



Department for Children, Adults and Health

Date: September 2015
 Your Ref:
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Dear

HOMECHOICE – IMPLEMENTATION OF NEW HOUSING SYSTEM

I am writing to let you know that HomeChoice is changing its current software system and introducing a new one to make it easier to use. This change will require the transfer of existing housing register information onto the new system, however, we can only transfer some basic details. You will be asked to update and verify your application in November and we will be writing to you nearer the time to let you know what you will need to do and how you will need to do it.

In the meantime, the current system advertises its last round of properties on Friday 30th October. There will be no further adverts until the 20th November when the new system launches.

There are several key dates that you need to be aware of before the new system goes live:-

Date	Activity
Fri 9 th October	You will not be able to report change of circumstances from this date unless it significantly changes your housing options – these will be carried forward to the re-registered application.
Mon 12 th October	No new housing applications, unless urgent, will be added to the system – these will be carried forward to the new housing register. However the original date of receipt will still apply.
Fri 30 th October	Start of last bidding round of property adverts appear on the existing system.
Fri 6 th and Fri 13 th November	No properties will be advertised for these 2 weeks.

Week beginning 16 th November	You will receive your second letter giving your login details for the new system and the date you can access it to verify and update your application.
Friday 20 th November	The first Round of properties will be advertised on the new system ready for bidding, however you will not be able to place any bids until the 23 rd November so the bidding cycle will be shorter for this week only. You can bid whether or not you have verified your details.

This will obviously be a very busy time for the service so please bear in mind that we will only be able to respond to urgent enquiries. Once again, please look out for the letter you will receive early in November, it is very important as it will contain your log in details and how to access the system.

Yours sincerely

HomeChoice Team

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