

Homeseeker - A single housing waiting list

TORFAEN



Homeseeker

If you want to apply for a property in Torfaen or transfer to a new home you must apply through Homeseeker. It now means you only have to apply once to be considered for accommodation across Torfaen through five housing providers.

Q: Who are the five landlords that are part of Homeseeker?

A: Bron Afon Community Housing, Melin Homes, Charter Housing Association, Hafod Housing Association and Linc Cymru. Torfaen Council does not own any homes but is a key partner in the scheme.

Q: I've already registered with Homefinder, do I have to re-register?

A: Yes. Homeseeker replaces Homefinder so you must re-register if you want to stay on the housing register for a property within Torfaen.

Q: How is Homeseeker different to Homefinder?

A: Homeseeker means you only have to fill in one form to be eligible to apply for any of the homes owned by the five housing providers. It also targets those in greatest need of housing instead of those who have been waiting the longest. This is achieved by banding applicants according to their housing need.

Q: How do I register with Homeseeker?

A: You can get an application form by calling any of the partner landlords or visiting their offices. Application forms are also available from Torfaen Council's Customer Care Centres or any of Bron Afon's Housing Offices. Call Bron Afon Community Housing on **Freephone 0800 111 42 42** or the Homeseeker Team on **01495 766421**.

Q: How do I apply for a home?

A: Properties will be advertised on the internet at **www.torfaenhomeseeker.org.uk** so you can apply online.

Adverts will also be placed in Bron Afon's Housing Offices and Torfaen Council's Customer Care Centres. People who do not have access to the Internet and are housebound can ask to be posted the latest available list every week.

More ways to apply for a home

If you are registered with Torfaen Homeseeker, you can now view and apply for a home using digital technology.

This includes Digi TV through Sky and Virgin Media, through Wii, PC and mobiles with web enabled facilities using the following instructions/links:

Sky Press the interactive button, choose DirectGov, press select on welcome page, and choose #1 – Local Services.

Virgin Media Press the interactive button, select news and info, select Looking Local.

Wii, Mobile & PC Use the following URL in to the browser **lookinglocal.gov.uk**

Want to find out more? Further information is available:

Visit the Homeseeker website for information on how to register for housing and apply for properties

- Frequently asked questions which we hope will answer any of your questions
- Overview of the Homeseeker process
- Call Torfaen Homeseeker on **01495 742400**

- Visit any of Bron Afon's Offices
- E-mail Homeseeker
- A summary and a full copy of the allocations policy

Q: What are the priority bands?

A: You will be placed into a band, either gold, silver or bronze. Those in greatest need will be in gold, with this reducing to silver and bronze for people with less urgent housing needs.

Q: How do I find out more?

A: Call the Homeseeker Team on **01495 766421**.