

HAVE YOU REGISTERED YET? www.thesehomes.com

1. What is These Homes?

These Homes is a Digital Lettings Service which has been designed to give you improved access to affordable rented properties across Scotland. You will be able to apply for properties advertised through These Homes. These Homes is a simple and straightforward way of letting homes which is open and transparent.

2. Who can apply for housing with These Homes?

Anyone aged 16 or over can register. You need to complete the online application to register and give us details on your current housing need. Once registered you can start applying for properties, but this does not mean you will be offered a home. Each landlord has rules about who they allow to apply for properties; these rules will be set out in their Housing Allocations Policy (available on request from the relevant landlord).

3. What is Housing Need?

Landlords will often refer to housing need which is basically short-hand for someone who qualifies for priority. You may be in housing need if, for example, you are homeless or threatened with homelessness, overcrowded or under-occupying, experiencing harassment or abuse, your property is unsuitable because of its condition or your health is affected by your current housing situation. This list is not exhaustive, and you should refer to the relevant Landlords Allocations Policy for more information.

4. Can I withdraw my registration if I no longer wish to remain registered?

Yes – if at any time you wish your registration with a particular landlord to be cancelled you can request this online or by calling the relevant landlord direct.

5. What is a priority pass?

Priority passes are awarded to registered applicants who need to move for particular reasons. This allows landlords to allocate their properties to applicants in the greatest housing need.

6. How do I know if I qualify for a priority pass?

All Priority Pass Applications are assessed by individual landlords. For more information about whether you are eligible for a pass you can check on the relevant landlord's guidance or contact them directly.

7. How will I know which properties are available?

Available properties will be advertised on this website, in local newspapers and in landlords' offices. There will also be the ability to receive text and email notifications for properties that meet your requirements. The advert will contain information about the landlord, the property location, rent, size, special features and any eligibility requirements. For further information please contact the relevant landlord.

8. How can I apply for a property that is advertised?

Firstly, you must be registered with the landlord advertising the property. Full details of how to apply are given on this website and in the landlord's guidance. If you see a property advertised, you can apply through this website or by phoning or visiting the office of the landlord. Each advertised property has a closing date, and you must apply before this date.

9. Can I apply for more than one property at a time?

With most landlords you can apply for any number of eligible properties per advertising period, but some landlords do limit the number of applications that can be made per advertising period however, you will not

be offered more than one property at any one time. For further information please contact the relevant landlord you are applying for properties with.

10. How do you decide who is offered a property?

Once the closing date has ended, all applications are compiled as a shortlist, ranked according to the advertised criteria. The relevant landlord will then contact the applicant who best meets the criteria to discuss the potential offer of property.

11. How will I know if I have been successful?

The landlord will contact you as soon as possible. If you do not hear within 5 working days, you can assume you have been unsuccessful. You should continue to apply for any other suitable advertised properties.

If the property you have applied for is a new build, then the landlord may take longer than 5 days to contact the successful applicant due to the number of properties available for allocation but will aim to make contact as soon as they can.

12. What will happen if I am made a formal offer?

The landlord will make a formal offer either verbally or in writing and will arrange for you to view the property before you make a final decision. If you are made an offer of a property you will not be able to apply for any other properties.

13. What if I turn down the offer?

You can refuse any offer of property made to you. However, this may affect your registration or your priority depending on the relevant landlord's allocations policy. For more information, please contact the respective landlord.

14. What if my circumstances change?

If you have a change in circumstances, you can make the changes required by logging in and updating your application. You may also be prompted to complete other parts of your application that these changes affect, and your priority may then require to be reassessed. This can also be done by contacting one of the participating landlords directly.

15. What if I am homeless?

If you think you are homeless or threatened with homelessness, you should contact your own local authority for further assistance and advice.

16. Can somebody apply on my behalf?

Yes. If you are unable to apply and you have made alternative arrangements with us, the nominated person may apply for a property on your behalf.

17. Can I withdraw an application for a property?

Yes. You can either do this yourself through the website or you can contact the landlord of the property, who can cancel the application for you.

18. How are property allocations published?

All allocation information is published on the These Homes Website and on individual landlord pages.

19. What if I need further advice or assistance?

Please contact one of the landlords you have registered with, who will be happy to answer any questions you may have.

20. How can I comment or complain?

We always aim to provide a good service, but if you feel we have not done so, please contact the relevant landlord direct. Each landlord has a formal complaints procedure that you can use if you wish.