



Care leaver Housing process

We understand that moving into a new home can be a big step for anyone and we always want to ensure that our applicants are fully supported and can find a home which is right for them. We have listed some easy and simple steps below which will help you understand what you need to do and what we can do for you to make the transition as smooth as possible

When should you apply?

We would ask young people who are transitioning from care to register on the Wigan council housing register when they are **6 months away from their 18th birthday**. You can apply online at housingonline.wigan.gov.uk by creating a housing online account. To do this, you will need an **email address** which is registered to you. You will also need to choose a password. As you have not applied for accommodation before, you will use **Option 2 for new customers**. Once you have created a Housing online account, you can then submit a housing application using the '**Apply for Housing**' tab.

What happens next?

Once we have received your application, we will arrange to process it and ensure that we have all the information we need. If we need any further information, we will contact you or your personal assistant who is supporting you. It is really important that you provide us with **up to date contact details** so we can contact you with any offers of accommodation.

Once your application has been processed, you will be able to begin placing bids on any suitable properties. You will also receive a letter through the post outlining your priority. As we are your Corporate Parents we want to give you the best start in adult life and therefore you will be placed in **Group A** which is the highest banding on the council's housing register.

We can offer support with bidding if you feel you would benefit from this, this is via our Auto bidding service. This service will place bids on any properties which meet your needs in your requested areas.

Offer of accommodation

When you receive an offer of accommodation, you will be **contacted by our Lettings team**. They will need to complete a number of checks with you over the phone, including a financial **assessment** to ensure the property is affordable for you. Your Personal Advisor (PA) will be able to support you with these checks if needed.



The Housing process continued.

Once all the relevant checks have been carried out, you will be given a **date for you to view** your chosen property. This can take some time as we need to ensure that all the works have been carried out at the property before you view. You may be given the option to view and sign the tenancy on the same day.

Your property will be decorated including carpets, blinds and painted before you move in to make the process easier and more affordable for you, as part of our support for you as a care leaver.

Support in your new home

Once you have signed the tenancy, we can offer you **tenancy support** if needed which will help you in setting up any bills, arranging direct debits and ensuring that you have everything you need in your new home.

Your responsibilities as a tenant

As a tenant, you will be expected to sign and adhere to a tenancy agreement. This may seem daunting but this ensures that our residents and tenants can live safely and happily in their properties. Some of the main responsibilities required from you within our tenancies are as follows;

- ◆ **Respect your neighbours and the community around you.** Do not participate or cause any anti-social behaviour/neighbour nuisance.
- ◆ Keep your property and garden areas **clean and tidy**.
- ◆ Always ensure that any **repairs to the property are reported** in a timely manner.
- ◆ Each year you will be required to allow us access to complete an **annual gas service**.
- ◆ **Some of our tenancies do not allow pets**, ensure to check this with the lettings assistant

Where can I find out more? Visit our webpage

[Apply to join the housing register \(wigan.gov.uk\)](http://wigan.gov.uk)





Frequently asked questions

How long does it take to get an offer of accommodation?

Sadly, the housing process isn't a very quick process as we have an extremely high demand at present which is causing increased delays in applicants being offered properties. We aren't able to give a time frame as to when you would receive an offer but in most cases we try to have an offer of accommodation before your 18th birthday.

What areas should I bid for?

We ask applicants to bid on as many areas as possible as this makes the chances of receiving an offer of accommodation much higher and quicker. We understand applicants like to choose areas where they have support but we would also ask that surrounding areas to this are considered. We can't always guarantee you will receive an offer of accommodation in your area of choice but we will try to be as supportive as possible in finding your right home.

What does Group A mean?

The housing register allocates properties to applicants based on their current situation. An applicant will be placed in Group A, Group B or Group C based on their situation and will be allocated a set number of points. When applicants place a bid on a property they will be listed in order of how many points they have. The person who has the most points and is in the highest category will be offered the property. Group A is the highest category available and applicants are listed based on the date they are placed in Group A and will be listed above any applicant placed in Group B or Group C.

What is Auto-bidding?

This service places bids for applicants automatically. We promote this to our young people to ensure that they do not miss out on any properties which would be suitable for them. If you think this service would be beneficial for you, you can speak to your PA or social worker and they can arrange for you to be added. We would need to know your areas of choice so we can bid on any properties in these areas.



Frequently asked questions

Do you only advertise Wigan council properties?

No, we also advertise properties for registered providers in the borough. These properties are advertised in the same way as a Wigan council property but we will send your details over to the provider if your bid is successful and they will contact you directly. Their checks and processes may differ slightly to ours.

When can I get my keys?

Once you have been offered a property and it is ready, you will be asked to view the property. We may also ask for you to sign for the tenancy the same day if you are happy and would like to accept. Once you have agreed to accept and completed all the paper work at the property including signing the tenancy agreement, you will be given your keys there and then.

Useful information and contacts

Housing Register team - support with any queries regarding your application and placing bids - 01942 486183 or houreg@wigan.gov.uk

Tenancy services—support with any issues/queries regarding your new tenancy - myhome@wigan.gov.uk

My Account - this is an account which you need to register for once you are in placed in a Wigan council tenancy, there are a number of services which you can access via this portal, including council tax and bins etc. [MyAccount \(wigan.gov.uk\)](http://MyAccount(wigan.gov.uk))

Housing online account - once you have successfully signed for a tenancy, you can access your rent account and raise any repairs via this account. This is the same account used for bidding. housingonline.wigan.gov.uk

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