



# Applying for a home

1



## Complete an application form

You will need to fill out an application form. We have included a paper version for you.

If you need help completing the application form and don't have anyone that can assist you, please call us on  **0800 587 4538**.

2



## Apply for a home

We will call you when your application has been approved and set you up for autobid. This means you will automatically bid for homes in areas you have told us you'd like to live.



## Need support to get online?

If you need to use the internet but are not sure how, we offer one-to-one support covering digital essentials, basic smart phone tutorials, video-call help and much more. If you are interested call us on  **0800 587 4538** and we can arrange simple training that suits you.



## What does 'high demand' mean?

Some homes can be in high demand, meaning they receive a high number of bids.

All bidders are considered after the advertising period for a home ends (usually seven days). A shortlist is automatically generated based on priority and application date. The home is then offered to the applicant with the highest priority and the longest waiting time.

We check the shortlisted applicants to make sure the home is suitable for their needs. This means we can't give an exact timescale from the end of the home advert to the official offer.

If your bid is successful, your new housing adviser will call you and offer you a viewing. We only contact successful applicants; however, you can check your status at any time by logging into your account.

### 3



## Viewing and accepting a home

If your bid is successful we'll call you to let you know and arrange a viewing.

If you decide the home is right for you we'll ask you to sign a tenancy agreement which your housing advisor can do with you.

### 4



## Your new home offer

We will confirm arrangements with you to connect any services (for example, to arrange a gas check before moving in) and provide you with a welcome pack with all of the information you will need including how to collect your keys.

 **0800 587 4538**

 **livin.co.uk**

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Please let us know if you need additional support to read this document.

We can provide this document in over 250 languages. Our most common are:

اَلْعَرَبِيَّةُ (Arabic) Български (Bulgarian) Hrvatski (Croatian) čeština (Czech) پسراف (Farsi)  
Magyar (Hungarian) polski (Polish) Português (Portuguese) Română (Romanian)  
Español (Spanish) Український (Ukrainian)

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