

Important changes to social housing applications

Important changes are happening to the way people register and apply for social housing in Hartlepool.

Why are these changes happening?

Hartlepool Borough Council is leaving the Tees Valley Lettings Partnership that currently uses Tees Valley Homefinder and is introducing its own system and website called **Hartlepool Home Search**.

It means Hartlepool residents or people wanting to move to Hartlepool will use a new system that has been designed to make the best use of available housing stock. We're introducing a new allocation policy to meet local housing needs and one that can adapt to changing demands.

The new website will include clear information on who can apply for properties.

What will happen to the Tees Valley Homefinder website and my existing Tees Valley Homefinder application?

At the moment Tees Valley Homefinder will continue to be used by other local authorities and housing providers to advertise their properties which are not in Hartlepool. If you want to apply for a property which is not in Hartlepool, you will still be able to use your existing Homefinder account.

If you want to apply for a property in Hartlepool you can use Tees Valley Homefinder until Hartlepool Home Search goes live for property adverts in April.



HARTLEPOOL HOME SEARCH

A part of Hartlepool Borough Council

Why do I need to make a new application?

Unfortunately it's not possible for you to transfer your current application over from Tees Homefinder to Hartlepool Home Search, so you will need to register for a new account at www.hartlepoolhomesearch.co.uk. You can do this from Monday 27th February onwards.

New applicants can pre-register an account at www.hartlepoolhomesearch.co.uk from the same date.

I have been registered on Tees Valley Homefinder (and previously Compass) for some time – will my application start from 'new'?

No – although we are asking you to log into Hartlepool Home Search to register your application, you will not lose the date your original Compass or Tees Valley Homefinder application was registered.

Our team will be doing a weekly check to see who has registered on Hartlepool Home Search. Once you have made a new application we will backdate your effective date if applicable.

What if I have questions?

Our Housing Waiting List Team will be happy to help you with any questions you may have about the new system or if you need any help to apply – email housingwaitinglist@hartlepool.gov.uk or call **01429 806834**.

