

Choice Based Lettings System Q and A

SK Home Choice

Q – Why have I received this letter regarding my housing application?

A – We are moving across to a choice-based lettings system for all housing register applications. This means that applicants will need to re-apply for the register via our new system. Any existing applicants have been informed that they will need to re-apply in the next few weeks. A further letter will be sent out explaining how to do this in due course.

Q – Will I qualify on the new system?

A – Unfortunately not all existing applicants will qualify for social housing through SKDC. A new housing allocations policy has also been developed which specifies certain criteria to be able to qualify. This means that an applicant may receive notification that they no longer qualify, and their application will be cancelled.

Q – Will my banding stay the same?

A – If an applicant is successful under the new policy, their banding may change. If they receive the same banding or a lower banding, their band effective date will remain unchanged. If they are placed into a higher banding, their band effective date will change to when the band was awarded.

Q – What is a choice-based lettings (CBL) system?

A – CBL is a system which allows applicants to place ‘bids’ on suitable available properties rather than waiting to be matched to one by staff. It gives the applicants more control over the process and enables them to see what properties we have available on a weekly basis.

Q – How do I apply to go on the system?

A – Once applicants have created an account on the new SK Home Choice website, they will be directed to complete a pre assessment questionnaire. This is designed to only allow applicants who meet the criteria for social housing according to our allocations policy to go on and complete the full housing register application. Once the full application is completed, staff at SKDC will process the application and send applicants a decision letter.

Q – How are applications prioritised?

A – Successful applications will be awarded a band between 1 and 4. The date they are awarded this band is known as their ‘band effective date’. Band 1 is the highest banding for those in the most urgent housing need, and band 4 is mainly for applicants applying for sheltered housing.

Q – How do I place a bid?

A – Properties are advertised on a weekly cycle. Applicants will only be able to place a bid on properties that are suitable for them and their household (i.e., a couple with one child can only bid on two bed properties). Once the bid has been placed, a shortlist will be generated after the cycle ends and the property will be offered to the applicant who is in the highest banding. If there is more than one applicant in the highest band, the property will be offered to the applicant with the oldest band effective date.

Q – How many bids can I place?

A – Applicants can place up to 3 bids per weekly cycle. Homeless applicants can place up to 5 bids per weekly cycle.

Q – What if I don't agree with a decision made on my application?

A – Any decision made on your application comes with the right to review. Details of how to do this will be made available on your decision letter. The review will be looked at by a person who has not been involved in the original decision.