

# Welcome to HomefinderRCT



## Your Guide

Here's a reminder of how the process works:



# Introduction

**Welcome to HomefinderRCT, the simple and easy way to apply for social housing in RCT. Properties are available each week and you can bid for the homes advertised.**

You will need to register an application with the HomefinderRCT team to express an interest in being offered any of the advertised properties.

HomefinderRCT is a partnership between the council and six landlords including Cynon Taf Community Housing Group, Hafod Housing Association, Newydd Housing Association, Trivallis, Rhondda Housing Association and Wales and West Housing Association who provide access to over 15,000 homes for rent in Rhondda Cynon Taff.

HomefinderRCT provides you with an opportunity to choose where you want to live. The service is simple and is free to use.

*\*HomefinderRCT also advertises properties rented by private landlords who you can contact directly without the need to make a bid.*

## How to Register?

In order to bid for an advertised property you will need to be over the age of 16 and an “\*Eligible person”. You will also need to have registered an application with the HomefinderRCT team.

Once registered you will receive a user login reference and memorable date which you will need to be able to bid for properties

If you aren't already registered you can submit an online application.

For more details about eligibility for the register and applying for housing, contact the HomefinderRCT team.

If you ever misplace these details please contact the HomefinderRCT team on 01443 425678.

*\*Please note being approved to join HomefinderRCT does not guarantee you an offer of housing.*



## Change of Circumstances or Contact Information

If your circumstances change you must let us know as soon as possible in order that we can update your application. This will include if you move address or if your telephone number has changed; if you want to add a person to your application; if you want to remove a person from your application or if your housing circumstances have changed.

You can update your own details online using your login reference and memorable date.

## What properties can I bid for?

The size and type of property depends on the needs and size of your household.

All property adverts will clearly indicate the eligibility criteria. For example, if the property is a three bedroom house you will be considered for this if you are registered for a three bedroom property.

Please note that housing associations may apply local letting arrangements for their properties and may apply additional letting criteria for persons who have rent arrears or those with a history of anti social behaviour.

## Adapted Housing

HomefinderRCT also advertises adapted properties across the borough.

All applicants with a mobility problem such as difficulty climbing stairs or those in need of an adapted property will have their needs assessed. Each applicant will be given a mobility category depending on their level of mobility i.e. level one, two or three.

All applicants will be advised of the adapted housing level that they have been awarded when they make their application. Adapted or accessible properties will be advertised properties with the symbol below and will contain a full description of who the property is suitable for. Preference will be given to bidders who match the adapted need category.

If anyone included in your application has mobility problems please check to ensure their needs have been recorded.



## Where can I see the properties advertised?

- On the internet at - [www.homefinderrct.org.uk](http://www.homefinderrct.org.uk)

### The advert details will include:

- A photograph of the property or similar property.
- The name of the landlord
- The location
- The property size and type
- The rent and other charges
- Icons(see below guide) to confirm specific features of the property such as parking, gardens or if there are any specific requirements such as a minimum age and if preference has been given such as those households requiring adapted housing.

## Advert icon guide and description

 Number of Bedrooms	 Own Garden
 Only for people of the age shown and below	 No Garden
 Households must have a member over the age shown	 Sheltered Housing
 Parking available	 Pets Allowed
 No Parking	 Pets Not Allowed
 Property Adaptation Level	

## The Weekly Cycle

Properties are advertised on a weekly basis.

At one minute past midnight every Thursday new adverts will appear on [www.homefinderrct.org.uk](http://www.homefinderrct.org.uk) showing the week's available properties. You will then have until the following Tuesday at 11:59pm to bid for a property. There is no advantage to bidding early as all bids are assessed together.

## How can I bid for a property?

### There are three ways to make a bid

- Bidding on the website by logging onto [www.homefinderrct.org.uk](http://www.homefinderrct.org.uk)
- Bidding by mobile phone by logging onto [www.homefinderrct.org.uk](http://www.homefinderrct.org.uk) and selecting Mobile version.
- Calling in person to the Housing Advice Centre at Sardis House. Local libraries also offer access to a computer with internet access but booking may be required.

If you are unable to bid for yourself you can ask a family or friend or your support worker to do it on your behalf or contact the HomefinderRCT team on 01443 425678.

The HomefinderRCT website will advertise all of the properties available for allocation by the housing associations during that week.

You can bid for up to three properties per week.

Please note that if you bid for a property that is too small for your household or there is some other reason why the property is unsuitable for your household, then your bid will not be accepted.

## Bidding on the website

In order to access your account you will need your login reference number and memorable date.

Please contact the HomefinderRCT team on 01443 425678 if you have any difficulties logging onto the system.

When you've logged in, your 'My Account' screen will be displayed, this will confirm your current bids and any properties you are eligible to bid for.

To search for properties you will need to select Eligible properties.

The screenshot shows the 'My Account' page on the Homefinder RCT website. The page header includes the Homefinder RCT logo and navigation links for 'Mobile site', 'Accessibility', 'Help', 'My account', 'Messages', and 'Logout'. The main navigation bar contains 'Home', 'Who can use the service', 'Property search', 'Housing Options', and 'My to do list (1)'. The 'My Account' section features a 'Not sure what to do?' tip, a 'Social housing' status box with 'Active' and 'Eligible properties' (0), and a 'Miss nora jones' profile with contact details and a 'Click here to logout' link. The bottom of the page shows the last login time as 22/10/2015 13:09.

## Property Search

You can search for housing association properties by clicking in the box 'Social Housing'. You can select the property type and size you are seeking and entering the location you are interested in and then selecting the search button.

The screenshot shows the 'Property Search' page on the Homefinder RCT website. The page header includes 'Home', 'Information', 'Property search', 'Housing Options', and 'My to do list'. The 'Property search' section is highlighted with a yellow box. Below the header, there are tabs for 'Advertised Properties' and 'Recent lets'. The 'Search properties' section includes a grid of checkboxes for property types (Social Housing, Shared Ownership Property, Private Rented Property, Affordable Rent, Bungalow, Flat, House, Maisonette, Other) and bed counts (1 Bed, 2 Beds, 3 Beds, 4 Beds). There is also a text input field for 'Enter a location' with a placeholder 'For example a postcode or town name' and a 'Search' button.

## Property Search Results

All the properties in an area which you are eligible to bid will appear based on the information entered on your property search screen.

To apply for a property select: **'Apply for property'**

The screenshot shows the Homefinder RCT website interface. At the top, there is a navigation bar with links for 'Mobile site', 'Accessibility', 'Help', 'My account', 'Messages', and 'Logout'. Below this is a main navigation bar with 'Home', 'Information', 'Property search', 'Housing Options', and 'My to do list (2)'. The 'Property search results' section displays a search filter for 'Properties in' (with an example 'For example a postcode or town na') and 'within' (set to '5 miles'). A 'List view' button and a 'Map' button are visible. A single property is listed: '1 bed flat in Aberaman', located at Rainbow Road Testington RG1 2EG. The property is categorized as 'Social Housing' with a 'Property ref: 13852' and is managed by 'Rhondda Cynon Taf County Borough Council'. The total cost is £115.00 Weekly, with a closing date of 07/07/2015. A 'No Photo Available' placeholder is shown. A green checkmark indicates the user is eligible, with a queue position of 1 and a link to 'Apply for property 13852'. A 'Refine results' sidebar on the right includes filters for 'Suitable properties', 'Properties added' (set to 'any time'), 'Properties I have bid on', and various housing types like 'Social Housing (1)', 'Shared Ownership Property (0)', 'Private Rented Property (0)', and 'Affordable Rent (0)'. A 'Bungalow' filter is also present.

## Making a Bid

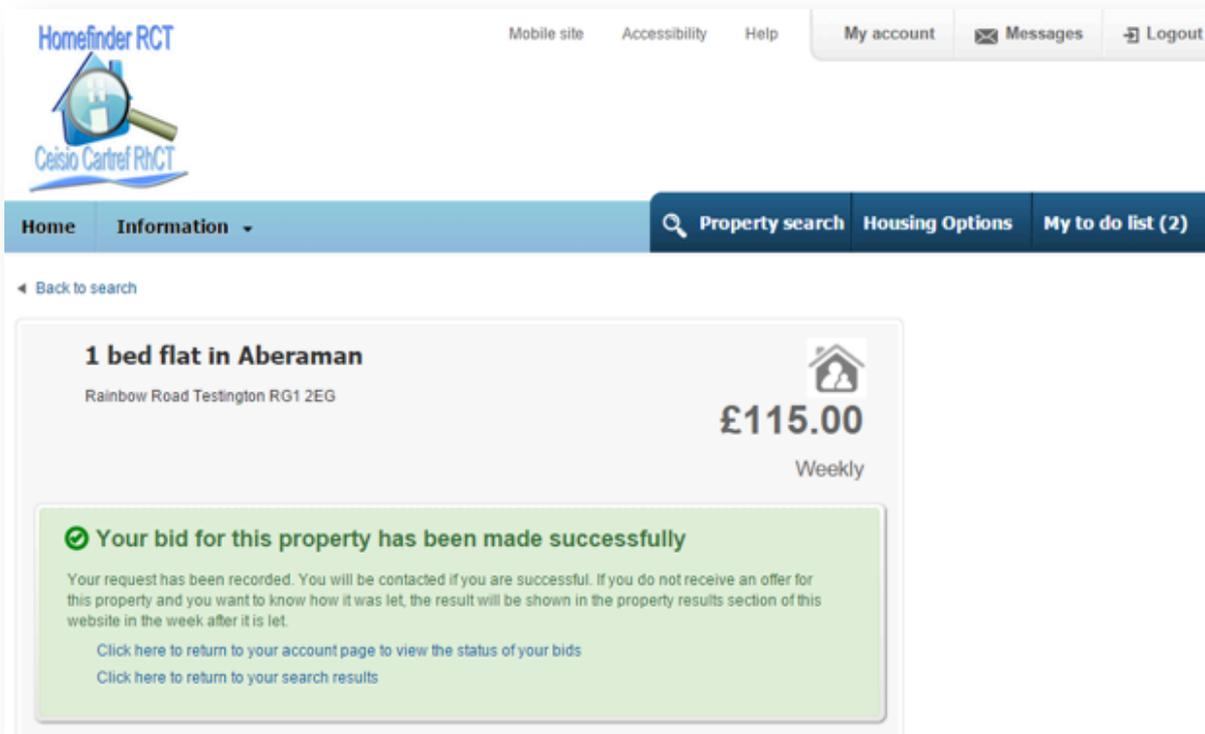
In order to bid for the property you will need to click on 'Confirm details and apply'.

Please make sure your contact details are correct in order that you can be contacted if you are the successful applicant.

The screenshot shows the 'Confirm details and apply' form for a '1 bed flat in Godreaman' located at High Street Godreaman CF37 8TU. The weekly rent is £135.00. A green checkmark and text confirm the user is eligible for the property, stating 'At present there are 0 people above you for this property. Your queue position is 1. Please note your position for this property can change as other people add or remove their bids.' The form includes an 'Apply' section with a warning: 'Please confirm these details are correct. They need to be accurate to prevent you from missing out on a property.' The 'Address' field is empty. The 'Contact details' section includes a 'Contact telephone' field and a link to 'Update contact details'. A yellow warning box states 'No Garden or Parking' and includes a checked checkbox for 'I have read and understood the above message'. At the bottom, there is a blue 'Confirm details and apply' button and a 'Cancel' link. A green magnifying glass icon with the number '5' is positioned over the 'Confirm details and apply' button.

## Bid confirmation

Your bid will now be registered and you will see the property in your current bids on your home page.



The screenshot shows the Homefinder RCT website interface. At the top, there is a navigation bar with links for 'Mobile site', 'Accessibility', 'Help', 'My account', 'Messages', and 'Logout'. Below this is a main navigation bar with 'Home', 'Information', 'Property search', 'Housing Options', and 'My to do list (2)'. The main content area displays a property listing for '1 bed flat in Aberaman' located at 'Rainbow Road Testington RG1 2EG'. The price is listed as '£115.00 Weekly'. A green confirmation box states: 'Your bid for this property has been made successfully'. Below this, it says: 'Your request has been recorded. You will be contacted if you are successful. If you do not receive an offer for this property and you want to know how it was let, the result will be shown in the property results section of this website in the week after it is let.' There are two links: 'Click here to return to your account page to view the status of your bids' and 'Click here to return to your search results'.

## Property Results

The results of each bid can be found under the tab recently let properties which will confirm the Band and effective date of the application of the successful applicant.

Recently let properties - Table View

Offers are not always made to the top person on the shortlist, to cater for exceptional situations (for example, local lettings policy)

Property Ref:	Landlord	Area	Address	Bedrooms	Floor	Property Type	Band	Effective Date	No. of bids
13813	Rhondda Cynon Taf County Borough Council	Aberaman	KEVINS CBL DIRECT MATCH, CBL DIRECT, rg2309o	2	Not Applicable	Bungalow	D	02/02/2000	1
13844	Rhondda Cynon Taf County Borough Council	Aberaman	AUTO-BID TESTING PROPERTY #1, ##1, rg1100	1	Ground Floor	Bungalow	D	02/02/2000	1

Close

## Bidding – Mobile Website.

Please contact the HomefinderRCT team on 01443 425678 if you have any difficulties accessing the system.

In order to access your account you will need your login reference number and memorable date and select **Sign in**.



## My Account

A screenshot of a mobile website's login page. The browser address bar shows 'https://test-m-recthrapplication.abritas.net/public/login/logi'. The page header features the 'Materion Tai Rhondda Cynon Taf Housing Solutions' logo. Below the logo is a 'SIGN IN' section with a 'Login ref:' text box, a 'Memorable date:' text box with '(dd/mm/yyyy)' as a placeholder, and a 'Sign In' button. At the bottom of the page, there are four blue navigation buttons: '> Sign in', '> Search for properties', '> Recent lets', and '> Full website'.

## Property Search

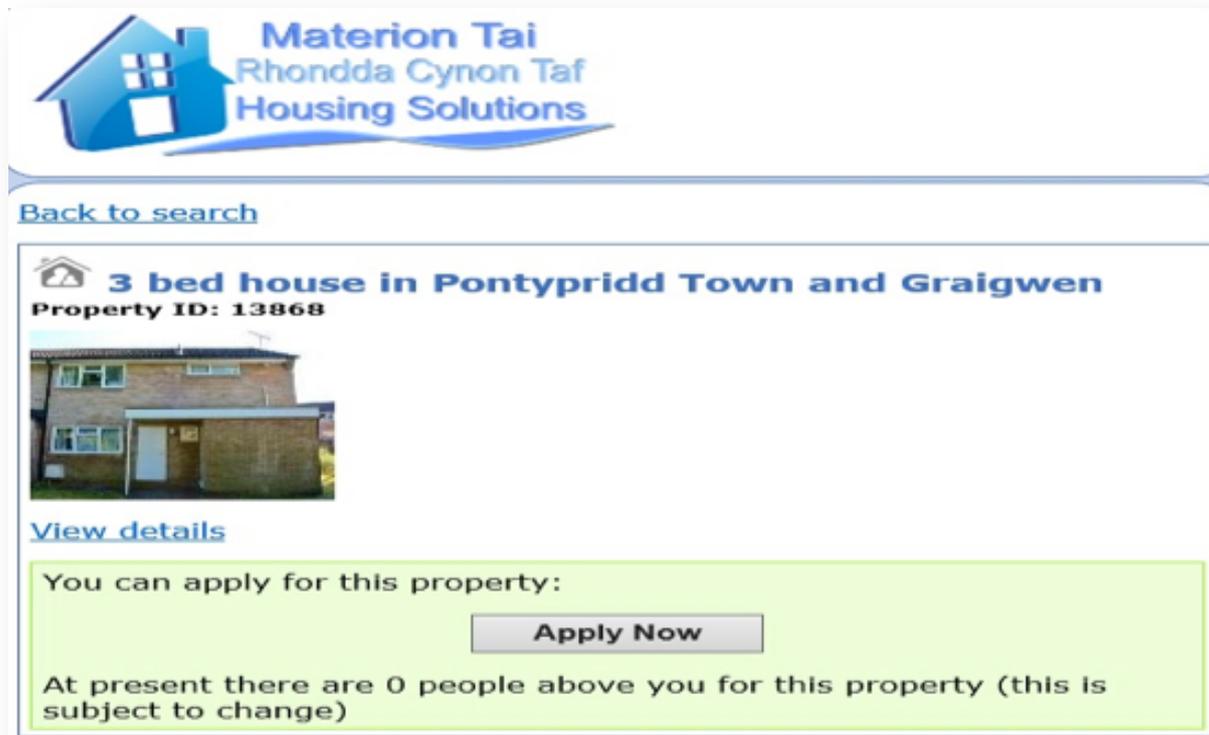
You can search for properties by entering the details of the location you are seeking and selecting the **Search button**.

A screenshot of a mobile website's property search page. The browser address bar shows 'https://test-m-recthrapplication.abritas.net/public/login/logi'. The page header features the 'Materion Tai Rhondda Cynon Taf Housing Solutions' logo. Below the logo is a 'PROPERTY SEARCH' section with a 'Location or postcode:' text box, a 'Distance:' dropdown menu set to '1 mile', and a list of 'Advert type:' options: 'Social Housing', 'Shared Ownership Property', 'Private Rented Property', and 'Affordable Rent', each with a checkbox. There is also a checkbox for 'Only show Sheltered properties:'. At the bottom of the search section is a 'Search' button.

## Eligible Properties

All the properties which you are eligible to bid on will appear based on the information entered on your property search screen.

To apply for a property select: **Apply Now**



The screenshot shows the top of a web page with the logo for Materion Tai Rhondda Cynon Taf Housing Solutions. Below the logo is a link for 'Back to search'. The main content area features a property listing for a '3 bed house in Pontypridd Town and Graigwen' with Property ID: 13868. A photograph of the house is shown. Below the photo is a 'View details' link. A green box contains the text 'You can apply for this property:' followed by an 'Apply Now' button. Below the button, it states 'At present there are 0 people above you for this property (this is subject to change)'.

## Making a bid

If you want to bid for the property select 'Confirm details and place bid'.

It is important for you to remember the property reference number for the properties you have bid for as the full property address will not be shown on the results of recent lets. If you do not wish to place a bid click on '**Back to property information**' at the bottom of the screen.



The screenshot shows a 'Bid for property ID: 5650' page. It features the same Materion Tai Rhondda Cynon Taf Housing Solutions logo at the top. Below the logo, the text 'Your contact details:' is followed by the address: 'Miss n jones, the big house, cardiff, on the park, cf5 6es'. A green box contains the warning: 'Please note your position for this property can change as other people add or remove their bids.' Below this, it says 'Click the "Confirm..." button below to place your bid' and shows a 'Confirm details and place bid' button.

## Bid Confirmation

Your bid will now be placed and you will see the property by clicking on the tab 'current bids' on your home page.



**Bid placed for property: 5650**

Your bid has been placed

Your request has been recorded.

You will be contacted if you are successful. If you do not receive an offer for this property and you want to know how it was let, the result will be shown in the property results section of this website in the week after it is let.

[Back to account page](#)

- > My account
- > Sign out
- > Search for properties

After making the bid you must now wait until after the advert closing date to know if you are successful.

## Recent Lets

Bid results can be found under the tab 'Recent lets' and will also confirm the date of



**RESULTS (Social Housing)**

Ref	Outcome information	Bids
5317	1 bed Flat - House test, test, CF22 2DD (Clydach Vale) Effective date: 05/03/2015 (D)	1

[Back](#)

- > My account
- > Sign out
- > Search for properties
- > Recent lets
- > Contact us
- > Full website

## Viewings

In most cases the property will be offered to the bidder with the earliest date of application in the highest Band. If they are no longer interested it will be offered to the person with the next earliest date of application in the same Band and so on. Viewings may be held at short notice and you will usually be contacted by phone so it is important we have your correct phone number.

## Please remember

- Available properties are advertised every week.
- You can make up to three bids each week.
- Bids can be made all in one go or on two or three occasions.
- To ensure your contact details are correct so that we can get in touch with you quickly.
- All eligible bids will be considered but the bidder with the earliest date of application in the highest Band will be considered first.
- You can view the results of a previous week's bidding by logging onto [www.homefinderrct.org.uk](http://www.homefinderrct.org.uk)
- Please keep your user ID and PIN number in a safe place.
- The HomefinderRCT partners retain the right to make direct offers to some households in exceptional circumstances.
- Once you have been given your Login reference and memorable date it may be some time before you are successful in bidding for a permanent home through HomefinderRCT.

**If you are homeless or threatened with homelessness you will need to contact the Housing Solutions Team on 01443 495188.**

## Contact details

Office: HomefinderRCT  
Ty Elai  
Dinas Isaf Industrial Estate  
Williamstown  
Rhondda Cynon Taf  
CF40 1NY

Telephone: 01443 425678

[homefinder@rctcbc.gov.uk](mailto:homefinder@rctcbc.gov.uk)

