

# Hometrakwoking



## HOW TO USE HOMETRAK

A step-by-step guide to using Hometrak, the Council's online tool for allocating homes to people on the Housing Register.



**You will have received your Housing Application Number, band, priority date, type and size of accommodation you are eligible to bid for. Your Personal Identification Number (PIN) will follow shortly.**

## **Where can I access Hometrak?**

You can access Hometrak from any computer with an internet connection ([www.woking.gov.uk](http://www.woking.gov.uk)) or by telephoning **01483 755855**.

If you are unable to access Hometrak from home or by telephone, you can use the Online Services area in the Civic Offices.

There are four computers in the Online Services area for customers to use where you can 'bid' on available properties. Customer Services staff are on hand should you need any assistance.

You will also be able to bid using the Council's online kiosks. Kiosks are located at the Civic Centre, Leisure Centre, Moorcroft, Maybury Centre, Pool in the Park, The Vyne, St Marys, Sheerwater Community Centre and the York Rd Project.

A printed Hometrak property list is available fortnightly from all the above locations. A full list of locations is enclosed in your membership pack or call **01483 755855** for a replacement.



## How do I access Hometrak?

Before you use Hometrak for the first time, you will need to register with Services Gateway, the Council's tool for accessing secure online services.

### To register with Services Gateway

- Go to [www.woking.gov.uk](http://www.woking.gov.uk), click on 'Services Gateway', and then 'Access services or register'.
- Select 'Register' and follow the registration process.
- A 'how to' factsheet is available to download at [www.woking.gov.uk/gateway](http://www.woking.gov.uk/gateway)
- If you forget your password, you can request a reminder at [www.woking.gov.uk/gateway/forpass](http://www.woking.gov.uk/gateway/forpass). Your new password will be emailed to you within three working days.

### To access Hometrak

- Go to [www.woking.gov.uk](http://www.woking.gov.uk), click on 'Services Gateway', and then 'Access services or register'.
- You are now viewing the 'Welcome to Services Gateway' page, now click on 'Hometrak'.
- Enter your username and password. This will direct you to the Hometrak welcome page where you can begin searching for available properties.
- A 'how to' factsheet is available to download at [www.woking.gov.uk/gateway](http://www.woking.gov.uk/gateway)



## 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, priority date, type and size of 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 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.
- Click on 'Add to selection' at the bottom of the page. You have now registered your bid.



## How many properties can I bid for at any one time?

You can bid for 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 selected a property call **01483 755855** and select the Hometrak option. You will need your:

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

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

## What happens next?

Each bidding cycle lasts for two weeks. Once the cycle closes, the property list will be processed by the Housing Allocations team and a shortlist created. If you are the person with the highest priority, you will be contacted by a member of the team and invited to view the property.



Applicants may not be offered the property if they have:

- been found intentionally homeless within the last three years
- been evicted from their previous accommodation due to anti-social behaviour within the last two years
- made a fraudulent claim for housing
- rent arrears
- deliberately worsened their living conditions.

At the viewing, you will be asked if you want the property. If you decline, the property will be offered to the next person on the shortlist.

If you accept the property, the Council will require proof of identification. If you do not have this information, it may result in the property being offered to the next person. You will have your circumstances and housing conditions verified before you will be eligible to sign a contract for a secure or assured tenancy.

Verification will include a home visit where appropriate.

## **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 on the Hometrak website under 'Recent Lets'.



## What happens if my circumstances change?

It is vital you inform the Housing Needs team without delay of any changes to your household, medical condition or housing situation. Such a change in circumstance could result in a change to your band or eligibility for a home.

### Further information

If you would like more information or advice about Hometrak, please contact:

Woking Borough Council  
Civic Offices  
Gloucester Square  
Woking  
Surrey  
GU21 6YL

Phone: 01483 755855

Email: [housingneeds@woking.gov.uk](mailto:housingneeds@woking.gov.uk)

Website: [www.woking.gov.uk](http://www.woking.gov.uk)



A transcript of this document can be provided for visually impaired people, either in large print, braille or on tape. Please contact the number below if you require further information.

**01483 755855**

If you require a translation, please contact:

Se avete bisogno di una traduzione si prega contattare:

Si usted requiere una traducción de esta información por favor contacte a:

اگر آپ کو ترجمے کی ضرورت ہے تو برائے مہربانی رابطہ کریں:

যদি আপনার অনুবাদের দরকার হয় তাহলে অনুগ্রহ করে যোগাযোগ করুন:

如果您需要翻译，请向下列地点联络: wits

**01483 750548**



LINK LINE

# Hometrakwoking

A New Way of Allocating Homes



Woking Borough Council  
Civic Offices  
Gloucester Square  
Woking  
Surrey GU21 6YL

01483 755855  
[www.woking.gov.uk](http://www.woking.gov.uk)