

- Their Key Worker if living in supported housing
- A local library can provide training on how to access the internet

Applicants must make sure their User ID and password are kept safe

## **Reviewing who is and who is not placing eligible bids**

The bidding activity of all applicants is kept under review. If an applicant has been awarded priority for housing we would expect them to bid for a home.

### What happens if applicants with enough priority do not bid?

Applicants who have not placed any bids within prescribed time limits set out below will be contacted to find out why. They will be offered help and support which includes.

- finding out whether a home being advertised is suitable for their needs
- help with placing a bid
- understanding their expectations about the kind of council or housing association home they are looking for and the availability of these homes
- advice on alternative housing options

### When will applicants be contacted?

- Applicants who need a studio, or home with one bedroom will be contacted after 3 months if they have not placed a bid.
- Applicants who need a home with two bedrooms will be contacted after 3 months if they have not placed a bid.
- Applicants who need homes with 3 or more bedrooms will be contacted after 6 months.

These time limits reflect the availability of homes for letting in Enfield with fewer homes with three or more bedroom homes becoming available for letting.

If, after receiving help and support an applicant still does not place bids they will be made a direct offer of a home after the period of time set out below:

- For applicants needing a studio, or one bedroom home the council will make a direct offer if no bids have been placed 6 months after the date of receiving help and support.