

# **Your guide to applying for Social Housing in Torfaen**

## What is Torfaen Homeseeker?

It is a way of applying for an affordable home in Torfaen.

Torfaen County Borough Council is working with the following housing associations to deliver a single point of access for affordable housing within the borough:

- Bron Afon Community Housing
- United Welsh Housing Association
- Linc Cymru
- Hafod Housing Association
- Melin Homes
- Pobl

A common policy helps to make it easier to apply for and find a home in Torfaen.

This is your guide to Torfaen Homeseeker.

You can obtain further information by visiting: [www.torfaenhomeseeker.org.uk](http://www.torfaenhomeseeker.org.uk) or calling 01495 742409

## How Torfaen Homeseeker works

There are 6 steps to applying for a home through Torfaen Homeseeker:

1. Register with the website
2. Complete the online application form
3. Send in your supporting documents
4. Processing your application
5. View adverts and bid for a home
6. Offer of a home

## Step 1 – Register with the website

If you have previously registered on our website, log in using your previous details and go straight to Step 2.

If you are not a previous applicant, you will need to register on our website: [www.torfaenhomeseecker.org.uk](http://www.torfaenhomeseecker.org.uk) before proceeding to Step 2

## Step 2 – Complete the online application form

Once you have logged into our website, click on the 'Apply for Social Housing' section to fill out an application form.

Provide details all about you:

- Your name
- Date of birth
- Where you live
- Your reason for applying for housing
- Your support needs

## Step 3 – Send in your supporting documents

Send in your supporting documents (ID proofs) as stated on the declaration page of the application form. If you fail to provide your supporting documents within 28 days then your application will be cancelled and you will be required to complete a new application.

You can hand in your documents to one of our customer care offices at either Cwmbran Library or Pontypool Civic Centre or email them directly to us at [Homeseeker@torfaen.gov.uk](mailto:Homeseeker@torfaen.gov.uk)

## Step 4 – Processing your application

The Homeseeker team will process your application and verify your details. *Please note that due to the large number of applications being received there may be a delay in processing your application (generally this will be 7-10 days).*

You will be placed into a band taking into account the information you have stated on your application form along with any further supporting evidence you have submitted. You will be placed into one of the following bands;

- Gold Band (High Priority)
- Silver Band (Moderate Priority)
- Bronze Band (Low Priority)

You will be notified once your application is active confirming your registration details and your band.

## Step 5 – View adverts and bid for a home

You can view adverts on our website or by visiting any Torfaen customer care offices (Cwmbran Library or Pontypool Civic Centre).

If you find a property you like, you have to tell us you want to be considered for it. We call this bidding. You can bid on up to four properties on each advert. You can bid for a property in the following ways:

By logging into your application on our website:

[www.torfaenhomeseker.org.uk](http://www.torfaenhomeseker.org.uk)

By ringing us on: **01495 742409**

**The deadline for bidding is 23:59pm every Tuesday. Applicants are not listed on a first come first served basis (Please see Step 6 for more information).**

Please be aware that no properties will be advertised on a Wednesday while the next advert is being prepared.

## Step 6 – Offer of a home

Applicants are listed according to their band and effective date. For example, properties advertised in Silver Band will consider Silver Band applicants in the first instance, who will be sorted by their effective date. The effective date is the date you were awarded your band.

Applicants who will be made an offer of housing, will be contacted directly by the landlord (e.g. Bron Afon, Melin, etc.) to discuss their application. It can take a few days or even a few weeks after adverts close before you are contacted by a landlord with a provisional offer of housing. If you are unsuccessful then you will not be contacted.

## Homeseeker Team Contact Details

Address: Homeseeker Team  
Civic Centre  
Pontypool  
Torfaen  
NP4 6YB

Telephone: 01495 742409

Email: [homeseeker@torfaen.gov.uk](mailto:homeseeker@torfaen.gov.uk)