



Looking for a new home?

Your guide to Select Move

ਇਹ ਕਿਤਾਬਚਾ ਇੱਕ ਡਾਕਟਰੀ ਪੁਸਤਕਾਵਲੀ ਹੈ। ਜੇ ਤੁਹਾਨੂੰ ਕਿਸੇ ਦੁਬਾਰੀਦੀ ਦੀਆਂ ਸੇਵਾਵਾਂ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਕਸਟਮਰ ਸਰਵਿਸਿਸ ਨੂੰ 0800 655 6785 'ਤੇ ਫ਼ੋਨ ਕਰੋ।

ਆ ਪਤਿਕਾ ਐਕ ਤਯੀਯੀ ਪੁਸ਼ਤਾ ਵਲਿ ਓ. ਜੋ ਤਮਨੇ ਫੁਲਾਖਿਯਾਨੀ ਸੇਵਾਨੀ ਆਰੁਰ ਡੀਯ ਤੀ. ਫੁਪਾ ਕਰੀਨੇ ਗਾਫ਼ਕ ਸੇਵਾਨੇ 0800 655 6785 ਪਰ ਡੇਲਿਡੀਨ ਕਰੇ।

ਐ ਪੁਸ਼ਤਿਕਾਟਿ ਏਕਟਿ ਮੋਡਿਕਾਲ ਸਹਾਯਤਾ ਪੁਸ਼ਤਮਾਲਾ। ਆਪਨਾਰ ਯਦਿ ਏਕਯਨ ਅਨੁਵਾਦਕੋਰ ਪਰਿਯੋਜਨ ਹਯ, ਅਨੁਪਰਫ਼ ਕਰਯੇ, ਟੈਲਿਫੋਨ ਕਾਨਸੋਲੀਮਾਰ ਸਾਰਡਿਯੋਕਯੇ ਨਾਫ਼ਰੇ 0800 655 6785 ਫੋਨ ਕਰਨ।

این جزوہ یک پرسشنامه پزشکی است. اگر به مترجم احتیاج دارید، لطفاً به شماره 0800 655 6785 خدمات مشتریان تلفن کنید

ਇਸ ਪਰਚੇ में एक चिकित्सा प्रश्नावली है। यदि आपको दुमाबिये की जरूरत हो तो, कृपया 0800 655 6785 पर ग्राहक सेवा से संपर्क करें।

یہ ورقچہ ایک طبی سوالنامہ ہے۔ اگر آپ کو کسی ترجمان کی خدمات مطلوب ہیں تو برائے مہربانی کسٹمر سروسز کو 0800 655 6785 پر ٹیلیفون کریں

本小册是一份醫療服務調查問卷。倘若您需要譯員提供服務，請致電給客戶服務處，電話號碼為：0800 655 6785。

Ten formularz to kwestionariusz medyczny. Jeśli będą Państwo potrzebowali tłumaczenia, prosimy zadzwonić do działu obsługi klienta (Customer Services) pod numer 0800 655 6785.



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This leaflet tells you how to select and apply for a rental property in Preston, South Ribble and Chorley.



What is Select Move?

Select Move is a new way of allocating housing that gives applicants more choice about where they live. Using Select Move, you can choose the right home from a list of available properties in the area you would like to live.

Selections are shortlisted on the grounds of housing need and waiting time. Those with urgent need can request advice about their eligibility for priority.

We advertise all our available homes in our newsletter or online on our website. Photos and descriptions of the homes will also be displayed in the offices of each of the partners.

With one registration form you will be able to select homes from six different partner landlords in the Preston, South Ribble and Chorley areas. Any of the partners will be able to assist you or answer your questions. You can see all the partners contact details at the end of this booklet.

How to register with Select Move.

You will need to register with Select Move and be allocated your registration number and band before you can begin to make your selections. In order to make this process as easy and convenient as possible, we have developed several ways in which you can do this. These are listed below:

- You can go to our website at www.selectmove.co.uk and complete an on-line registration form.
- You can call into any of the Select Move partners' offices and register on-line there, using the computers provided.
- You can collect an application form from any of the partners and complete it there and then or take it home to complete it and send it to us using our freepost address.
- You can call any of the Select Move partners and complete the form over the phone with the assistance of a member of staff. (If we are busy at the time of your call we may have to call you back).
- Request an application pack to be posted out by contacting us on 0800 655 6785.

Selecting A Home

How do I find a home?

Vacant Select Move properties are advertised every week from midnight on a Friday for 5 days to midnight on a Wednesday. You can view the advertisements by:

- Going to our website at: **www.selectmove.co.uk** (see page 10)
- Collecting a copy of the Select Move newsletter from the partner offices.
- Local branch libraries have computers that can be used to access the Select Move website.

If you have any particular communications or translation needs, or if you would like any assistance with selecting your choice of homes, please contact one of the partners and someone will be happy to assist you. (Contact details for all the partners are on page 18/19 of this booklet.)

Each property advertisement listed in our offices, newsletter, or on the website gives further details about the property such as the location, the number of rooms, whether it has gas central heating or a garden, etc. The adverts also tell you the weekly rent and any other charges.

Every home advertised by Select Move will give a preference for a particular band of applicant(s). Therefore a property offered as preference to band A means that we look at all the band A applicants who have expressed an interest in this home first. Only if no one matches this criteria will we then look at the band B applicants. However, if your band does not have the preference for the home, this does not mean that you cannot select it, but it may mean that your chances of being successful are lower.

You can also find out more about the area, local services and location of the property on our website, **www.selectmove.co.uk**

Additional information can also be found on: **www.upmystreet.com**

Applying for a property

How do I express my interest in a property?

You will need to have ready:

- Your memorable date
- Your housing registration number
- The reference numbers of the properties that you are interested in. You can then express your interest in the following ways:

Online: Visit **www.selectmove.co.uk**. You can find out more about applying online on page 9 of this leaflet.

In person: At one of the Select Move offices listed on page 18/19 of this leaflet.

By text: Text us on 4477 8148 2371

How to text

Step 1

You will need to have the following ready:

Your housing registration number

Your memorable date

The property reference numbers

Step 2

Start new text message

Step 3

Type: Your registration number [space] Your date of birth [space] First property reference number [space] Second property reference number [if applicable]

By automated telephone: On **0845 270 1076**. Our automated service will talk you through the process.

By letter FREEPOST: Write to us for free at any of the addresses on page 17.

By email: Email us via web messages from the above website, www.selectmove.co.uk

When can I select a Property?

You can select properties during the 5 days of the advertising cycle which runs from the Friday at midnight until midnight on the following Wednesday. You can apply for up to five properties in each weekly cycle until you are successful. Please make sure that you only apply for properties that suit your needs.

Day 1-5

Available properties are advertised in the newsletter, in the partner offices and the website.

You can select up to five properties and express your interest by either phone, post, web messaging from the Select Move website, text, website or in person.

Day 6-7

The allocation process starts and successful applicants start to be notified.

Day 1

The advertising cycle starts for newly available properties.



Checking your status

How do I check my status?

You can check on how your selections are doing at any time by logging onto your account at the Select Move website, by calling into any of the partner offices, or by phoning us free on **0800 655 6785**.

It is important to remember that your position could change each time someone else expresses an interest in that home. So you will not know your final position until the end of the advertising cycle. Even if you finish at the top of the list there may be circumstances preventing you from being offered the property, so do not assume you have been successful until you receive the offer letter.

How do I change or cancel my selections?

If you want to change or cancel your selection of properties, you can either phone us free on **0800 655 6785**, phone our automated service on **0845 270 1076**, log onto your account at www.selectmove.co.uk or call into any of the Select Move partner offices.

Once you have withdrawn your interest in a property you will be free to use this choice for another property. You can change your selections as many times as you like throughout the 5-day advertising cycle.

How can I help ensure I get my selected property?

There are a few ways to make sure that you select the most suitable property:

- Before selecting a property, check that the property that you have selected meets you and your family's needs.
- Make sure that you read the property advert before you apply and that you meet the eligibility criteria.
- Vacant properties are not allocated on a first come first served basis so it does not matter which day you express your interest within the 5-day advertising cycle.
- Go and look at the area where the property is before you select it to make sure that it is where you want to live.
- Remember, if you are offered a property that you have selected and you refuse it, it may be counted against you.

What happens next?

If you have not heard from us at the end of the advertising cycle, then assume you have not been successful and please apply for other properties in future cycles.

Please note some properties will not be offered immediately.

Appeals and Complaints

The Select Move allocations service aims to achieve fair, open and non-discriminatory allocations. However in case you believe that we have not treated you accordingly to our policy or that your individual circumstances have not been taken into account, we have developed a comprehensive appeals process, the stages of which are described below.

Stage One

1. If you wish to appeal a decision you should contact Select Move within 21 days of being notified of the decision. In your letter you should explain why you think the decision is wrong and tell us anything which you want us to take into account, and perhaps we are unaware of.
2. A senior officer from the relevant organisation will review the reasons for the original decision and will consider any further information, which you have provided in your letter. This officer will not have been involved in the original decision. If she/he is satisfied that the original decision is in line with our policy you will be informed in writing that the original decision is being upheld.
3. If this officer feels that we have not treated you fairly in relation to our policy, or that you have provided new information, which changes the reason for the original decision, she/he will inform you in writing that the decision is changed and your appeal has been successful.
4. This whole process should be completed within 28 days. If there is going to be a delay, we will write to you within the 28 days and explain why your decision is delayed.

Stage Two

If you are still unsatisfied with the decision and wish to pursue your appeal or complaint, you will need to follow the appeals and complaints procedure of the partner organisation who is dealing with your case.

Information about this procedure will be sent to you with the appeal decision letter if you have been unsuccessful.

The Select Move Website

How do I select a home using the Select Move website?

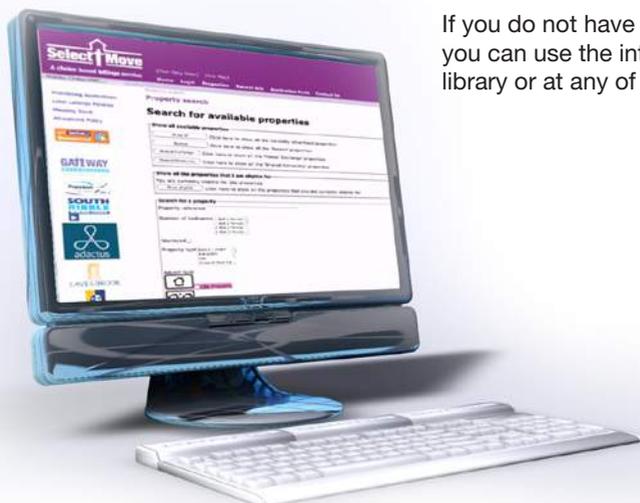
It is easy to use our website to select and apply for a property.

All you will need is access to the internet and the following information:

- Your memorable date
- Your housing registration number

Once you have this information, go to the Select Move website at **www.selectmove.co.uk** and follow the step-by-step guide on the next pages.

The website is also available in many languages via the Google translation service. Click on the Google icon and select the language you require.



If you do not have internet access at home, you can use the internet for free at your local library or at any of the partner offices.

How do I log into my account?

On the home page click on the login button at the top of the page. You will now reach the login screen.

The screenshot shows the 'Client login' page. At the top, there is a navigation bar with links for 'Home', 'Login / Online application', 'Properties', 'Recent lets', and 'Contact Us'. The left sidebar contains a menu with 'Customer Satisfaction', 'Log in', 'Forgotten details', and 'Register'. The main content area is titled 'Client login' and includes the following text: 'You need to log on here if you wish to search and apply for available properties. Please enter your date of birth and registration number as supplied to you by the Registration Team. Please note from the 21st May 2010 we will be advertising properties on a weekly basis. Cycles will start at midnight on a Friday and close at midnight the following Wednesday.' Below this is a form with two input fields: 'Enter your unique reference*' (with a placeholder '(e.g. 1234567)') and 'Enter your memorable date*'. A link for '(dd/mm/yyyy) Forgotten your memorable date? click' is visible below the date field.

Enter your housing registration number given to you by the registration team, and your memorable date, then click login.

You will need to enter your memorable date as (dd/mm/yyyy). For example, if your birthday is 3rd September 1970, you will need to enter it as 03/09/1970.

This will take you to the **Client Status** screen, which will display your details.

The screenshot shows the 'Client status' page. The navigation bar and left sidebar are identical to the login page. The main content area is titled 'Client status' and features a 'Summary' section with the following information: 'Name : Chuck Bridges', 'Last successful login : 23/10/2010 14:03:15', and 'Last unsuccessful login : 23/10/2010 15:03:26'. Below this is a message box stating 'You have 4 unread messages. Click here to read them'. The 'My current applications' section lists: 'Social Housing, reference: HR77212-1 Active' and 'Garage, reference: GA77212-1 Completed online garage application form'.

My details will list:

- Your name
- Your memorable date
- The date that you registered with the scheme

If any of the information is incorrect, please contact Select Move on 0800 655 6785.

How do I search for properties?

Under My Details box there is an Actions box where you can choose to search all the properties or just the ones you are eligible for.

Actions Box

The screenshot shows the Select Move website interface. At the top, there is a navigation bar with links for Home, Login / Online application, Properties, Recent lets, and Contact Us. The main content area is titled 'Property search' and includes a search for available properties section. A notice states that from May 21st, 2010, the system will change to weekly cycles. Below this, there are several filter buttons: Show all, Private landlord, Rented, Mutual Exchange, Garage, and Shared Ownership. There is also a section for logging in to view eligible properties. At the bottom, there is a section for searching for a property with a list of advert types: CBL Property, Garage, Mutual Exchange Property, Private Landlord, and Shared Ownership Property. The left sidebar contains various logos and links, including Housing Stock, Allocations Policy, and local council logos like Gateway Association, Preston City Council, South Ribble Borough Council, adactus, FAVES BROOK, and NEW PROGRESS.

You will be asked to select which properties you wish to search for. You can look at those homes where the tenants wish to do a swap. Or you can look at shared ownership properties. If you only want a certain type of property you can use the drop down boxes to narrow your search.

If you only want to look at the available rented properties you are eligible for choose the box marked CBL property.

After a few moments you will be able to view adverts for the available properties.

Skip to content | Friday, 28-Jan-2011 | Log Out | Text Only View | Site Map | Text size: A A



A choice based lettings service

Home Login / Online application Properties Recent lets Contact Us

Housing Stock

Allocations Policy

Prioritising Applications

Local Lettings Policies

Available properties

Current search criteria: Showing all available properties
[Click here to change your search](#)

Showing 1-1 of 1 properties found


1 Bed 2 Person House In Farington
CBL Property

Ref: 12005



Front View

6 High Street
Bourne
TN2 4EY

[Show on map >>](#)

[Show local services >>](#)

[Show full details >>](#)

Property Type: House

Number of bedrooms: 1 Bed 2 Person

Landlord: Community Gateway

Total cost: £520.00

Payment Cycle: Monthly

Letting Cycle End Date: 02/02/2011

✔ At present there are 0 people above you for this property. Please note your position for this property can change as other people add or remove their bids.

Apply Now

1

P

✓

✓



The position indicated when placing your bid is a true reflection at that time. However, the position given will change as other applicants make or remove bids prior to the end of the bidding cycle.

How do I find out more about the property?

By clicking on the buttons at the right of the advert you can find out more about the property, including:

- The rental charges and other costs
- Where it is on the map
- Local services

If you are interested in any of the properties click the **Apply Now** button, and your interest will be recorded.

You will be asked to confirm that you wish to place these bids and then you will be notified that these have been placed for you.

You can check this by returning to the Client Status page where your selections and queue position will be listed at the bottom of the page.

It is important to remember that your position could change each time someone else expresses an interest in that home. So you will not know your final position until the end of the advertising cycle. Even if you finish at the top of the list there may be circumstances preventing you from being offered the property, so do not assume you have been successful until you receive the offer letter.

If you have not heard from us at the end of the advertising cycle, please assume that you have not been successful and try again in future cycles.

How do I change or cancel my selections?

You can cancel any of your selections of properties at any time by logging onto www.selectmove.co.uk and clicking on the **withdraw** box found on **Your Details** page.

Once you have withdrawn your interest in a property you will be free to use this choice for another property. You can change your choices as many times as you like throughout the 5-day advertising cycle.

What happens next?

If you have not heard from us at the end of the advertising cycle, please assume that you have not been successful and apply again.

How to register your interest in a property online in three easy steps

You are able to select a property for 5 days from the Friday (midnight) the property is listed until midnight on the following Wednesday. You can apply for up to five of the properties each weekly cycle until you are successful.

1. You must log into the Select Move web site using your housing registration number and memorable date.
 2. In the Actions Box select the “search for properties you are eligible for” line.
 3. When you have looked at the adverts for the properties and made your choices you register these by selecting the “apply now” button on the right side of the adverts.
- You will be asked to confirm your selection by clicking yes
 - Your choices are now logged with Select Move and we will contact you if you are successful as soon as possible after the end of the cycle.

Cut out and keep step by step guide

1. Application Form

You can complete an application form directly on-line by going to our website **www.selectmove.co.uk** and following the instructions.

Or you can call into any of our offices listed on page 18/19 and a member of staff will assist you to apply online or in completing an application form.

Or you can request an application form by phoning our general number **0800 655 6785**

2. Select Move Website

View the list of available properties either at the Select Move website or in person at one of the partner offices.

Remember that the available properties are advertised weekly Friday (midnight) until Wednesday at midnight.

3. Select up to 5 homes

Select up to five homes that meet your family's needs

4. Register your interest

Register your interest in your selected properties by:

- Online. Visit www.selectmove.co.uk
- In person at one of the Select Move offices.
- By telephoning our automated service on **0845 270 1076**
- By text on 447781482371
- By Freepost at any of the freepost addresses on page 17

If you do not hear from us within 2 days from the end of the advertising cycle assume you have not been successful and select up to five new homes again in the next cycle.

Freepost Address

Accent Foundation

Accent NW Ltd
 Freepost 14720
 Leyland
 PR26 7BR

Adactus Housing Association Ltd

Freepost Plus RLUY-GRJG-CGUG
 Turner House
 56 King Street
 LEIGH
 WN7 4LJ

Chorley Borough Council

FREEPOST CHW 250
 Chorley
 PR7 1AL

Chorley Community Housing

Freepost Plus RRJX-KRHS-AGUC
 24-26 Gillibrand Street
 CHORLEY
 PR7 2EJ

Community Gateway

Freepost RLZG-KHYJ-BUTU
 Community Gateway Association Ltd
 Deltic House
 West Strand
 Preston
 PR1 8UY

Eaves Brook

Eaves Brook
 Unit 2
 Tustin Court
 Portway
 Preston
 PR2 2YQ
 Business Reply Licence Number:
 RRYR-JAJE-TTSK

Progress Housing Group

Freepost RRJX-KGAH-GKKB
 Select Move,
 Progress Housing Group,
 Sumner House,
 21 King Street,
 Leyland,
 PR25 2LW

Select Move Partners

Accent Foundation

Tel: 0845 6780581

19-21 Alder Close,
Moss Side,
Leyland,
PR26 7TT
leyland@accentgroup.org
www.accentgroup.org

Adactus Housing Association

Tel: 01942 608715

Turner House,
56 King Street,
Leigh,
WN7 4LJ
info@adactushousing.co.uk
www.adactushousing.co.uk

Chorley Borough Council

Tel: 01257 515151

Civic Offices
Union Street
Chorley
Lancashire
PR7 1AL
www.chorley.gov.uk
contact@chorley.gov.uk

Chorley Community Housing

Tel: 01257 244800

24-26 Gillibrand Street
Chorley
Lancashire
PR7 2EJ
enquiries@chorleych.co.uk
www.chorleych.co.uk

Community Gateway Association

Tel: 0800 953 0213

Deltic House
West Strand
Preston
PR1 8UY
selectmove@communitygateway.co.uk
www.selectmove.co.uk
www.communitygateway.co.uk

Contour Homes

Tel: 0345 602 1120.

Quay Plaza 2
1st Floor, Lowry Mall,
Salford Quays,
Salford
M50 3AH

Eaves Brook**Tel: 01772 765600**

Unit 2

Tustin Court

Portway

Riversway

Preston

PR2 2YQ

EavesBrookEnquiries@harvesthousing.org.ukwww.harvesthousing.org.uk**New Progress Housing
Association****Tel: 01772 450600**

Sumner House,

21 King Street,

Leyland,

Preston,

PR25 2LW

enquiries@progressgroup.org.ukwww.progressgroup.org.uk**Preston City Council****Tel: 01772 906412**

Housing Advice,

Birley Street,

Preston,

PR1 2QE

housing@preston.gov.ukwww.preston.gov.uk**South Ribble Borough Council****Tel: 01772 625314**

Civic Centre,

Housing Department,

West Paddock,

Leyland,

PR25 1DH

Gateway.info@southribble.gov.ukwww.southribble.gov.uk

Contacts

Age Concern

0800 009966

www.ageconcern.org.uk

Chorley Borough Council

01257 515151

Civic Offices, Union Street
Chorley, Lancashire PR7 1AL

www.chorley.gov.uk

Crimestoppers

0800 555111

www.crimestoppers-uk.org

Lesbian and Gay Switchboard

0207 8377324

www.llgs.org.uk

MALE (Male Domestic Violence)

0808 8010327

www.mensadviceline.org.uk

National Debtline

0808 8084000

www.nationaldebtline.co.uk

National Domestic Violence Helpline

0808 2000247

www.womensaid.org.uk

www.refuge.org.uk

NHS Direct

0845 464748

www.nhsdirect.nhs.uk

Active Mediation

01772 558978

www.activemediation.co.uk

Parentline Plus

0808 8002222

www.parentlineplus.org.uk

Racial Equality Council

01772 906422

www.prestonrec.org.uk

Talk to Frank (Drug Advice)

0800 776600

www.talktofrank.com

Housing Advisory Service

Preston City Council,

Birley Street,

Preston,

PR1 2QE

Telephone 01772-906412

South Ribble Borough Council

Civic Centre

West Paddock

Leyland

PR25 1DH

Telephone 01772 625484