



A guide to the Housing Register

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Introduction

Hinckley and Bosworth Borough Council operate a Choice Based Lettings (CBL) system that allows you to choose which available properties you want to apply for, rather than being assigned a home. Properties are advertised weekly, and you can place bids on homes that suit your needs and eligibility. Key features of CBL:

- Properties are advertised online and include details like size, location, rent, and eligibility.
- You can place up to two bids per week.
- If you're unable to bid yourself, the council can assist or set up automatic bidding.

Who can apply?

You can apply to join the housing register if you are:

- Aged 16 or over (16–17-year-olds need a trustee).
- Not subject to immigration control or otherwise ineligible under housing law.
- Not guilty of serious anti-social behaviour or housing-related debt (where a repayment plan is in place).
- Have a qualifying connection to the Borough, in line with the Allocations policy

What is the housing allocations policy?

Hinckley & Bosworth Borough Council's Housing Allocations Policy sets out how social housing is allocated in the borough. It ensures that homes are let fairly, transparently, and in line with legal requirements. The policy outlines who can apply, how applications are assessed, and how homes are offered. A copy of this is available on the Council's website www.hinckley-bosworth.gov.uk.

The process

Once a housing application has been completed and all the proofs supplied that the system automatically requested, your application will then be picked up for assessment by a Housing Registration Assessment Officer.

During the assessment of your housing application, we may write to you asking for extra information. It is important that you provide all the information requested so we can understand your need to move and correctly apply the banding. If not, it may delay your application.

Once your eligibility to join the Housing Register has been assessed, you will receive a letter to advise you whether your application has been successful.

The decision that an applicant does not qualify to join or remain on the housing register may occur at the initial assessment stage and during the life of the application if changes occur and you no longer meet the criteria set in our Allocations Policy. If you believe the decision to be incorrect, you have the right to appeal this decision, the letter issued to you will advise you on your right of appeal and how to submit this.

If you are eligible for inclusion onto the register, your letter will also include the housing need band awarded to your application, your registration date, your effective date and the type of accommodation that you are eligible for.

All letters will be available to view on your customer portal account, however if you don't have access to the online services this letter will be sent out to you in the post.

How are applications assessed?

The Allocations Policy uses a banding system which is based on housing need. We use this policy to assess your circumstances, and which banding reflects your needs. Applicants are placed into one of five bands:

1. **Critical** – Immediate risk or statutory homelessness.
2. **Priority** – Urgent need, such as severe overcrowding or urgent medical issues.
3. **High** – Significant need, such as disrepair or multiple moderate needs.
4. **Medium** – Moderate need, such as one-bedroom shortage or verified medical issues.
5. **Low** – No immediate need or applicants with housing-related debt or behavioural concerns.

What affects your priority?

Your banding, registration date and effective date determine your priority on a property shortlist. If your circumstances change (e.g., you become homeless or your health worsens), your banding may be reassessed to reflect these changes in circumstances.

Other factors such as the need for specific adaptations, and village connections can also determine your priority on a property shortlist, this means that your position on the shortlist may be different for each property.

What types of homes can you apply for?

Your household size and composition determine what types of properties you can bid on, this will be assessed in line with Appendix A in the Housing Allocations policy. For example:

- Single people may be eligible for 1-bedroom properties.
- Families with 2 children under the age of 10 may be eligible for 2-bedroom properties.
- Older people or those with support needs may be eligible for sheltered housing.

How long will I wait?

Due to the current demand on social housing and limited social housing available, there is likely to be significant demand for each property that becomes available. If you only choose to consider certain locations or property types this will limit your chances of being successful and face longer wait times than applicants prepared to consider a wider range of areas and property types.

Waiting times vary depending on:

- Your banding
- The type and size of property you need.
- The areas you choose to live in.
- The number of available homes.

Here is the average waiting time based on allocations made since January 2024 to March 2025 for general needs properties, broken down by bedroom size and banding. Please note where there is no number, no allocations to this banding for this property type have been made during the period January 2024 to March 2025.

Bedroom Size	Critical	Priority	High	Medium	Low
1 bed	213.6 days	222.6 days	222.4 days	324.7 days	147.0 days
2 bed	241.6 days	222.7 days	186.8 days	186.7 days	430.3 days
3 bed	270.3 days	314.4 days	174.3 days	210.3 days	509.0 days
4 bed	343.0 days	386.5 days	186.0 days	–	–

These figures are averages and should be used as a guide only.

Due to inflated waiting times, we actively encourage that people are also looking to resolve their own housing need in the private sector, as well as mutual exchanges for those already residing in social housing.

Important: Being accepted onto the housing register does not guarantee you an allocation of social housing.

How do I search for properties?

Once your application is live you can go online at www.hinckley-bosworth.gov.uk/findingahome and 'Search for properties' option where you will be taken to any available properties being advertised during that weekly bidding cycle.

If you do not have access to the customer portal, you will need to either request that 'auto bidding' is set up on your account, or alternatively you can call the Housing Options team weekly, who will be able to assist you in placing bids on any suitable and available properties that may be advertised during the weekly cycles. If you wish to discuss these options further, please contact the Housing Options team.

Visit www.hinckley-bosworth.gov.uk/registerforahome

The advertising cycle opens at 12.01am on a Thursday and closes at 11.59pm on the following Tuesday. Please note, although the cycles do not operate on a Wednesday, we may continue to advertise hard to let properties, and properties subject to additional criteria that means they need to be advertised for a 2-week period on the website on a Wednesday.

You do not need to bid as soon as the cycle opens. Properties are allocated through a shortlisting process which prioritises on the banding award and how long you have been on the housing list, not at what time the bid was placed within the cycle.

The advert will tell you the closing date and details about the property; number of bedrooms, rent charges and if there are any restrictions such as pets or age limits as well as information about the local amenities.

The advertising cycle occurs every week, however we will not operate any bidding cycles for a 2-week period over the Christmas period.



What happens if you're offered a property?

Hinckley and Bosworth Borough Council advertise properties for Registered Providers, as well as their own accommodation. Please note, if you have placed a successful bid on a property managed by a Registered Provider you will be nominated over for this property and your contact details shared with the Registered Provider. At this point they may apply their own policy and have different eligibility criteria and affordability checks. The Registered Provider will contact you directly, and this offer will be managed by them and not Hinckley and Bosworth Borough Council.

- You will be invited to view any accommodation that you are offered.
- You'll be contacted and asked to provide up-to-date proof of your circumstances.
- You'll usually have 3 days to accept or decline.

If you refuse two suitable offers, your application may be suspended for up to 6 months. Please note if you are offered a home and say no and you are in a high, priority or critical banding is likely that this banding will be removed. Refusals where there is a homeless duty accepted will also result in your homelessness duty and any temporary accommodation offered alongside this duty being ceased.

If you are offered a home and you say yes, you will be told when you can move in, once you have viewed the property and the relevant repair works have been carried out.

Remember, that if you are renting somewhere, you will need to tell your current landlord that you are moving out and may be required to give them notice.

Please note, any future offer of accommodation that you receive via the Housing Register will be subject to you paying 1 to 4 weeks rent in advance to the prospective landlord, including any offer of accommodation made by Hinckley and Bosworth Borough Council. Please refer to each individual advert for further information. We would advise you to start saving at your earliest convenience, as any offer of accommodation will be withdrawn if you are unable to make this payment.

Social housing accommodation does not come furnished or with flooring. Therefore, you should be actively saving towards being able to furnish any accommodation you are offered and also install your own flooring. There are no grants available to assist with flooring.

Change in your circumstances?

You can use the customer portal to make us aware of any changes in your circumstances. However, please note that any changes you make to your application will result in you being temporarily unable to bid until an officer is able to review the change. If you need to make any changes to your application, please email housing@hinckley-bosworth.gov.uk quoting your application number. Please be aware, that your application may be suspended whilst any changes are considered and verified, and further information may be requested to support this change.

A change in your circumstances can affect your eligibility to remain on the housing register.

Please note: It is your responsibility to notify us immediately of any relevant changes in your circumstances.

Further support

If you require further support or information, please see our frequently asked questions on our [website](#).

Alternatively please contact us:

Phone: **01455 238141** and ask for Housing Options

Email: [**Housing@hinckley-bosworth.gov.uk**](mailto:Housing@hinckley-bosworth.gov.uk)

**Hinckley & Bosworth
Borough Council**