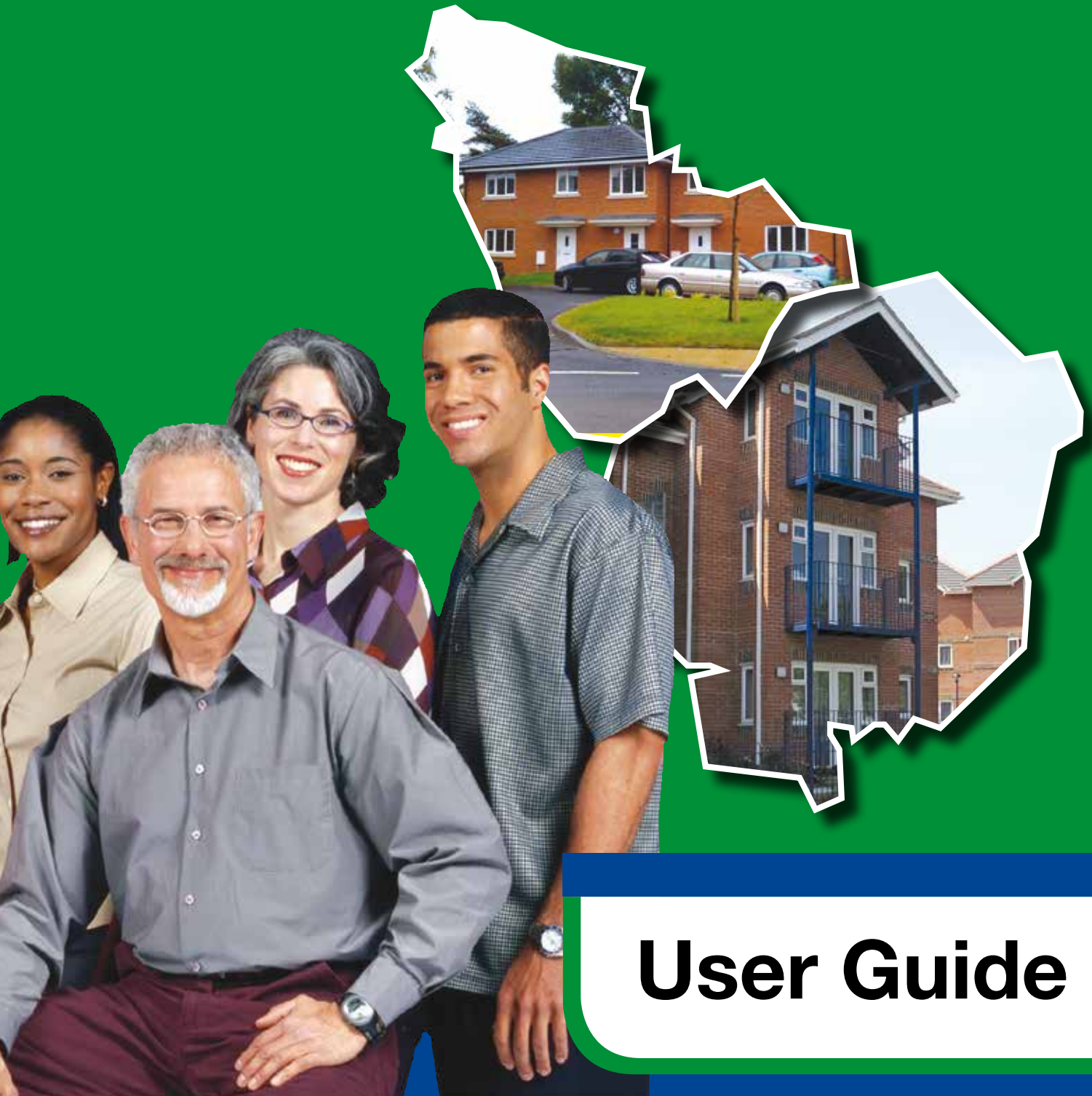


# SEARCH MOVES

[www.searchmoves.org.uk](http://www.searchmoves.org.uk)

December 2017



## User Guide

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General information

**On the website 'Feedback' you will be able to see how previously advertised homes were let, the number of bids placed on each advert and the level of priority (i.e. banding and date) the successful bidder had. (No names are shown).**

WELCOME TO SEARCH MOVES

# Scheme User Guide

**SEARCH MOVES is a sub-regional Choice Based Lettings partnership between Spelthorne Borough Council, Elmbridge Borough Council, and PA Housing Ltd. It has been created to enable people to express choice in where they want to live.**

**This guide is for PA Housing applicants wishing to transfer.**

**It also contains information for Key Worker applicants applying directly to PA Housing.**

Applicants will need to log-in to their application on the SEARCH MOVES Website to look at the adverts of properties that are available for rent. New properties may be added on any day and would usually be open for bids for 5 days. You may need to look at least twice a week and decide whether you are interested in any properties and whether you fit the criteria for the property. Please do your research and use your bids carefully.

Picture icons provide an easy guide which you can use to bid. The icons cover things like bed size, property type (such as house, flat, maisonette, bungalow), or whether the property is suitable for people with mobility problems (picture icons are explained on the website – see the 'Understanding the Adverts' help guide).

You will need to bid for a property if you want to be considered for it. (This is explained in the 'How to Bid' help guide)

You should not waste bids by bidding on properties that will not be suitable for you, or properties that you would not be serious about moving to.

Once you are registered on PA Housing's Transfer register your application will be assessed into one of four bands: A to C are bands for transfer applicants only, with Band A being the highest priority. Band D is used for all Key Worker applicants. Within each band there is a priority order. For Bands A and B priority is based on the date the application was given this award. For Bands C and D priority is based on the registration date of the application.

When a property advert closes the applicant with the highest banding and earliest priority date within that band will normally be shortlisted from all those who have bid, and invited to view the property, either individually or in some cases with other top shortlisted applicants.

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Publisher Locata (Housing Services) Ltd



# Information in other formats

We are committed to helping everybody access SEARCH MOVES. If you have any specific needs please contact your local Housing Office directly to discuss them. Please see our contact details on page 4. The Housing team that is looking after your application can give you one-to-one help if you need it or provide the information in this guide in the following formats:

 In large print

 Audio format

 In Braille



## Language translation or Interpreter

For a free translation or interpreter services to help you understand this guide, please contact your local Housing Office.

### Gujurati

કાઉન્સિલ અથવા હાઉસિંગ એસોસિએશનનું ખાલી મકાન ભાડે લેવા કેવી રીતે અરજી કરવી, જાહેરાત જોવી અને રસ દર્શાવવો તે આ ગાઇડ દર્શાવે છે. મુક્ત અનુવાદ કે તરજુમા માટે આ બોક્સમાં  ક્લિક કરો અને આ ગાઇડને પાના ૪ ઉપર દર્શાવેલ અમારી કોઇપણ ઓફીસમાં લઈ જાવ.

### Mandarin Chinese

本指南说明如何申请委员会或房屋协会可供出租的空房、索取相关广告以表达对租赁空房的兴趣。若要获取免费翻译，请勾选此方框 ，并将本指南递交到第 4 页所载的任何办事处。

### Portuguese

Este guia explica como se candidatar, ver anúncios e mostrar interesse numa habitação social, ou pertencente a uma associação de habitação, que esteja vaga para alugar. Para obter uma tradução ou um intérprete gratuitos, deve assinalar o quadrado  e levar este guia a um dos escritórios listados na página 4.

### Hindi

इस गाइड में यह बताया गया है किसी खाली कौंसिल या हाउसिंग एसोसिएशन हाउस में किराए का लिए आवदन कैसे करें, विज्ञापन कैसे देखें तथा रुचि कैसे प्रकट करें। मुफ्त अनुवाद या भाषांतरण का लिए, कृपया इस बॉक्स  को टिक करें और इस गाइड को पृष्ठ 4 पर दर्शाए गए हमारा किसी भी कार्यालय में लजाए।

### Polish

W tym przewodniku wyjaśniono, jak przeglądać oferty i ubiegać się o wynajem domu od urzędu miasta lub towarzystwa budownictwa społecznego. Aby skorzystać z darmowego tłumaczenia, proszę zaznaczyć tę kratkę , a następnie odnieść przewodnik do jednego z naszych biur wymienionych na stronie 4.

### Spanish

Esta guía explica cómo presentar una solicitud, ver anuncios y expresar su interés en alquilar una casa desocupada del ayuntamiento o de una asociación de la vivienda. Para una traducción o un servicio de interpretación gratuitos, marque esta casilla  y visite una de nuestras oficinas que figuran en la página 4 llevando consigo esta guía 4.

# Contact details and Customer service centres



**Housing Options Team**  
**Elmbridge Borough Council**  
Civic Centre  
High Street Esher  
Surrey KT10 9SD  
Tel: 01372 474590



**Housing Options Team**  
**Spelthorne Borough Council**  
Council Offices  
Knowle Green  
Staines TW18 1XB  
Tel: 01784 446 380  
email: [housing.needs@spelthorne.gov.uk](mailto:housing.needs@spelthorne.gov.uk)

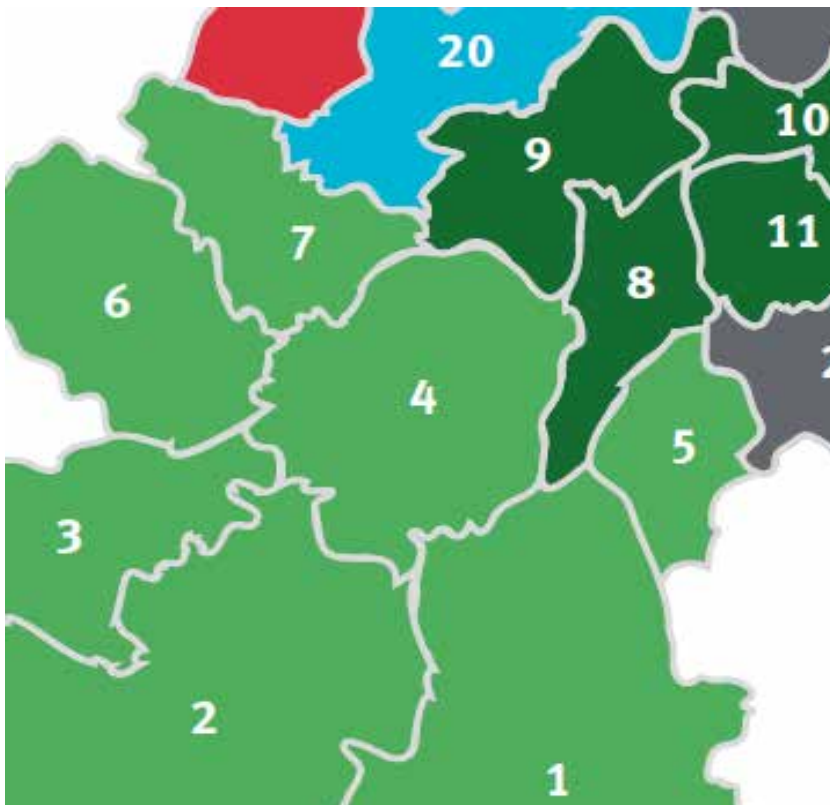


Paragon Asra

## PA Housing

**The PA Housing Lettings Team**  
Case House 85-89 High Street  
Walton on Thames  
Surrey KT12 1DZ  
Tel: 0300 123 2221  
email: [info@pahousing.co.uk](mailto:info@pahousing.co.uk)

## Map of PA Housing Areas



1. Mole Valley
2. Guildford
3. Woking
4. Elmbridge
5. Epsom and Ewell
6. Runnymede
7. Spelthorne
8. Kingston-upon-Thames
9. Richmond upon Thames
10. Wandsworth
11. Merton
20. Hounslow

# How the SEARCH MOVES scheme works

Using the website SEARCH MOVES allows you to browse available properties in the Search Moves area and bid on any you feel meet your requirements.

**There are five steps you complete before potentially finding your new home:**

## Step 1 – Membership

All applicants need to complete an online application form. If, based on the information you have provided, you are eligible to be on the Housing Register and are not disqualified or ineligible, you will receive a letter or email confirming you have been registered.

You may need to provide additional information to support your application if it looks like you may be awarded a higher A or B band or if we have any queries on the information you have provided.

## Step 2 – Registration

Once PA Housing has accepted you onto their register, you will be informed of your unique SEARCH MOVES reference number, which band (A, B, C or D) you have been placed in and your priority date. (See pages 7 to 8 for details of how the priority band and date system works).

You must keep PA Housing's Customer Advice Team informed of any changes to your housing circumstances. This is very important as it could result in changing your band, or your eligibility for certain homes.

## Step 3 – Choosing your Home

Available properties can be advertised daily on the SEARCH MOVES website at **[www.searchmoves.org.uk](http://www.searchmoves.org.uk)** Each advert contains detailed information about the property available for letting. You are able to bid on up to 3 properties open at any one time as long as you are eligible for them. It is important for you to think if the property advertised meets all your requirements and is suitable for you before you bid. If you are offered and unreasonably refuse a property you could have your application suspended for a 6 month period. Once you have viewed the available properties on the website you will be able to bid for a property.

Remember you can only bid on properties that are advertised by PA Housing to Transfers or Key Workers, depending on your category of application.

### You can bid in any 3 ways:

**On the web** Go to [www.searchmoves.org.uk](http://www.searchmoves.org.uk) and logon with your reference number and date of birth.

**By Auto-bid** Call PA Housing to request a form asking you to give details of the exact areas, property types and floor levels you need, and PA Housing will load this information into the system so that it bids for you on any exact matches.

**By text** Text 07781 472726 See the website help guide for step by step instructions on making your bids by text.

Each advert will clearly state the date when bidding closes. After this bids will not be registered. Although usually open for 5 days, some may be advertised for between 3 and 10 days.

## Step 4 – Offer

Bids received for each property advertised are put in priority order to produce a shortlist of applicants for each property. If you are shortlisted, PA Housing will carry out further eligibility checks called verification and you will normally be invited to view the property.

If you refuse this property, the next person on the shortlist will be invited to view, if they have not already viewed it. Sometimes PA Housing choose to invite more than one shortlisted member to view their properties at the same time.

The property is always offered first to the member with the highest priority who attends the viewing. If you receive an offer to view, and if you do not wish to attend you must contact PA Housing.

Remember that if you have refused a property which would have met your housing needs (i.e.

why you have been given a priority banding) without a good evidenced reason your application may be suspended for a 6 month period.

Please note properties may not always be ready to move into when they are advertised. The landlord will advise of the expected timescale.

**If you are at the top of more than one shortlist, PA Housing will decide which property to offer you and the other properties will be offered to other applicants. Any offer is subject to your application being verified (checked and approved) to confirm your circumstances. You are responsible for ensuring that all supporting documents are made available to PA Housing to verify your circumstances. If your application cannot be verified the offer will be made to another applicant.**

## Step 5 – Feedback

Once a property has been let, you will be able to see where you came in the shortlist by logging on and viewing the feedback section on the SEARCH MOVES website. This feedback tells you how many people bid for each property, as well as the band and registration date of the successful bidder. This helps you to see how long the

successful bidders have been waiting. If a person who was top of the shortlist refuses, the next person who was on the list may be invited to view some weeks after the closing date.

**It is not possible to notify you individually when your bids have been unsuccessful.**

## Help & Assistance

If you have questions about how the scheme applies to you or about bidding for properties, there is more information available on the Search Moves website on the 'How the Scheme Works' page.

Should you need more help there are fully trained housing staff available to support you at PA Housing.



# Priority Bands

When you register for a **TRANSFER with PA Housing, your application will be assessed and will be placed in one of the 3 priority bands described below. KEY WORKERS will all be placed in Band D.**

If you disagree with your priority banding you can ask PA Housing to review your banding, and you may need to provide additional information.

When bids are considered for advertised properties, priority will be given to bids from people in the highest priority bands first. If people from the same priority band bid for the same property, for band A or band B applicants, priority is given to applicants based on the date they moved into that band. Priority within bands C and D is based on registration date.

If your circumstances change your application will need to be re-assessed. This may result in your band award changing and so the priority date may also change.

Below is a guide to the Priority bands. You should refer to the PA Housing Allocations Policy for further details.

## Emergency/Priority (Band A)

### Qualifying criteria:

- An applicant assessed as having an “emergency” medical need to move, explicitly related to the current housing situation. Can only be awarded by Independent medical review
- Where there is an emergency welfare need to move (not linked

to risk factors warranting a Management Transfer)

- If the applicants’ home contains significant adaptations which are no longer required
- Where an applicant under-occupies their home by 2 or more bedrooms

Some extremely high need cases will be managed by PA Housing outside of choice based lettings.

These include Management Transfer cases where the applicant may be in danger or face very serious risk remaining in their current home, or where the applicants home is due to be redeveloped.

## Urgent Need to Move (Band B)

### Qualifying criteria:

- An urgent medical need seriously affected by the current housing situation as awarded by independent review.
- An urgent welfare need approved by the Head of Service where a particular tenancy has become unsustainable for the applicant.
- Where a tenant in PA Housing agency managed supported

housing holding an assured tenancy is deemed ready to move on and this has been confirmed by the support provider.

- An urgent need to move approved by the Head of Service where serious harassment has taken place, or anti-social behaviour has directly affected an applicants’ ability to work.

- An applicant is overcrowded and requires two or more additional bedrooms according to the statutory definition for their size of the property and as per the government guidelines on room entitlement and eligibility for housing benefit.

- Where an applicant under-occupies their home by one bedroom.

## Identified Housing Need (Band C)

### Qualifying criteria:

- Where there is a welfare or social need linked to geographic location but not necessarily the current home, and the tenant has been unable to identify a mutual exchange.
- Identified, but low priority medical need to move as

awarded by independent review

- An applicant is overcrowded and requires one additional bedroom
- Residents who wish to transfer to Independent Living homes for older people who meet the appropriate criteria but have no other housing need

## Direct Applicants for Key Worker Housing (Band D)

### Qualifying criteria:

- Some PA Housing properties are specifically designated for Key Worker applicants. Applicants will need to provide proof of their employment and salary, including the employers’ verification form which

can be downloaded from the PA Housing website. Applicants will all be equally banded and shortlisting priority determined on date of application.

- Applicants will also need to provide proof that they have the Right to Rent in the UK.

# General Information

## Deadline for placing a bid

All bids must be placed before the closing date shown on each advert.

We will not consider any bids we receive after the closing date.

## Need help to place a bid

You can ask a friend, family member or support worker to place a bid on your behalf. Please contact your SEARCH MOVES partner if you need help placing a bid or advice about the process.

Contact details are on page 4.

## SEARCH MOVES website

The SEARCH MOVES website can be found at **[www.searchmoves.org.uk](http://www.searchmoves.org.uk)**

You can use a computer for free access to our website in some of the SEARCH MOVES partners offices or in a library.

**Libraries:** To find your local library and it's opening hours please see **[www.surreycc.gov.uk](http://www.surreycc.gov.uk)** or phone the **Surrey County Council Offices on 03456 009 009**

## Placing a bid

To bid other than through the website:-

The telephone number for placing a bid by text message is **07781 472726**

To place a bid by text (SMS), follow the instructions shown on the website in the section 'How the Scheme Works'.

To set up automatic bidding please contact us for more information.