

How to use Hometrak

Woking Borough Council has launched a series of online services that will transform the way you interact with the Council. This factsheet is one of a number that has been designed to help you access these services.

What is Hometrak?

Hometrak is the Council's online tool for allocating homes to people on the Housing Register. Hometrak enables you to bid for homes that meet your needs and preferences.

Do I have to register?

Yes, you must be on the Housing Register. Once you are registered, the Council will send you a membership pack, which will include your Housing Application Number and your eligibility details. Your Personal Identification Number (PIN) will be sent to you separately. You will need your Housing Application Number and PIN to access Hometrak.

To use Hometrak, you must also register with Services Gateway, a tool for accessing secure online services. Please see the Services Gateway factsheet for more information.

How do I access Hometrak?

Step 1: Go to www.woking.gov.uk and click on 'Services Gateway'.

Step 2: Click on 'Access services or register' and then 'Log in' located in the top left-hand corner. Enter your chosen user name and password when prompted and click 'Log in'. If this is your first visit to Hometrak and you have registered with Services Gateway, you must enter your application number and PIN, and click 'Submit'. This will activate your account. Now click on 'Hometrak'.

How do I know what properties I can bid for?

- From the welcome page, click on 'Your eligibility details'. The page will list what band you are in, what type and size property you can bid for.

How do I search for available properties?

- From the Hometrak welcome page, select 'Search properties'.
- Enter your property requirements into the fields and click 'Search'. To view all available properties, leave the fields blank.
- You are now viewing the 'Search results' page. By clicking on an image, you can view detailed information about each property.

How do I make a bid for a property?

- From the 'Search results' page, click on the image of the property.
- Scroll down the page and click on the drop-down menu to enter who is bidding. This is a mandatory field and must be completed.
- Now click on 'Add to selection'. You have now registered your bid.

How many properties can I bid on at any one time?

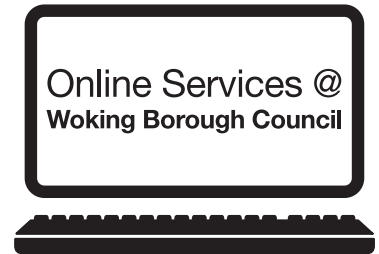
- You can bid on a maximum of three properties in any one bidding cycle. You can remove properties you are no longer interested in by clicking on 'View my selection' and select 'Remove'.

Can I bid by telephone?

Yes you can. Once you have identified a property from the current list, call **01483 755855** and select the Hometrak option. You will need your:

- Housing Application Number
- PIN
- property list and sequence number.

Your property selection will be confirmed before the call is ended.



So what happens if I'm successful?

The bidding process lasts for two weeks. Once the bidding process closes, your application will be processed by the Housing Allocations Team. If successful, you will be contacted by a member of the team within seven days.

If you are offered a property, you will not be shortlisted for other homes until you have made a decision to accept or decline the offer.

If you decline the property, the next person on the property list will be invited to view the property.

What if I'm unsuccessful?

If you do not hear from us, you have been unsuccessful with your bid. Unfortunately, we are unable to contact all applicants, but outcomes of bids can be viewed at:

- The welcome page and then select 'Recent lets'.
- Click on 'List ID' to view details of properties let within the specific bidding cycle.

For further information, please contact Woking Borough Council on **01483 755855**.

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