

## **Guide to the East Lindsey District Council Housing Allocation Scheme**

It helps you understand how to find your future home  
to rent

Working in partnership with:

- ACIS Housing
- Advance Housing
- Anchor Housing
- Housing 21
- Lace Housing Association
- Lincolnshire Housing Partnership
- Lincs Rural
- Longhurst Housing Group
- Platform Housing Group
- Sanctuary Housing
- Stonewater

### **What is the East Lindsey District Council Housing Allocations Scheme?**

East Lindsey District Council maintains a Housing Register that provides a Choice Based Letting Scheme whereby people can access social housing within the East Lindsey district. All social housing properties in the district are managed by registered providers (also known as Housing Associations) and you express an interest in properties of your choice known as 'bidding'.

### **Who can register?**

Anyone has the right to make an application to join the scheme by completing an online application through our website <https://e-lindsey.housingjigsaw.co.uk> . Prior to making an application, we recommend you check the Housing Allocation policy [www.e-lindsey.gov.uk/HousingRegister](http://www.e-lindsey.gov.uk/HousingRegister) for the full qualification criteria. Some applicants will be ineligible or will not qualify for inclusion onto the housing register.

### **How to apply**

Visit our website <https://e-lindsey.housingjigsaw.co.uk> and complete an online registration form. To enable us to deal with your request as quickly as possible, please complete all the sections within 28 days of the date of application and ensure you upload all requested documentation. If you fail to fully complete your application or fail to provide the required proofs within 28 days, your application will be closed. If you then wish to re-apply, you will need to create and complete another online application.

### **What happens when you apply?**

Once your application is complete and all proofs uploaded, an Officer will verify all your information and assess your application within 28 days. You will be notified of the outcome via your customer portal or letter. If your application is declined, we will advise you of this and offer you some alternative housing options. If you do not agree with our decision, you have the right to request a review. All requests must be made in writing within 21 days of our decision. If you are accepted onto the register, you will be notified through the customer portal or by letter with details of the band you have been placed into, the band effective date and bedroom need. Our banding structures are available to view in our Housing Allocations Policy available on our website [www.e-lindsey.gov.uk/HousingRegister](http://www.e-lindsey.gov.uk/HousingRegister) .

### **Change of circumstances**

If your circumstances change, you will need to log into your customer portal and update your application. All changes are assessed by an Officer and they will review your banding for you if necessary. If the change leads to your banding changing, you will be notified of this through your customer portal.

### **Local connection criteria**

Applicants who can evidence a strong local connection to the district as detailed below will usually qualify to join the housing register:

- Were born and resided in East Lindsey of the first 5 years of their life
- Have permanently resided in East Lindsey for the last 12 months
- Have previously resided in East Lindsey for 3 out of the last 5 years
- Are permanently employed in East Lindsey working a minimum of 16hrs per week (please note: temporary and seasonal work is not included)
- Lincolnshire Care Leavers up to the age of 25

***Time spent living on a seasonal caravan site or holiday accommodation does NOT count towards residency in the district. Applications from occupiers of permanent 'all year rounds' sites which are licenced by ELDC can be considered once they have been resident in East Lindsey for over 12 months.***

Applications will be accepted from people with no strong local connection who meet one of the following:

- HM Forces
- Those suffering from Domestic Abuse
- People who are sleeping rough in the district

All exceptional circumstances for example, those deemed to be at risk of serious harm, will be considered on a case-by-case basis.

### **Where to find details of any available properties**

All properties available for rent are advertised by us on behalf of the registered provider and they can be viewed on our ATLAS housing jigsaw page. You can access this page via your customer portal under 'Search for a home'. There is a facility on this page to allow you to place your bid.

### **What kind of property can I apply for?**

When your application is assessed by an officer, they will determine upon the receipt of information provided by you, what types of properties you will be eligible to bid on. For example, if you have mobility issues and struggle with stairs, upon the receipt of satisfactory clinical evidence from a GP, consultant or OT, your application will be eligible for ground floor properties. We cannot consider ground floor need, adaptations or additional bedroom requirements without the satisfactory medical evidence.

### **Bidding for a home**

If you fit the criteria advertised, you must place your bid before the advert closes via your customer portal. All registered providers run their adverts for a minimum of 4 days. Other ways to bid are:

- By calling the Housing Hub on 01507 613135
- By emailing the Housing Register team [housing.register@e-lindsey.gov.uk](mailto:housing.register@e-lindsey.gov.uk)

### **Offers of accommodation**

If your application is successful, the registered provider will contact you directly and you will be invited to view the property upon successful completion of any assessments they need to make. You will not however, be contacted if your application is unsuccessful. You can check the status of any bids on the customer portal which will show as bid placed, bypassed, unsuccessful or offer made.

The primary aim of the partnerships we have is to maintain balanced and stable communities. In order to achieve this there may be occasions when the registered provided need to withdraw a particular property for use elsewhere such as an urgent move on medical grounds or those at a serious risk of harm.

For general social housing accommodation, offers can be made to those who firstly meet the property criteria, followed by band and band effective date. For new social housing accommodation where a Section 106 is applicable (local connection criteria), a manual shortlisting process is undertaken by Officers at ELDC who provide the registered provider with a full and detailed shortlist of

those who fit the criteria in priority order. Please be advised that your shortlist position can change at any time between the advert going LIVE to it being closed.

### **What to do if you do not have access to the internet**

Where applicants do not have access to the internet or anyone able to help with making an application, the Housing Register team can assist with an application over the phone. Please call 01507 613135 (option 1) to request assistance. Your application can be put on autobid so that the system automatically places bids for the property type and area you require.

### **Feedback**

We welcome your feedback at any time. This can be emailed to us as [housing.register@e-lindsey.gov.uk](mailto:housing.register@e-lindsey.gov.uk) or via our Customer Services team. Telephone feedback is also welcomed by calling 01507 613135.

### **Banding structures**

Our banding structures are:

Band 1 – Urgent need to move and have a local connection or meet an exception

Band 2 – High need to move and have a local connection or meet an exception

Band 3 – Medium need to move and have a local connection AND those who meet a Reasonable Preference category who do not have a local connection

Band 4 – Low need

Further details are available in the Housing Allocation Scheme 2021 [www.e-lindsey.gov.uk/HousingRegister](http://www.e-lindsey.gov.uk/HousingRegister)