

will have a unique shortlist of applicants that have bid and only successful applicants will be contacted.

All West North West homes Leeds properties are advertised through the Leeds Homes magazine each week which is available at all our Neighbourhood Housing Offices, One Stop Centres and on the Leeds Homes Website.

You can visit the Leeds Homes website [www.leadshomes.org.uk](http://www.leadshomes.org.uk) for up-to-date information about homes available for rent throughout Leeds. They advertise Council, participating Housing Associations and Leeds Landlord Accreditation Scheme (LALAS) private rented homes.

### Mutual Exchange

If you are a council or housing association tenant you can apply to exchange your property with another council or housing association tenant in Leeds or in other parts of the country. This may be a quicker way to be re-housed.

For more information and to register visit the website, [www.leadshomes.houseexchange.org.uk](http://www.leadshomes.houseexchange.org.uk) or you can visit your local Neighbourhood Housing Office or One Stop Centre.

To start with you will need to complete the online registration form to receive your ID number and password. When you have registered you will be able to use the website. New customers join the scheme on a daily basis, so if you don't find a swap straight away, keep logging into the website regularly.

Once you have found someone to swap homes with, you'll need to check each other's homes before agreeing to move. You also need to contact your landlord to get permission in writing for the mutual exchange to go ahead. You must not move without getting your landlords written agreement. If you do, you will have to move back to your original home, and you may even risk losing your home.

From November 2010 West North West homes Leeds will be introducing mutual exchange boards. Boards will be put up outside your home and will advertise that you are requesting a mutual exchange. If you are interested in having a mutual exchange board installed outside your home or you see a mutual exchange board and you are interested in swapping homes with this property you can contact us directly on 0800 915 1113 or visit the Leeds homes website [www.leadshomes.houseexchange.org.uk](http://www.leadshomes.houseexchange.org.uk) for further details.



### Contact Details

If you wish to contact us, please do so by visiting us at:

**Aireborough One Stop Centre** Micklefield House, New Road Side, Rawdon LS19 6DF

**Armley One Stop Centre** 2 Stocks Hill, Armley, Leeds LS12 1UQ  
Bramley Neighbourhood Housing Office, 202 Town Street, Bramley, Leeds LS13 2EP

**Horsforth Neighbourhood Housing Office** The Green, Town Street, Leeds LS18 5JB

**Kirkstall Neighbourhood Housing Office** 45 Kirkstall Lane, Kirkstall, Leeds LS5 3BE

**Little London Neighbourhood Housing Office** Oatland Drive, Little London, Leeds LS7 1SH

**Otley One Stop Centre** 8 Boroughgate, Otley, Leeds LS21 3AL

**Pudsey One Stop Centre** Town Hall, Robin Lane, Leeds LS28 7BL

**Wortley Neighbourhood Housing Office** 36 Heights Drive, Armley, Leeds LS12 3SU



Call us on: **0800 915 1113\*** or **Minicom: 0845 127 1113**

\*standard charges apply when calling from a mobile



Email us on:

**[wnwhl.enquiries@wnwhl.org.uk](mailto:wnwhl.enquiries@wnwhl.org.uk)**    **[www.wnwhl.org.uk](http://www.wnwhl.org.uk)**



Visit us at:

**Neighbourhood Housing Offices or One Stop Centres**



Write to us at:

**Westfield Chambers, Lower Wortley Road, Leeds LS12 4PX**



# Applying for a tenancy



putting customers first

العربية • 中文 • فارسی • Français • كوردی • Polski  
Português • Soomaali • ཁོ་ལྷོ་སྐད་ • اردو





## Translations and other format request

If you would like this document in your language, large print or Braille, then please contact your Neighbourhood Housing Office, who can do this for you free of charge.

Arabic / العربية

إذا كنت ترغب بالحصول على هذه الوثيقة مكتوبة بلغتك الام او مطبوعة بأحرف كبيرة او على شكل بريل، قم بالاتصال بمكتب اسكان الاحياء. هذه خدمة مجانية نقدمها لك.

Cantonese / 話文

如果你需要這份文件翻譯成你的語言、或以大字體或盲人點字格式說明，請與你的鄰里房屋辦事處聯絡，他們能夠免費給你安排。

Farsi / فارسی

اگر شما علاقمند به داشتن این مدرک بزبان خود، بصورت بریل، خط درشت و یا بصورت نوار شنیداری می باشید لطفاً با نیرهود هاؤسنگ اوفس (Neighbourhood Housing Office) خود تماس بگیرید، اونها می توانند این کار را برای شما بصورت رایگان انجام دهند.

French / Français

Si vous désirez recevoir ce document dans votre propre langue, en gros caractères ou en braille, veuillez contacter votre Bureau Logement -Neighbourhood Housing Office- qui se chargera de vous l'envoyer gratuitement.

Kurdish / کوردی

ئەگەر دەتەویت ئەم نووسراوەت بە زمانی خۆت یان بە چاڤی بیتی گەورە یاخود بە بریل (شینوازی نووسینی نابینا) بۆ دابین بکەیت، ئەوا تکایە پەیوەندی بە ئۆفیسێ خانوو بەرهەمی ناوچەکەتەوه (نێیبەرهوود هاوژین ئۆفیس) بکە و ئەوان بە خۆپاڤی ئەو کارەت بۆ دەکەن.

Polish / Polski

W celu otrzymania niniejszego dokumentu w swoim ojczystym języku, dużą czcionką lub w języku brajla, proszę skontaktować się z Dzielnicowym Biurem Mieszaniowym, które dostarczy tłumaczenie bezpłatnie.

Portuguese / Português

Se pretender obter este documento no seu idioma, impresso em letras grandes ou em Braille, contacte o Gabinete de Habitação da sua zona, que poderá fazê-lo gratuitamente.

Somali / Soomaali

Haddii aad ku rabto xaashaddan af-kaaga hooy, far waaweyn ama far Indhoole, markaasi fadlan la xidhiidhid Xafiiska Guriyeynta Xaafadda, kuwaas oo sidan lacag-la'aan kuugu samayn karaya.

Tigrinya / ትግርኛ

ነዚ ጽሑፍዚ ብቋንቋኻ ብዓብይ ጽሑፍ ወይ ብብረይል (ናይ ዓይነስውራን ጽሑፍ) እንተደለኻ፣ ነቲ ናይ ኣካባቢኻ ናይ ኣባይቲ ቤተጽሕፈት ደውለሎም፣ ነዚ ብነጻ ክገብሩልካ ኢዮም።

Urdu / اردو

اگر آپ کو تیز آہ کی اپنی زبان میں، بڑے پرنٹ پر یا بریل میں درکار ہو تو براہ کرم اپنے نمبر پڑھاؤ سنگ آفس سے رابطہ کریں، وہ آپ کے لیے یہ کام مفت کرا سکتا ہے۔

## How do I apply for a property?

In order to register for a property with West North West homes Leeds you need to complete a housing application form. These forms can be found at your local Neighbourhood Housing Office or One Stop Centre, or it can be downloaded from the Leeds Homes website - [www.leedshomes.org.uk](http://www.leedshomes.org.uk).

## What if I need help to apply?

If you need help completing the application form please contact us on 0800 915 1113 or visit one on our local Neighbourhood Housing Offices or One Stop Centres (please refer to the list of offices on the back).

We can offer a wide range of services to help you complete the form including,

- completing the form with you at any Neighbourhood Housing Office or One Stop Centre,
- completing the form with you over the telephone, then sending the form out to you to sign and return,
- emailing any enquiries to [wnwhl.enquiries@wnwhl.org.uk](mailto:wnwhl.enquiries@wnwhl.org.uk). We will respond to your enquiry within 10 working days.

Please note that all applications must be completed in full, signed and proof of identification must be provided for both the lead and joint tenant (if applicable) before we register an application. If there are any details missing we will return your application requesting the missing information or identification.

West North West homes Leeds operate a Choice Based Lettings system in accordance with Leeds City Council Lettings Policy and our own Empty Homes and Allocations Policy.

## How do I bid for a property?

Once you have received your membership number you will be able to express an interest or 'bid' for properties each week in a number of ways.

- You can phone Leeds Homes on 0113 222 4413 or Minicom on 0113 222 4410 (please have your membership number and property references to hand)
- You can text 60066. Please follow the instructions below:-
  1. Membership number, followed by #
  2. Date of Birth, followed by # (in full, e.g. 03081962)
  3. First property reference number, followed by #
  4. Second property reference number, followed by #

5. Third property reference number, followed by #
- You can visit the Leeds Homes website – [www.leedshomes.org.uk](http://www.leedshomes.org.uk)
  - You can post your 'bids' to Leeds City Council, 4th Floor West, Merrion House, Merrion Centre, Leeds, LS2 8BB.

## Choice Based Lettings – Mythbusting!!!

### Expressing an interest or 'bidding' for properties

- You do not have to place three bids, or expressions of interest, per week if there aren't any properties that meet your needs in the Leeds Homes magazine or website.
- If you have a priority status you do need to ensure you make regular bids as priority is only granted for a limited time. If there are no suitable properties you need to consider increasing your areas of choice.
- You should not bid for any properties that you would not accept if you were to be offered. This could result in the loss of your priority status.
- Ensure you make informed bids by researching the areas you are bidding for and where possible visit the street before you bid for a property.

### Refusing properties

- You do not get three offers before your priority is removed.
- You may lose your priority if you bid for properties and then refuse them if the property offered to you meets your needs.
- You have the right to appeal if your priority is removed and you do not agree with this decision.

## General advice

Due to the limited amount of available properties you should widen your areas of choice where possible in order to increase your chances of being re-housed quicker but do not bid for any properties you wouldn't accept.

Please be aware, on adverts where information regarding the previous bids is included, waiting times and priority status relate to the detail of the last applicant that was allocated that or a similar property. It does not mean that only people who have that specific priority status can bid for that property.

Once you have registered an application you need to express an interest or bid using the Choice Based Lettings system. Properties are allocated to the people with highest priority status and the longest amount of time waiting. Each property that is advertised