



Frequently Asked Questions about Cumbria Choice

1. How do I Apply to Cumbria Choice?

You can go online and apply at www.cumbriachoice.org.uk if you do not have access to the internet we can send out a paper form.

2. What happens after that?

You will need to wait until you get a letter from us with your Band and reference number. You will be placed in one of 5 bands depending on your priority for rehousing.. This usually takes up to 14 days. You can then start applying (bidding) for properties.

3. Will I need to provide a reference?

You will be asked to supply a reference. If you have any criminal convictions, or have caused serious anti-social behaviour, you might be asked to sign a form that will allow a Police Criminal Records check.

4. Why are some people excluded from the Register?

Some people will not be taken on to the register if they have very high arrears or there has been anti-social behaviour at a previous property or they are a risk to the community due to involvement with drugs, extreme violence etc.

You can appeal against these decisions in writing or by ringing Impact's Housing Options Team.



5. Will people under 18 years be offered a tenancy?

No. In general we will not offer to people under 18 years although they can go on the Register and be moved to a higher Band at 18 years with their accumulated waiting time.

We will offer to someone under 18 years if they are a child in need and have had a housing needs assessment completed by Social services.

6. How do I find out about available properties?

Properties are advertised every week from Thursday to Tuesday on the Cumbria Choice website. You can see available properties by:

- Looking on line using your log-in details. The system will tell you what properties are available that you can bid for.
- Ringing our Customer Service Team and asking for details.
- Calling in at office receptions, or any other partner organisations offices, and looking at the properties advertised or asking for details.

If you cannot manage and have no help you can ask to be placed on automated bidding.

7. What is a bid?

A bid is simply you contacting us to say that you want to be considered for a property. Within Cumbria Choice you will only be offered a property by bidding. You can bid in the following ways:

- On line
- By ringing the Customer Service Team
- By text
- By e-mail
- By writing in

You can bid for up to 3 properties each week. Bidding starts on Thursday each week and closes at midnight on the following Tuesday. No bids can be made on Wednesdays.

8. What happens after I have bid?

All bids for a property go on a list. This list is sorted in line with the Lettings policy to decide which person from all those who have bid should be offered the property.



If after bidding you are top of the list for a property, and provided there are no reasons why you should not be made an offer, then you will be contacted within 24 hours after close of bidding and an arrangement made to view the property. You will normally be expected to make a decision on an offer within 48 hours of viewing.

You will not be told if you have been unsuccessful – this is because we can have up to 50 bids for some properties and it is not possible to contact everyone.

9. How likely am I to be successful with a bid?

This depends on a number of things including the popularity of a property, your banding, the length of time you have been registered and your connection to an area. If you have a lower priority banding (e.g. D) and bid for more popular properties then you are less likely to be successful. However, a choice based lettings scheme does give you a chance of being housed even if you have a lower priority banding, particularly if you bid for properties on which there are fewer bids.



10. What if I have other questions?

The Customer Service Team will be very happy to talk to you and provide any assistance you need. Please contact us on:

03448 736290

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