

# About bidding on the housing register



Key facts and information



Lichfield  
District Council

# Before you bid

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**You need to apply and be assessed before you can join the housing register – [find out if you are eligible and how to apply](#).**

## **How to look at properties**

To view properties visit [our Jigsaw system](#) and click on the brown tile on the top right that says 'Lichfield District Homes – Search for and express interest in available properties'.

## **Before you bid**

**It is vital, before you place a bid, that you make sure you would be happy to live in the property if your bid is successful.**

As such, we recommend you research things like distance to schools, local facilities, bus routes, travel time to work, local activities and more – to make sure you will be happy to move into the home you bid on.

## **How long will it take me to find a new home?**

Every year we put together an overview of how long it takes people to find a new home through the register, depending on bedroom need and priority need – [find out more](#).

## New property listings

New property listings are published to [our Jigsaw system](#) every Wednesday at 12.01am.

### **You do not need to place bids immediately.**

**Even if you do, it will not mean you are more or less likely to secure the property – whether or not you are successful will depend entirely on your application date and banding.**

You can place bids up until 11.59pm on Sunday night and they will be assessed the same as if you bid the moment they were published – so there is no need for you to panic or stay awake to bid.

## Placing a bid

To place a bid visit [our Jigsaw system](#) and click on the brown tile on the top right that says 'Lichfield District Homes – Search for and express interest in available properties'.

You will then be taken to a screen where all the available properties are listed – a bit like Right Move.

You will then be able to look at the properties by clicking on **view details**.

If you are interested in the property you will need to click on **place bid**. If you are not already logged in, you will be asked to do so.

**You need to use the same login details that you used to apply to join the register.**

Once logged in, you will be asked to confirm your email address and phone number and press **save**. This will place your bid.

**You can place a bid on up to three properties in any one week (known as a bidding cycle).**

# After bidding

## What happens once I've bid for a property?

The properties on our [Jigsaw system](#) are advertised by local [housing associations](#).

Once the bidding cycle closes all bids are placed into a shortlist.

**Once you are the applicant in the highest [priority band](#), with the earliest effective date, you will place top of the shortlist.**

If you are successful, the housing association that manages the property will contact you directly to carry out pre-tenancy checks.

## Why does my position on shortlists vary?

Everyone registered on the [Jigsaw system](#) chooses which properties they bid on.

This means that not everyone in your bedroom need will bid on the same properties as you.

If you come lower on a shortlist than previously, it is likely other applicants that previously came above you did not bid on the properties you came higher on the shortlists for.

## How are shortlists ordered?

Priority is given to applicants requiring wheelchair access (for level access properties), [priority band](#), and length of time in the priority band.

**Once you are the applicant in the highest [priority band](#), with the earliest effective date, you will place top of the shortlist.**

## When will I find out if my bid is successful?

Your **My Bids** section of our [Jigsaw system](#) will be updated to:

- **offer made** if you have been successful.
- **bypassed** if the property is offered to another applicant
- **unsuccessful** if the property has been allocated to another applicant

We can't provide a definitive timescale for the processing of bids as the timescales vary depending on each [housing association](#).

## Can I save a property search?

Yes, you can save a search and be notified every 24 hours when an advert is added that meets your requirements.

## Can I refuse a property – if I'm not homeless?

If you are **not in a homeless situation** – for example you have a home, but are on the housing register because your house is too small – you will be able to refuse a maximum of two properties.

If you **do not accept the third property** you are offered (including failing to respond to an invitation to view), we will close your housing register application and you will need to find your own accommodation.

**If you really feel a property is unsuitable, we would always recommend you accept the property and request a review.**

If you want to request a review, please speak to your case officer about this, as you must request this within **21 days** of receiving the offer.

# Advice for homeless applicants

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## Why is my housing officer bidding for me?

If you **are in a homeless situation** (living in B&B or temporary accommodation, for example), it is vital that you place bids on as many appropriate properties as possible, so that you can move into a more permanent home.

Whilst we understand you may want to wait for a property that meets all of your wants and needs to come up on the register before bidding, because living in temporary accommodation or a B&B is not sustainable or good for anyone's wellbeing, we do ask that you bid on as many properties as possible that meet your needs.

If you don't bid, your case officer will contact you and encourage you to bid. If you do not place any bids, we may place bids on your behalf - this is called **assisted bidding**.

## Can I refuse a property – if I am homeless?

If you **are in a homeless situation** (living in B&B or temporary accommodation, for example), **you will be required to move into a property if your bid is successful.**

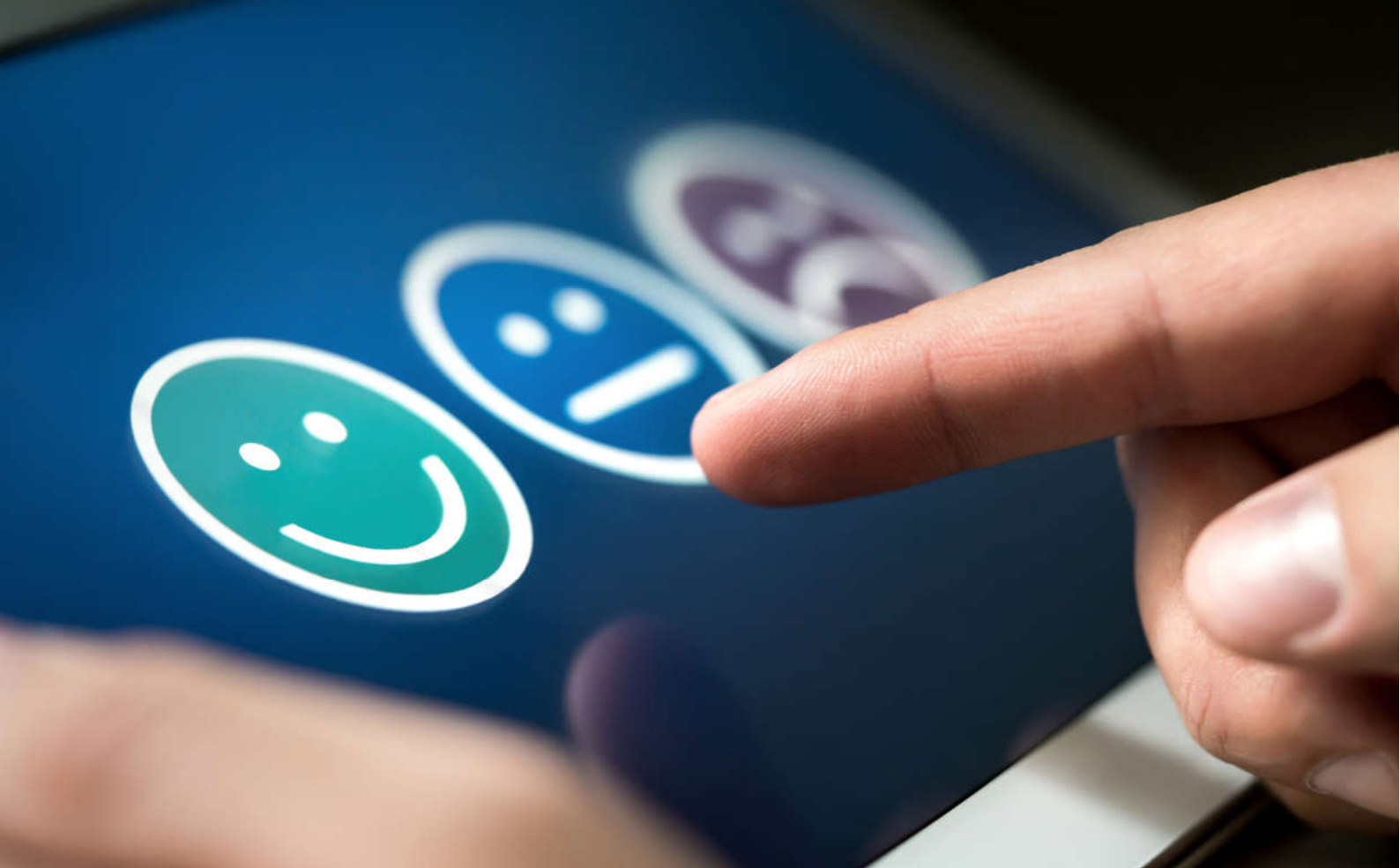
- If you do not, and the offer of accommodation is suitable to your needs, we will end our duty to provide you with emergency/ temporary accommodation, and you will need to find your own place to stay, until you find a more permanent home.
- If you have been accepted onto the housing register, you will still be able to bid, but your banding may be lowered, because you will no longer be in the emergency band.
- **If you really feel a property is unsuitable, we would always recommend you accept the property and request a review.** Please speak to your case officer about this, as you must request this within **21 days** of receiving the offer.

Alternatively, you can move in and live in the property for at least a year and then apply to join [HomeSwapper](#).

## Any questions

If you have any further questions, please speak to your housing officer or email

[ldhenquiries@lichfielddc.gov.uk](mailto:ldhenquiries@lichfielddc.gov.uk)



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such as large print, please call email  
[ldhenquiries@lichfielddc.gov.uk](mailto:ldhenquiries@lichfielddc.gov.uk)



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