

Your Journey to Housing

(General Needs & Independent Living)

1. Submit Your Application

Submit your B-With-Us (BWU) housing application online. The application will take approximately 1 hour to complete.

2. Application Reviewed

BWU will review your housing application to identify if further information is required within 10 working days. If further information is required (criminal record, support, safeguarding etc), the BWU team will contact you to advise what information is required. You will have 28 days to supply this information.

3. Application Live

When all information has been provided and a decision has been made to make your application live, your BWU account will be activated.

4. Bid

You can now bid for properties.

5. Get Matched to a Property

If you have been matched to a property, you will be contacted by the Neighbourhood Officer. The time it takes to be matched to a property is dependent on your banding as people with a higher priority banding will be matched first.

6. Extra Information

Your Neighbourhood Officer will request your financial information, ID, right to reside document etc. You will have 48 hours to supply this information.

7. Financial Checks

A Calico Tenancy Sustainment Officer will undertake financial checks. These checks will be completed within 5 working days.

8. Homes for Older People

If you have applied for a 'Homes for Older People' property, your Independent Living Officer will contact you to arrange an Initial Needs Assessment (INA). This assessment will take approximately 1 hour.

9. Viewing

If you have passed all the checks and INA (where required), you will be contacted by the Neighbourhood Officer to arrange a viewing for the property. The time it takes for a viewing to be arranged is dependent on when the property becomes empty.

10. Sign Up / Handover Arranged

If you have accepted the property, your Neighbourhood Officer will then arrange:

- Appointment to sign up to the property.
- Take rent in advance payment.
- Appointment to hand over the keys Appointment to turn on your gas.

11. Move In & New Tenancy Visit

Move into your new home. Your Neighbourhood Officer will carry out a new tenancy visit to your home within the first 8 weeks of your tenancy commencing.

Please note: The time you spend with a live BWU application is dependent on individual circumstances, priority banding and housing stock available.