

What happens when my bid with the local authority is successful?

The local authority will send us your details, let us know which property you've bid for, and confirm you've been nominated. Then we will contact you to say you've been nominated and that we've been given your details.

What does nomination mean?

This means that when you placed your bid for the property, you came top of the list of people bidding for that property. This is based on the information the local authority has taken from you on your application. A nomination does not necessarily guarantee that we will be able to let you move into the property you've chosen.

What happens next?

Once we've contacted you we'll need to do some checks to make sure we're able to offer you the property as your new home.

We'll make sure you don't have a history of rent arrears or anti-social behaviour.

We'll also contact you and confirm your current details and circumstances. This is called a Pre-Allocation Assessment (PAA). We'll need to see:

- Photographic identity (if you don't have any we will take a photo)
- Proof of your National Insurance number
- Proof of all household income, benefits and savings
- Birth certificates or passports for children.

Once all the checks have been done and you've visited the property, you can choose to accept or refuse the property as your new home. If you accept the property, we'll ensure it meets our 'lettable standard' before you move in.

What if I'm already an Aster customer?

If you're already an Aster customer we'll book a transfer inspection to let you know anything you need to do before you can move. You'll need to pass this inspection before we can offer you the property.

Then we'll arrange for you to meet us at the property you've bid for to have a look around. At this visit we will let you know what work, if any, is happening while the property's empty.

We'll show you where any meters and gas safety valves are. We'll also provide you with gas and electricity safety certificates and other relevant information.

If you're an existing tenant it's important to remember you still need to give four weeks' notice to end the tenancy on your current home. We will also start the tenancy on your new home as soon as the property's ready. This often means there's an overlap of tenancies and you'll need to pay rent on both properties. If you're claiming housing benefit, they will only pay rent on one property and they'll only pay rent on your new home from the date you move in; as long as you put your claim in on time.

What happens next?

Once all the checks have been done and you've visited the property, you can then choose to accept or refuse the property as your new home.

What happens if I accept the property?

We'll give you an offer letter and book a meeting to carry out the signing of the tenancy. You'll need to pay up to four weeks rent in advance unless you can confirm you are receiving housing benefit, in which case you will pay less than this.

Your housing officer will then go through the tenancy with you, ask you to sign it and give you the keys to your new home.

What happens if I don't accept the property?

We recommend you only bid on properties you're interested in living in. That way you won't be disappointed if you have to refuse the property.

We'll ask you for the reasons behind your decision, make a note of it, and let the local authority know. In most cases you may be free to bid again but this may not be the case if you're homeless or have previously refused an offer of a property. Check with your local authority before you refuse the property.