

## **Bid for a Home**

Council tenants and households on the housing register can search and bid for council and housing association properties via Housing Online.

First you need to log into or register for My Account. You will only need to register once. For more information about this, please go to [www.lbhf.gov.uk/hol-guides](http://www.lbhf.gov.uk/hol-guides), and see the user guide entitled Registration & updating details.

Once you have logged into or registered for My Account you can set up your Housing Online account and access Bid for a Home, where you will be able to search and bid for properties you are eligible for.

You need to have a housing register reference number or your tenancy reference number to set up a Housing Online account. If you are not a council tenant or on the housing register, please see the following to understand if you are eligible to join: [www.lbhf.gov.uk/housingregister](http://www.lbhf.gov.uk/housingregister).

### **Purpose of this guide**

This guide is intended to provide a step-by-step guide on how to place a bid on a council or housing association property, using our new online system. If you would like more information about the process of allocating properties, for example how the council decides who is shortlisted for properties, please see our FAQs: [www.lbhf.gov.uk/bid-faqs](http://www.lbhf.gov.uk/bid-faqs).

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## **How to bid for a home**

## Housing Online

1. Log in to Housing Online and click on the **Bid for a Home** tile.

If you need guidance on creating a Housing online account, please visit [www.lbhf.gov.uk/hol-guides](http://www.lbhf.gov.uk/hol-guides).

 Personal details	 Update contact details	 Surveys
 Messages	 Contact housing services	 Documents
 Bid for a home	 Offers	 View my tenancy
 Complaint	 Report anti-social behaviour	 H&F Report It online

1. On the Bid for a Home screen, you can view your applicant details such as:

- Application number
- Number of bids placed
- Number of bids remaining

2. To bid for a property, click the **Actions** button.

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## Bid for a home

Applicant(s) -  
Application Number -

To view the list of available properties, select "Actions" and either "List of available properties", or "Search by area". Our records a bid on 0 properties.

Therefore you may place a bid on 3 properties.

If you have reached the maximum allowed, then you must either remove one from your current bids or wait until the next list is published on .

Actions ▾

- Basket
- Current bids
- List of available properties
- Previous bidding cycles
- Select Property Details
- Search by area

### 3. Select **List of available properties.**

At the top of the screen, you can see the end date of the bidding cycle, which lasts from Wednesday until Sunday every week. All bids should be placed before the closing date.

Below are the available properties, with more information about each one beside the picture.



4. To view more details on any property or to place a bid, please select **View details.**

## List of available properties

The following is a list of properties available in this bidding cycle.

Select the View Details option if you want more information about the property.

Bidding on these properties closes on Sunday 30 October 2022 23:59

Image	Address	Property type	Sheltered	Bedrooms	Bed spaces	Floor level	Property notes	Landlord	Weekly rent (£)	
	High Street, Shepperton, TW17 8AR	Flat - in a low rise block	No	1	2	Ground Floor	This is a lovely flat suitable for wheelchair user.	Housing Association	99.00	<a href="#">View details</a>
	High Street, Shepperton, TW17 8AR	Flat	No	1	2	1st Floor	This is a fabulous flat	Housing Association		<a href="#">View details</a>

## Property information



**Address**

High Street, Shepperton, TW17 8AR

**Bedrooms**

1

**Bed space**

2

**Property type**

Flat - in a low rise block

**Floor level**

Ground Floor

**Weekly rent (£)**

99.00

**Wheelchair adapted**

Suitable for wheelchair user

**Sheltered property**

No

**Property notes**

This is a lovely flat suitable for wheelchair user.

5. After clicking **View details**, you will be taken to the property information page, which gives more details about each property.

6. If you wish to place a bid (apply for the property), you will need to scroll down the page then select **Add to basket**.

[Return to list of properties](#)

[View property location](#)

[Add to basket](#)

7. The property has now been added to your basket. You will still need to follow the below steps before your bid has been placed.


8. Click on **View basket** button to bring up the place bid option.

Please note: all properties in your basket will be removed if you disconnect from the internet, close your browser, or log off, before placing a bid.

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## Property successfully added to your basket

The following property has been successfully added to your basket. To bid on the property, click "**View basket**", then "**Place bid**". -

Image	Address	Property Type	Sheltered	Number of Bedrooms	Bed Space	Floor Level	Property Notes	Landlord	Rent
	High Street, Shepperton, TW17 8AR	Flat - in a low rise block	No	1	2	Ground Floor	This is a lovely flat suitable for wheelchair user.	Housing Association	99.00

**\*\*Warning:\*\* All properties in your basket will be removed if you disconnect from the internet, close your browser or log off, before placing a bid".**

[Return to list of properties](#)
[View basket](#)



9. Click the **place bid** button to complete your bid.

Please note: you can bid on up to 3 properties per bid cycle.

If you change your mind, you may remove the property from your basket by checking the **Remove box** to the left of the property image and then click the **Remove** button.



## Basket

Below is the list of properties you put in your basket.

To complete your bid(s) click the **"Place bid"** button. After you have done this properties you have bid on will not show in your basket. If you leave this page before clicking **"Place bid"**, you will return to the first **"Bid for a property"** page and your bids will not be submitted. .

You can express interest in up to 3 properties.

1 - 1

Image	Address	Property Type	Sheltered	Number of Bedrooms	Bed Space	Floor Level	Property Notes	Landlord	Rent	
<input type="checkbox"/> 	High Street, Shepperton, TW17 8AR	Flat - in a low rise block	No	1	2	Ground Floor	This is a lovely flat suitable for wheelchair user.	Housing Association	99.00	<a href="#">View details</a>

[Remove](#) [Place bid](#)

[Back](#)

**\*\*If you change your mind, you may remove the property from your basket by checking the 'Remove' box to the left of the property image and then select the 'Remove button'**

10. The **Bid results** screen will be displayed.


This confirms that your bid has been accepted, or not accepted; not whether you have successfully been allocated the property.

If you are shortlisted for the property, you will be contacted after the bidding cycle closes.

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## Bid results

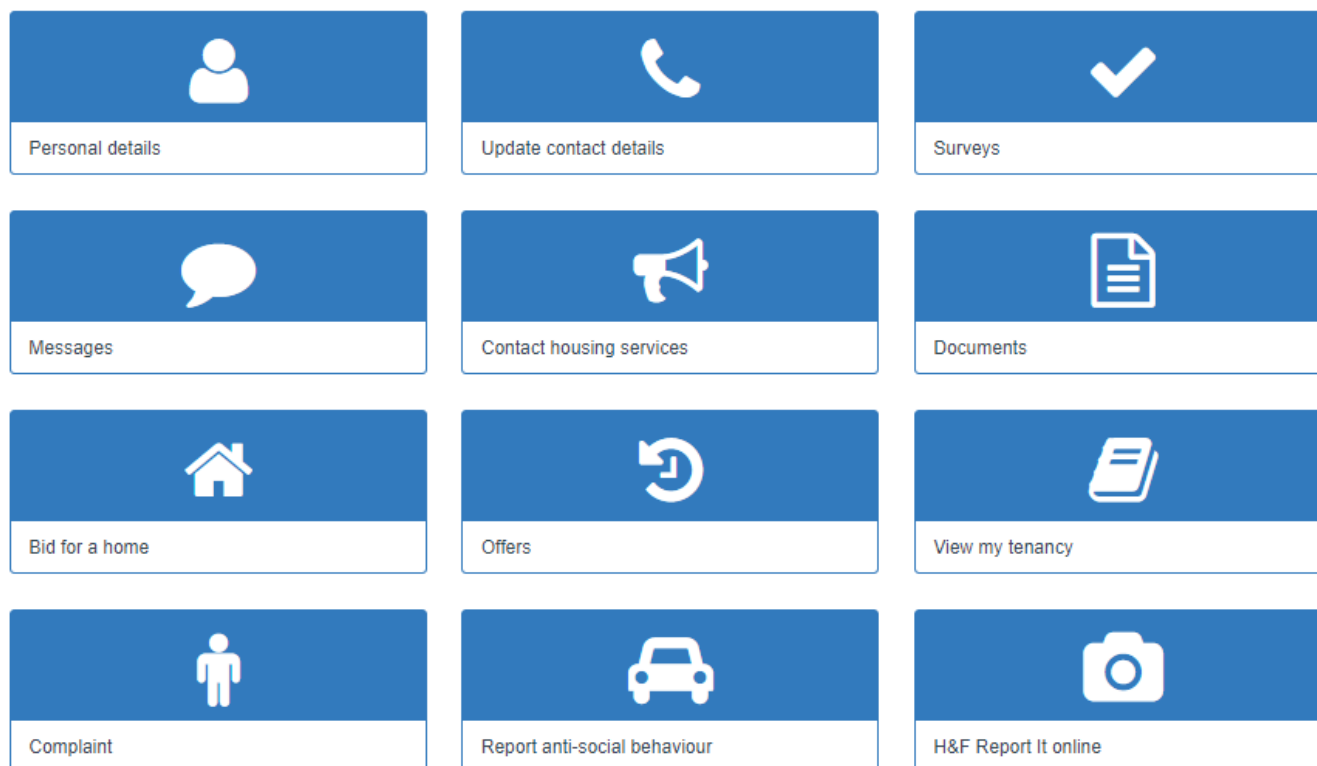
The following lists the results of the bids that you have just submitted.

Image	Address	Number of Bedrooms			
	High Street, Shepperton, TW17 8AR	1	Y	Accepted	Your bid has been successfully registered

[Return to list of properties](#)
[View basket](#)

## **How to search for a property by area**

## Housing Online



1. Click on the **Bid for a Home** tile.

2. Click **Actions** to bring up the drop-down menu.

3. Select **Search by area**.

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## Bid for a home

Applicant(s) -  
Application Number -

To view the list of available properties, select "Actions" and either "List of available properties", or "Search by area". Our records a bid on 0 properties.

Therefore you may place a bid on 3 properties.

If you have reached the maximum allowed, then you must either remove one from your current bids or wait until the next list is published on .

Actions ▾

- Basket
- Current bids
- List of available properties
- Previous bidding cycles
- Select Property Details
- Search by area

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## Search by area

Please choose the area in which you would like to live.

All Locations	<input type="checkbox"/>
Fulham North	<input type="checkbox"/>
Hammersmith Central	<input type="checkbox"/>
Hammersmith North	<input type="checkbox"/>
Out of Borough	<input type="checkbox"/>
Shepherds Bush Green	<input type="checkbox"/>
South Fulham	<input type="checkbox"/>

How would you like to proceed with your search?

- ☒ Select Property Details  
☐ Display Matching Properties

[Back](#)[Next](#)

4. On the right-hand side, tick either **All locations**, or the individual areas where you would like to search for properties.

5. Click **Next**.

## Select property details

If you would like to refine the search results to properties that would be most suitable for you, please select the most appropriate options below.

House	<input type="checkbox"/>
Flat	<input type="checkbox"/>
Flat - In a low rise block	<input type="checkbox"/>
Flat - In a medium rise block	<input type="checkbox"/>
Flat - In a block with over 10 floors	<input type="checkbox"/>

How many bedrooms do you require? You may select more than one.

One	<input type="checkbox"/>
Two	<input type="checkbox"/>
Three	<input type="checkbox"/>
Four	<input type="checkbox"/>
Five	<input type="checkbox"/>
Six	<input type="checkbox"/>

[Display matching properties](#)

8. You can now select further details about the type of properties you would like to search for.

9. Click the **Display matching properties** to see which properties are available.


## List of available properties

The following is a list of properties available in this bidding cycle.

Select the View Details option if you want more information about the property.

Bidding on these properties closes on Sunday 30 October 2022 23:59

10. Any properties matching your search criteria will appear on **List of available properties** page.

Image	Address	Property type	Sheltered	Bedrooms	Bed spaces	Floor level	Property notes	Landlord	Weekly rent (£)	
	Lawrence Close, London, W12 7ND	Flat - in a low rise block	No	Three	5	3rd Floor		Council Owned	118.18	<a href="#">View details</a>













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## **How to search for a property, by property details**

## Housing Online

 Personal details	 Update contact details	 Surveys
 Messages	 Contact housing services	 Documents
 Bid for a home	 Offers	 View my tenancy
 Complaint	 Report anti-social behaviour	 H&F Report It online

1. Click on the **Bid for a Home** tile.

2. Click **Actions** to bring up the drop-down menu.

3. Click **Select property details**.

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## Bid for a home

Applicant(s) -  
Application Number -

To view the list of available properties, select "Actions" and either "List of available properties", or "Search by area". Our records a bid on 0 properties.

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Actions ▾

- Basket
- Current bids
- List of available properties
- Previous bidding cycles
- Select Property Details
- Search by area

## Select property details

If you would like to refine the search results to properties that would be most suitable for you, please select the most appropriate options below.

House	<input type="checkbox"/>
Flat	<input type="checkbox"/>
Flat - In a low rise block	<input type="checkbox"/>
Flat - In a medium rise block	<input type="checkbox"/>
Flat - In a block with over 10 floors	<input type="checkbox"/>

How many bedrooms do you require? You may select more than one.

One	<input type="checkbox"/>
Two	<input type="checkbox"/>
Three	<input type="checkbox"/>
Four	<input type="checkbox"/>
Five	<input type="checkbox"/>
Six	<input type="checkbox"/>

[Display matching properties](#)

4. You can now select further details about the type of properties you would like to search for.

5. Click the **Display matching properties** to see which properties are available.


## List of available properties

The following is a list of properties available in this bidding cycle.

Select the View Details option if you want more information about the property.

Bidding on these properties closes on Sunday 30 October 2022 23:59

6. Any properties matching your search criteria will appear on **List of available properties** page.

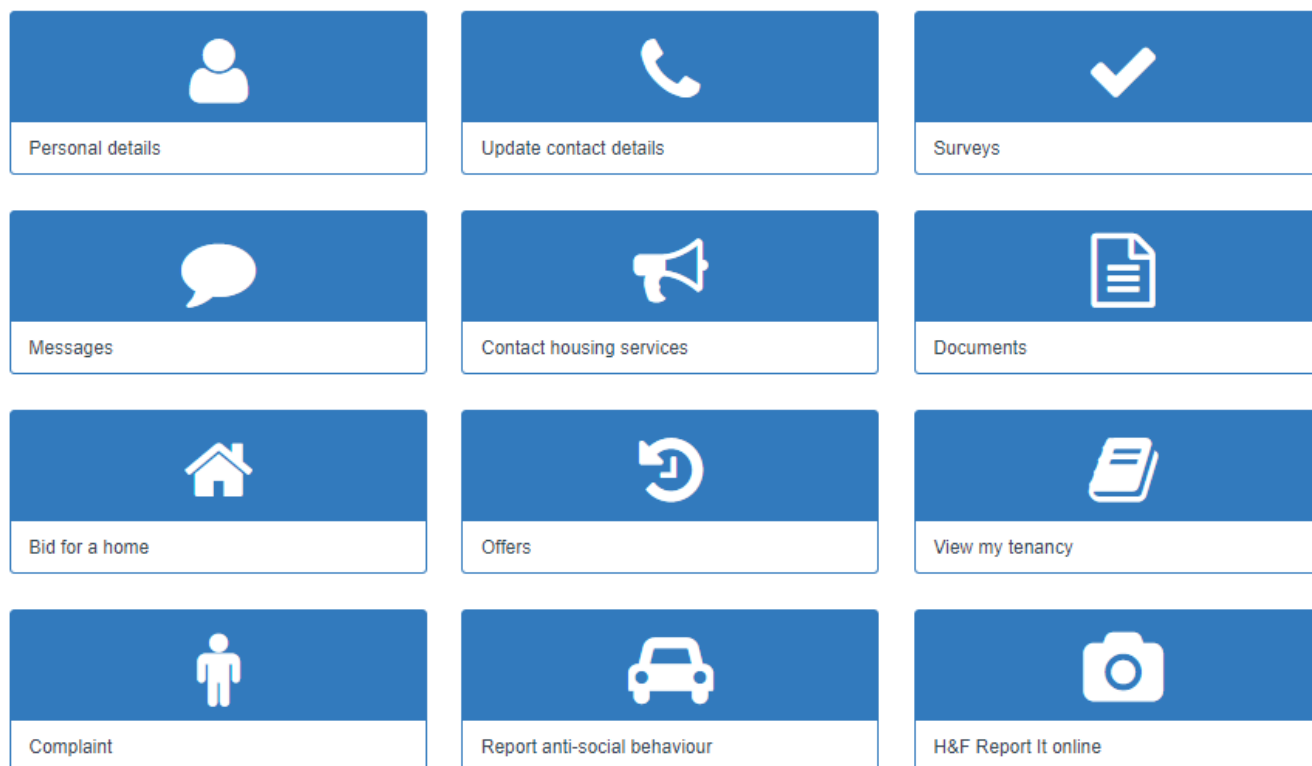
Image	Address	Property type	Sheltered	Bedrooms	Bed spaces	Floor level	Property notes	Landlord	Weekly rent (£)	
	Lawrence Close, London, W12 7ND	Flat - in a low rise block	No	Three	5	3rd Floor		Council Owned	118.18	<a href="#">View details</a>

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## **How to view your current bids, and the position of your bids**

## Housing Online



1. Click on the **Bid for a Home** tile.

2. Click **Actions** to bring up the drop-down menu.

3. Select **Current bids**.

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## Bid for a home

Applicant(s) -  
Application Number -

To view the list of available properties, select "Actions" and either "List of available properties", or "Search by area". Our records a bid on 0 properties.

Therefore you may place a bid on 3 properties.

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Actions ▾

Basket

Current bids

List of available properties

Previous bidding cycles

Select Property Details

Search by area




4. The **Current Bids** screen shows any bids you have made during the current bidding cycle.

5. On this screen you can see the property reference number, the property address, your bid position, and the date and time of your bid.

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## Current Bids













Below is a list of properties you have placed a bid on in this bidding cycle. You may withdraw a bid by clicking the box to the left of the property, or properties that you no longer wish to bid for, and then clicking the "Withdraw bid" button.

Withdraw	Prop image	Property reference	Address	Bid position	Expressed interest on
<input type="checkbox"/>		45978	High Street, Shepperton, TW17 8AR	2	Tuesday 25 October 2022 12:17

[Withdraw bid](#)
[Bid history](#)
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## **How to withdraw a bid**

## Housing Online

 Personal details	 Update contact details	 Surveys
 Messages	 Contact housing services	 Documents
 Bid for a home	 Offers	 View my tenancy
 Complaint	 Report anti-social behaviour	 H&F Report It online

1. Click on the **Bid for a Home** tile.

2. Click **Actions** to bring up the drop-down menu.

3. Select **Current bids**.

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## Bid for a home

Applicant(s) -  
Application Number -

To view the list of available properties, select "Actions" and either "List of available properties", or "Search by area". Our records a bid on 0 properties.

Therefore you may place a bid on 3 properties.

If you have reached the maximum allowed, then you must either remove one from your current bids or wait until the next list is published on .

Actions ▾

- Basket
- Current bids
- List of available properties
- Previous bidding cycles
- Select Property Details
- Search by area

4. The **Current Bids** screen shows any bids you have made during the current bidding cycle.


5. To withdraw a bid, tick the square next to the property you no longer wish to bid for. → ☐

6. Click into the **Withdraw bid** button.

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## Current Bids

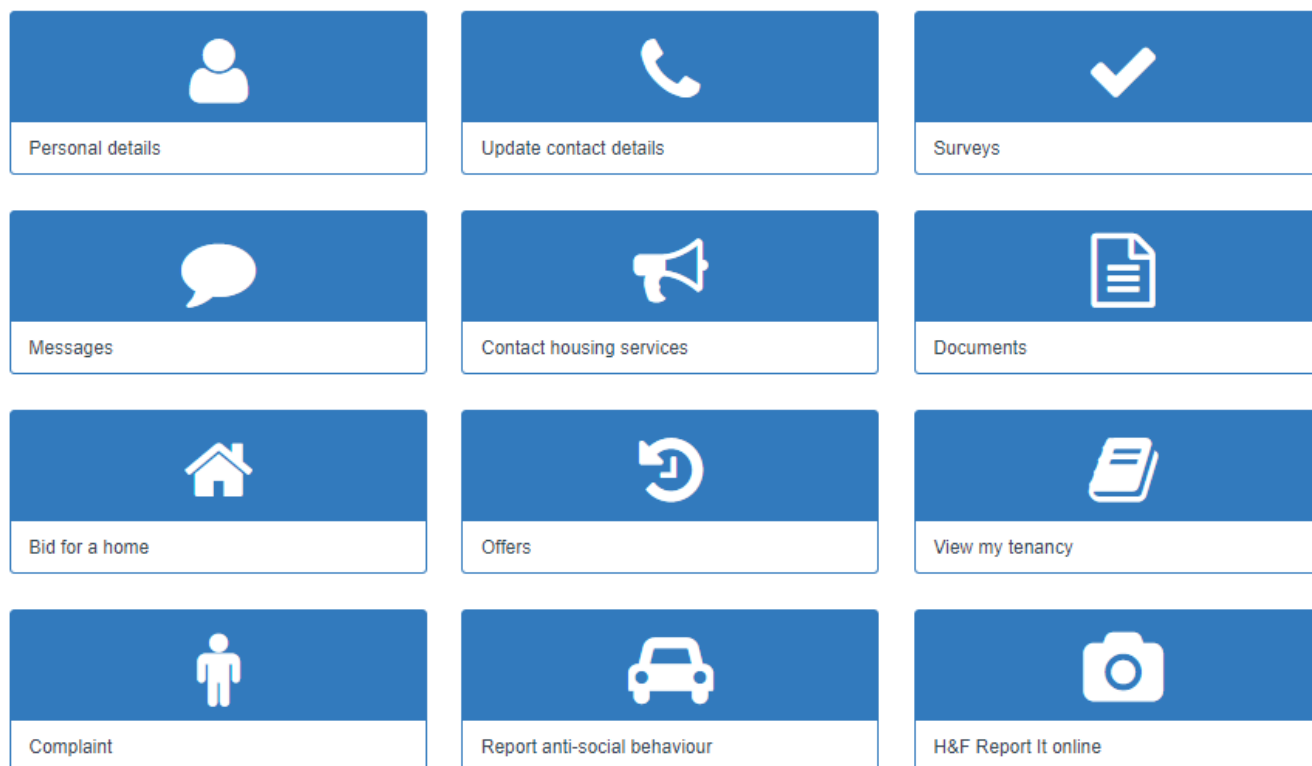
Below is a list of properties you have placed a bid on in this bidding cycle. You may withdraw a bid by clicking the box to the left of the property, or properties that you no longer wish to bid for, and then clicking the "Withdraw bid" button.

Withdraw	Prop image	Property reference	Address	Bid position	Expressed interest on
<input type="checkbox"/>		45978	High Street, Shepperton, TW17 8AR	2	Tuesday 25 October 2022 12:17

[Withdraw bid](#)
[Bid history](#)
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## **How to view previous bidding cycles**

## Housing Online



1. Click on the **Bid for a Home** tile.

2. Click **Actions** to bring up the drop-down menu.

3. Select **Previous bidding cycles**.

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## Bid for a home

Applicant(s) -  
Application Number -

To view the list of available properties, select "Actions" and either "List of available properties", or "Search by area". Our records a bid on 0 properties.

Therefore you may place a bid on 3 properties.

If you have reached the maximum allowed, then you must either remove one from your current bids or wait until the next list is published on .

Actions ▾

- Basket
- Current bids
- List of available properties
- Previous bidding cycles
- Select Property Details
- Search by area



4. This screen shows all previous bidding cycles.

You can see the properties advertised in previous bidding cycles by clicking **Display properties**.

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## Previous bidding cycles

Below is a record of previous lists of advertised properties. There is a separate list for each bidding cycle. You can view all properties included in each bidding cycle, and the summary information of the successful applicant.

Choose a property list:

Bidding cycle number	Start date	End date	
2	Wednesday 19 October 2022 00:00	Sunday 23 October 2022 23:59	<a href="#">Display properties</a>

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5. This page contains a list of properties in the bidding cycle you have clicked on.

Under **Status** you can see whether the property has been allocated, or is still waiting to be allocated.

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## Previous property lists - Property selection

Start date	End date	Advert reference number	
Wednesday 19 October 2022 00:00	Sunday 23 October 2022 23:59	2	<a href="#">Back to previous bidding cycles</a>

Below is a list of properties that were advertised on the selected edition.

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Bidding cycle number	Address	Property reference number	Status
2	High Street, Shepperton, TW17 8AR	45971	Awaiting Allocation

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## How to use auto-bid

1. Auto-bid is a smart feature within Bid for a Home that allows the system to bid on your behalf.

The system will automatically place up to 3 bids each week on eligible properties which match your chosen property preferences. To opt in and select your preferences, you will need to complete the online Auto-bid Preferences form through our website here: [www.lbhf.gov.uk/bid-home](http://www.lbhf.gov.uk/bid-home).

This form can only be completed by users with a current Housing Register application and have registered for Housing Online. Please read our FAQ's to understand if enabling Auto-bid is right for you, which you can see here: [www.lbhf.gov.uk/housing/housing-online/bid-home-frequently-asked-questions](http://www.lbhf.gov.uk/housing/housing-online/bid-home-frequently-asked-questions).

2. When you have clicked the above link you will be taken to this form, where you can enable Auto-bid.

If you do not already have a My Account, please go to <http://www.lbhf.gov.uk/hol-guides>, and see the user guide entitled Registration & updating details.

Hammersmith & Fulham - My Account

Home	My requests	My accounts	Other services	JS test page	Capita Connect v3	
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## Auto-bid preferences

For security reasons, if there is no activity on this site for 40 minutes you will be logged out and your form will not be saved.

Auto-bid is a smart feature within Bid for a Home that allows the system to bid on your behalf. The system will automatically place up to 3 bids each week on eligible properties which match your chosen property preferences. You must opt into the auto-bid function by completing this form.

Please note, your auto-bid preferences may lead to a longer waiting time for an offer. This is because the system will only bid on properties that meet all of your preferences. For example, if you indicate that you are looking for a home with a garden, auto-bid will only bid on homes with gardens, even if other properties with the right number of bedrooms are available. In our experience, shorter waiting times can be achieved if you can be flexible and open to rehousing offers without restrictions.

For more information on auto-bid, please see our [Bid for a Home frequently asked questions](#)

This form can only be completed by users with a current Housing Register application. Please enter your current Housing Register application details below to start the form:

3. Before you can enable Auto-bid, you will need to enter your application reference number, surname, and date of birth.

If you do not know your application reference number, please check any letters regarding your application, that the council has sent you.

**Please enter your application reference \***

*Please confirm your surname and date of birth*

**Last name \***

**Your date of birth \***

*Please enter your date of birth as dd/mm/yyyy*

**✕ Cancel**

4. The following page is where you can provide your Auto-bid preferences.

Scroll down from this short explanation of Auto-bid to continue.

## Auto-bid preferences

For security reasons, if there is no activity on this site for 40 minutes you will be logged out and your form will not be saved.

Auto-bid is a smart feature within Bid for a Home that allows the system to bid on your behalf. The system will automatically place up to 3 bids each week on eligible properties which match your chosen property preferences. You must opt into the auto-bid function by completing this form.

Please note, your auto-bid preferences may lead to a longer waiting time for an offer. This is because the system will only bid on properties that meet all of your preferences. For example, if you indicate that you are looking for a home with a garden, auto-bid will only bid on homes with gardens, even if other properties with the right number of bedrooms are available. In our experience, shorter waiting times can be achieved if you can be flexible and open to rehousing offers without restrictions.

For more information on auto-bid, please see our [Bid for a Home frequently asked questions](#)

4. Your application reference, last name and date of birth will automatically completed, because you have already logged in.

This form can only be completed by users with a current Housing Register application. Please enter your current Housing Register application details below to start the form:

**Please enter your application reference \***

 ✓

*Please confirm your surname and date of birth*

**Last name \***

 ✓

**Your date of birth \***

Please enter your date of birth as dd/mm/yyyy

 ✓

We have found that application. You can continue with this form.



5. You can then select to **opt-in** to auto-bid.

You can also select preferences for **General or Sheltered Housing** (if you are eligible), and the **areas** of the borough in which you would like to live.

**Would you like to opt into auto-bid? \***

Auto-bid is not enabled by default

- ☒ Yes, I would like to opt into auto-bid
- ☐ No, I would like to opt out of auto-bid

✓

**Which type of property are you interested in? \***

Sheltered Housing is exclusive to singles or couples aged 60 or over who want to continue to live independently, within a supportive environment. If you or your partner are not over the age of 60, then you must select General Housing as your preference to this question. If you are only eligible for Sheltered Housing, you will not be able to change the answer to this question.

- ☐ General Housing
- ☐ Sheltered Housing
- ☒ Both

✓

**Please select at least one area \***

You can select some or all of the areas. Please see this map to understand where each area is within the borough of Hammersmith and Fulham [link]. "Out of borough" are properties located outside of the borough.

- ☒ Hammersmith North
- ☒ Hammersmith Central
- ☒ Fulham North
- ☒ South Fulham
- ☒ Shepherds Bush Green
- ☒ Out Of Borough

✓

6. Scrolling down further, you can select preferences for **floor level** (with and without a lift), wheelchair adapted accommodation, and access to a garden.

When you have selected all your preferences, click **Submit**.

If there is NO lift, what is the maximum floor level you would accept? \*

All buildings over 5 floors will have a lift available

- ☒ Any floor  
☐ Ground floor only  
☐ Specify floor



If there IS a lift, what is the maximum floor level you would accept? \*

- ☒ Any floor  
☐ Ground floor only  
☐ Specify floor



Is a wheelchair-adapted property required? \*

- ☐ Yes  
☒ No



Is access to a garden required? \*

- ☒ Yes  
☐ No



✕ Cancel

✓ Submit

7. After clicking submit, you will see a screen confirming that your auto-bid preferences have been updated.

This will also confirm what your preferences are.

You can click **Download PDF** to keep your own record of this, and click **Continue** to return to the My Account homepage.

Your auto-bid preferences have now been updated

Please enter your application reference:

Last name:

Your date of birth:

Would you like to opt into auto-bid?: Yes, I would like to opt into auto-bid

Which type of property are you interested in?: Both

Please select at least one area : Hammersmith North, Hammersmith Central, Fulham North, South Fulham, Shepherds Bush Green, Out Of Borough

If there is NO lift, what is the maximum floor level you would accept?: Any floor

If there IS a lift, what is the maximum floor level you would accept?: Any floor

Is a wheelchair-adapted property required?: No

Is access to a garden required?: Yes

 Download PDF

Continue »

