



## Information sheet: New housing Information Technology (IT) system

### Changes for housing register applicants

Hometrak will be replaced by the new choice based lettings (CBL) system, which will offer more information about the properties being advertised and make online bidding simpler. You will also have more access to information regarding your applications and bids.

**To access the new CBL service, you will need to update your online account from Monday 9 December 2019.** (Please note: Automated telephone bidding will no longer be available.)

The first choice based lettings property list available will be from **Tuesday 7 January 2020.**

### How to access the new choice based lettings (CBL) system

The new system will be available from **Monday 9 December 2019.** Please ensure you update your account by adding the new service.

**It's quick and simple to update your online account, visit [www.woking.gov.uk/housingservices](http://www.woking.gov.uk/housingservices) and follow the online instructions.**

To update your account, you will need to submit the following information:

- your choice based lettings (CBL) application number
- your surname
- your date of birth
- a valid email address.

**Please note:** You will no longer need your 'pack and PIN' when using the new CBL system.

If you have any questions or require help adding the new service, please contact Woking Borough Council's Housing Allocations Team on 01483 743 833.

Alternatively, a member of the team can assist you in person at the Civic Offices between 10am to 12pm, Monday to Friday from **Monday 9 December to Friday 10 January 2020.**

### Changes for existing tenants

#### Prioritising payments

The new housing system has a feature designed to prioritise the allocation of payments to any housing related rent debt or pre-agreed payment arrangements. This will protect the security of your tenancy by helping to keep arrears to a minimum and reducing the risk of action being taken for non-payment of housing related debts.

**Please note:** This feature will only affect housing tenants or leaseholders that have more than one type of charge, such as rent plus support charges or service charges and major works debts.

### **Phasing out rent books**

All letters about your tenancy or rent account will include a barcode in the top left hand corner of the letter and, on the reverse of the letter, information will be provided on how and where payments can be made.

The barcode is designed to be scanned by Post Office staff which will make processing your payment quicker and more efficient. You will still be able to make payments via standing order, direct debit and online banking, as well as via the website and the new online tenants' portal.

**Please note:** We will no longer supply new rent books. Your current rent books can still be used in the normal way, or you can start using the barcode system outlined above.

### **Additional direct debit options**

The new system will allow customers to set up direct debits on a fortnightly or on newly introduced monthly cycles, which can be scheduled to be taken on 1<sup>st</sup>, 10<sup>th</sup> or 20<sup>th</sup> day of the month.

To set up a direct debit, please contact the New Vision Homes' Income Recovery Team on 0300 373 0373 and select 'option 3'.

## **Future new system features and service updates**

### **Online applications and advice portal**

New customers will be able to access an online housing application process and service enquiries. Existing customers will be able to upload documents should any circumstances change. This will be a more secure, flexible and efficient way to share information.

### **Online tenants' portal**

A new tenants' portal will provide 24-hour access to your rent account. Here you will be able to view your latest statements, information on charges, and review tenancy documents. You will also have the flexibility to make payments, set up direct debit payments, view and update your personal contact details and make service requests.

### **Mobile working**

Tenancy and rent information will be available to staff via mobile applications. This aims to improve communications with residents when making home visits, as well as providing the functionality to record and submit any communal grounds maintenance, cleaning and health and safety issues whilst on site and during quarterly estate inspections.

## **More information**

You can keep up-to-date with future changes by visiting our websites.

- For housing register applicants, visit [www.woking.gov.uk/housingservices](http://www.woking.gov.uk/housingservices)
- For tenants, visit [www.nvhwoking.co.uk/news-events](http://www.nvhwoking.co.uk/news-events)