

# 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 using our automated telephone system on **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.

A printed Hometrak property list is available fortnightly. A full list of locations is enclosed in your membership pack or call **01483 755855** for a replacement. Alternatively, a PDF is available to view on our website.



## How do I access Hometrak?

- **Step 1:** Go to [www.woking.gov.uk](http://www.woking.gov.uk) and click on 'Services Gateway' and then 'Access services or register'.
- **Step 2:** Click on 'Bid for a Hometrak Property' under the 'Hometrak' heading. Enter your chosen username and password and click 'Log in'. You will now be directed to your Services Gateway dashboard.
- If you don't have a username and password you will need to register first.
- If this is your **first visit** to Hometrak or if you have got a **new PIN** go to **Step 3a** or proceed to **Step 3b**.
- **Step 3a:** You now need to link your Hometrak application to your Services Gateway account. You will only need to do this once. Under 'Services setup' select 'Hometrak Choice Based Lettings'. Enter your application number and click '**Enter your PIN**'. When prompted enter your PIN and click 'Confirm'. This will link your account.
- **Step 3b:** Click on 'View Details' to bid for a property or to check your preference and eligibility details.



## How do I know what properties I can bid for?

- From the Hometrak welcome page, click on 'Preference and 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 'Hometrak property search'. 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 or address, 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 or address of the property. Scroll down the page and click on the drop-down menu to enter who is bidding. 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 'My selection' and select 'Remove'.



## I have lost/forgotten my PIN number

Follow Step 1 and Step 2. Under 'Services setup' select 'Hometrak Choice Based Lettings'. Enter your application number and click 'Send me a PIN' and a new PIN will be sent by post within three working days. Your old number will not work for security reasons.

## I have forgotten my username and/or password?

You can request a password reminder by clicking 'I forgot my username' or 'I forgot my password'. For any trouble with username and/or password please see the Services Gateway factsheet.

## 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 and PIN number
- Property list ID and sequence number.

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



## **So what happens if I'm successful?**

Once the bidding cycle closes, your application will be processed by the Housing Allocations Team. If successful, you will be contacted by a member of the team within approximately seven to 10 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 from the Hometrak welcome page under 'Recent lets'. Click on 'List ID' to view details of properties let within the specific bidding cycle.

## **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)



# Hometrakwoking

A New Way of Allocating Homes



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