Thurs 10.00 – 12.30 1.00 – 3.30 Fri, Sat, Sun Closed Tel: 0208 953 9961	NO
Citizen Advice Bureau Bushey, 8 Rudolph Road Bushey WD23 3DU	Mon - Thurs 10.00 – 12.30 Fri, Sat, Sun Closed Tel: 0208 950 8726	NO

Where to get the Herts Choice Homes property magazine or access on-line cont.

HERTSMERE BOROUGH COUNCIL (Continued)

Citizen Advice Bureau Potters Bar, Wyllyotts Centre Wyllyotts Place, Darkes Lane Potters Bar EN6 2HN	Mon - Thurs 10.00 – 12.30 1.00 – 3.30 Fri, Sat, Sun Closed Tel: 01707 665727	NO
Hertsmere Worknet The Old Post Office 23 Shenley Road Borehamwood WD6 1AU	Mon, Tues 9.15 – 8.00 Weds, Thurs 9.15 – 5.30 Fri 9.15 – 1.00	NO
Oakmere Library (Potters Bar) High Street Potters Bar EN6 5BZ	Mon 10.00 – 8.00 Tues 9.00 – 8.00 Weds 9.00 – 8.00 Thurs 9.00 – 8.00 Fri 9.00 – 8.00 Sat 9.00 – 4.00	1 Hour internet access is available free of charge for members of the Library
Radlett Library 1 Aldenham Avenue Radlett WD7 8HL	Mon 9.00 – 5.00 Tues 9.00 – 7.00 Weds 9.00 – 5.00 Thurs 9.00 – 7.00 Fri 9.00 – 5.00 Sat 9.00 – 1.00	1 Hour internet access is available free of charge for members of the Library
Affinity Sutton 12 Elstree Way Borehamwood WD6 1JE	Mon – Thurs 9.00 – 5.15 Fri 9.00 – 5.00	NO

ST ALBANS DISTRICT COUNCIL

Address	Opening Times	Internet Access
St Albans District Council Offices Civic Centre, St Peters Street, St Albans, AL1 3JE	Mon - Thu 8.45 - 5.15 Fri 8.45 - 4.45 Sat - Sun Closed Tel: 01727 866100	YES
Harpenden Town Hall Leyton Road, Harpenden, AL5 2LX	Mon - Fri 10.00 - 4.00 Sat - Sun Closed Tel: 01582 768278	NO
The Parish Centre Bricket Wood Station Road, Bricket Wood, AL2 3PJ	Mon - Fri 10.00 - 1.00 Sat - Sun Closed Tel: 01923 681443	NO
The Parish Office Colney Heath Village Hall, 83 High Street, Colney Heath, AL4 ONS	Mon - Fri 9.00 - 12.00 Sat - Sun Closed Tel: 01727 825314	NO

ST ALBANS DISTRICT COUNCIL (Continued)

D & S Village Stores 29 High Street Sandridge AL4 9DD	Mon - Sun 7.00 - 9.00 Tel: 01727 854711	NO
Housing Support Office Laelia House Dellfield St Albans AL1 5HF	Mon - Thu 8.30 - 5.00 Fri 8.30 - 4.30 Sat - Sun Closed Tel: 01727 836093	NO
Libraries Contact – Computer bookings can be made over the telephone up to one week in advance by calling 01438 737333 or through the website www.hertsdirect.org.uk . 1 hour internet access is available free of charge for members of the library. For non-members the charges are £1.25 for up to half an hour and £2.50 for up to an hour.		
Harpenden Library Vaughan Road, Harpenden AL5 4EN	Mon 9.00 - 7.00 Tue 10.00 - 7.00 Wed - Fri 9.00 - 7.00 Sat 9.00 - 4.00 Sun Closed	YES
London Colney Library Community Centre, Caledon Road London Colney AL2 1PU	Mon - Fri 2.00 - 6.00 Sat 9.00 - 1.00 Sun Closed	YES
Marshalswick Library The Ridgeway St Albans Hertfordshire AL4 9TU	Mon 9.00 - 7.00 Tue 10.00 - 7.00 Wed - Fri 9.00 - 7.00 Sat 9.00 - 1.00 Sun Closed	YES
Redbourn Library Lamb Lane Redbourn AL3 7BP	Mon - Fri 2.00 - 6.00 Sat 9.00 - 1.00 Sun Closed	YES
St Albans Central Library The Maltings St Albans AL1 3JQ	Mon - Thu 9.00 - 8.00 Fri 10.00 - 8.00 Sat 9.00 - 4.00 Sun 1.00 - 5.00	YES
Wheathampstead Library Memorial Hall Marford Road Wheathampstead AL4 8AY	Mon - Fri 2.00 - 6.00 Sat 9.00 - 1.00 Sun Closed	YES

Where to get the Herts Choice Homes property magazine or access on-line cont.

THREE RIVERS DISTRICT COUNCIL

Address	Opening Times	Internet Access
Citizen Advice Bureau Abbots Langley CAB The Old Stables St. Lawrence's Vicarage High Street Abbots Langley WD5 OAS	Mon 10.00 – 4.00 Tues 10.00 – 3.00 Weds 10.00 – 1.00 Thurs 10.00 – 3.00 Fri 10.00 – 1.00 Sat, Sun Closed	NO
Citizen Advice Bureau Oxhey & District CAB 4 Bridlington Road, South Oxhey Watford WD19 7AF	Mon, Tues 10.00 – 4.-00 Wed Closed Thurs, Fri 10.00 – 4.00 Sat, Sun Closed	NO
Citizens Advice Bureau Contact – CAB Advisers Rickmansworth CAB Northway House Rickmansworth WD3 1EH	Mon, Tues 10.00 – 3.30 Wed 10.00 – 12.30 Thurs 10.00 – 3.30 Fri 10.00 – 12.30	NO
Council Offices Contact – Housing Department Three Rivers District Council Three Rivers House Northway, Rickmansworth WD3 1RL	Mon–Thurs 8.30 – 5.15 Fri 8.30 – 5.00	YES
Thrive Homes Contact - Cash Office Supervisor Thrive Homes, 35-37 Oxhey Drive South Oxhey, Watford WD19 7SD	Mon–Thurs 9.00 – 4.30 Fri 9.00 – 4.00	YES

Libraries

Contact – Computer Bookings can be made over the telephone up to one week in advance by calling **01923 471333**

Address	Opening Times	Internet Access
Abbots Langley Library High Street Abbots Langley WD5 OAP	Mon, Tues 9.00 – 1.00 2.00 – 6.00 Wed Closed Thurs, Fri 9.00 – 1.00 2.00 – 6.00 Sat 9.00 – 1.00	1 Hour internet access is available free of charge for members of the Library
Chorleywood Library Lower Road Chorleywood WD3 5LB	Mon 9.00 – 7.00 Tues – Fri 9.00 – 5.30 Sat 9.00 – 1.00	1 Hour internet access is available free of charge for members of the Library
Croxley Green Library Barton Way Croxley Green WD3 3HB	Mon, Tues 9.00 – 7.00 Weds, Thurs 9.00 – 5.00 Fri 9.00 – 7.00 Sat 9.00 – 1.00	1 Hour internet access is available free of charge for members of the Library

THREE RIVERS DISTRICT COUNCIL (Continued)

Oxhey Library Bridlington Road South Oxhey WD19 7AG	Mon, Tues 9.00 – 7.00 Weds 9.00 – 5.00 Thurs 9.00 – 7.00 Fri 10.00 – 5.00 Sat 9.00 – 4.00 Sun Closed	1 Hour internet access is available free of charge for members of the Library
Rickmansworth Library High Street Rickmansworth WD3 1EH	Mon 10.00 – 7.00 Tues – Fri 9.00 – 7.00 Sat 9.00 – 4.00	1 Hour internet access is available free of charge for members of the Library

WATFORD BOROUGH COUNCIL

Address	Opening Times	Internet Access
Watford Borough Council Town Hall, Watford Herts WD17 3EX	Mon – Fri 8.30 – 5.30	YES
Watford Community Housing Trust 59 Clarendon Road Watford, Herts WD17 1LA	Mon – Fri 8.30 – 5.30	YES
Holywell Community Centre Tolpits Lane Watford, Herts WD18 9QD	Generally open during the day, Monday to Friday but this is subject to change. Call 01923 246993 to check.	YES
Centrepoint Community Centre Raphael Drive Radlett Road, Watford Herts WD24 4GY	Generally open during the day, Monday to Wednesday and Friday (ie not Thursday) but this is subject to change. Call 01923 211058 to check.	Yes. Please call 01923 211058 first to check as there are often IT courses running.
Meriden Community Centre Garsmouth Way, Watford Herts WD25 9ET	Generally open during the day, Monday to Friday but this is subject to change. Call 01923 894862 to check.	Limited. Advisable to check availability first
Leavesden Green Community Centre Clarke Way Watford, Herts WD25 6BU	Generally open during the day, Monday to Friday but this is subject to change. Call 01923 893193 to check.	Limited. Advisable to check availability first
Orbital Community Centre Haines Way, Watford Herts WD25 7QU	Generally open during the day, Monday to Friday but this is subject to change. Call 01923 894444 to check.	Limited. Advisable to check availability first
West Watford Community Association 15 Harwoods Road Watford Herts WD18 7RB	Mon – Fri 9.30 – 12.30	YES

Where to get the Herts Choice Homes property magazine or access on-line cont.

WATFORD BOROUGH COUNCIL (Continued)

Watford Muslim Project 15 Harwoods Road Watford, Herts WD18 7RB	Mon – Fri 9.30 – 5.00	NO
	Closed 1-2 for lunch	
Libraries Contact – Computer Bookings can be made over the telephone up to one week in advance by calling 01923 471333		
Address	Opening Times	Internet Access
Watford Central Library Hempstead Road Watford Hertfordshire WD17 3EU	Mon – Wed 9.00- 8.00 Thurs 10.00 - 8.00 Friday 9.00 - 8.00 Sat 9.00 - 4.00 Sun 1.00 - 5.00	1 Hour internet access is available free of charge for members of the Library
North Watford Library St Albans Road Watford Hertfordshire WD24 7RW	Mon 9.00- 8.00 Tues 10.00 - 8.00 Wed 9.00-5.00 Thurs 9.00-8.00 Fri 9.00-5.00 Sat 9.00-4.00 Sun Closed	1 Hour internet access is available free of charge for members of the Library

WELWYN HATFIELD COUNCIL – WELWYN GARDEN CITY

Address	Opening Times	Internet Access
Welwyn Garden City Housing Office 51 Bridge Road East Welwyn Garden City Hertfordshire AL7 1JR	Mon - Tues 8.45-5.15 Weds 10.00 – 5.15 Thurs 8.45 – 5.15 Fri 8.45 – 4.45 Sat, Sun Closed Tel: 01707 357796	YES
Welwyn Hatfield Council Campus East Council Offices, The Campus Welwyn Garden City Herts AL8 6AE	Mon- Thurs 8.45 – 5.15 Fri 8.45 – 4.45 Sat, Sun Closed Tel: 01707 357000	YES
Campus West Reception (Roller City and Theatre Entrance – Please note different opening times to the Library) Campus West Welwyn Garden City Hertfordshire AL8 6AJ	Mon – Sat 10.00 – 8.00 Sun 11.00 – 7.00 Tel: 01707 357117	NO

WELWYN HATFIELD COUNCIL

– WELWYN GARDEN CITY (Continued)

Libraries

Contact – Computer Bookings can be made over the telephone up to one week in advance by calling **01923 471333**

Address	Opening Times	Internet Access
Welwyn Garden City Library Campus West Welwyn Garden City Hertfordshire AL8 6AJ This library is also known as the Campus West Library.	Monday 10.00–8.00 Tues - Fri 9.00–8.00 Saturday 9.00–4.00 Sunday 1.00–5.00 Tel: 01438 737333 (Enquiries Mon–Fri 8.00–8.00, Sat 9.00–4.00)	1 Hour internet access is available free of charge for members of the Library
Welwyn Library Civic Centre Prospect Place Welwyn AL6 9ER	Mon – Fri 2:00 – 6:00 Sat 9.00–1.00 Tel: 01483 737333	YES
Woodhall Library Cole Green Lane Welwyn Garden City Hertfordshire AL7 3JA	Monday 9.00–5.00 Tuesday 9.00–7.00 Wednesday 9.00–5.00 Thursday 9.00–7.00 Friday 9.00–5.00 Saturday 9.00–1.00 Sunday Closed Tel: 01438 737333 (Enquiries Mon–Fri 8.00–8.00, Sat 9.00–7.00)	1 Hour internet access is available free of charge for members of the Library

WELWYN HATFIELD COUNCIL – HATFIELD

Address	Opening Times	Internet Access
Birchwood Leisure Centre Longmead, Hatfield AL10 OAS	Mon - Sun 9.00 – 8.00 Tel: 01707 270772/3	NO
Hatfield Housing Office 30 – 32 Hatfield Town Centre, Hatfield, Hertfordshire AL10 OLD	Mon, Tues 8:45 – 5:15 Wed 10:00 – 5:15 Thurs 8:45 – 5:15 Fri 8:45 – 4:45 Tel: 01707 357088	YES

Libraries

Contact – Computer Bookings can be made over the telephone up to one week in advance by calling **01923 471333**

Address	Opening Times	Internet Access
Hatfield Library Queensway, Hatfield Hertfordshire AL10 OLT	Mon – Thurs 9.00–8.00 Fri 10.00–8.00 Sat 9.00–4.00 Sun Closed Tel: 01438 737333 (Enquiries Mon–Fri 8.00–8.00, Sat 9.00–4.00)	1 Hour internet access is available free of charge for members of the Library

General Information

Bid deadline

All bids for properties must be placed before 12 noon on the closing date shown on the front cover of the Herts Choice Homes property magazine. Bids received after 12 noon on the closing date will not be considered.

Need help bidding?

You can ask a friend, family member or support worker to bid on your behalf. Please contact your local council if you need help bidding or advice about the process. Contact details for the local offices are on page 2.

Subscribe to the Herts Choice Homes property magazine

There are several places you can pick up a copy of the Herts Choice Homes property magazine for free, explained on pages 13 to 19. Alternatively, for a subscription fee (non-refundable) of £10.00, the magazine can be posted directly to you every fortnight for 6 months. Please send a cheque or postal order made payable to 'Locata (Housing Services) Ltd' plus your Herts Choice Homes registration number and mailing address to:

**Herts Choice Homes
PO Box 410
Ruislip, HA4 4FB**

Please notify Herts Choice Homes PO Box 410 of any change to your mailing address.

Herts Choice Homes website

www.hertschoicetohomes.org.uk

You can make your bids on the Herts Choice Homes website at the above address. Please make sure that you enter your Herts Choice Homes number and bids correctly.

Bidding by text message

07781 472726

To make your bids by text (SMS), follow the instructions shown on page 8.

Bidding telephone number

Telephone Number **0870 9982290**

To make your bids by telephone use the above number and follow the instructions given over the telephone line or as shown on page 9.

Bidding by Coupon

If you are bidding by coupon, make sure you allow enough time for them to be returned by post. Bids received after 12 noon on the closing date will not be considered.