

Choice Based Lettings (CBL) – How to Bid

1. Bidding Online

Step 1: Visit <https://www.westminster.gov.uk/how-bid-social-housing> and follow the links to 'Home Connections'. Select **Login** at the top of the CBL home page.

Step 2: Enter your User ID and PIN numbers. Select **Login**.

A 'Welcome to Westminster's CBL' page will open giving you information about bidding as well as other important information. **Please make sure you read this page each time you log in as the information may change.**

Step 3: Press 'Continue' to proceed to your Account Details showing your current status, priority points, registered date, bedroom size required, mobility category, priority list, date of birth and last log in date.

Step 4: Click on 'See All Properties'.

Step 5: Use the 'Bedroom' and 'Area' filters to browse the available properties that week. Select 'More Details' to view additional property information and if you are interested in bidding for the property select 'Place a Bid'. If your bid has been placed successfully a message will appear saying 'Your bid has been placed'.

You will also see your 'Current Bidding Position'. Please note that your bidding position will only be accurate at the time you place your bid. We will prioritise households for some properties based on certain criteria, particularly for properties suitable for people with mobility needs. The property notes will highlight any special rules being applied.

You can see your current and previous bids by selecting 'My Current Bids' or 'My Previous Bids' above your Account Details.

2. Bidding By Mobile Phone

Make sure you have your User ID, PIN number and the property advert numbers ready.

Step 1: Open a new text message on your phone.

Step 2: Leaving no spaces, enter: bid, #, your User ID number, #, your PIN number, then, for each property you are bidding for, #, followed by the advert reference number. For example, if your User ID is 987654, your PIN number 010164 and you want to bid for two properties, with the references 123456 and 555444, your message will be:

bid#987654#010164#123456#555444

Step 3: Check the numbers are correct and press send on your keypad and enter the telephone number 0780 014 0739.

If you have followed steps 1–3 correctly, you should get a text from us within an hour telling you whether your bid is valid or not. If you have poor reception you will not get our message until you are in an area with a better signal.

3. Download the CBL App

You can bid by downloading the CBL App from the following;

Google Play:

<https://play.google.com/store/apps/details?id=com.homeconnection>

Apple AppStore:

<https://itunes.apple.com/gb/app/home-connect/id530096981?mt=8>

For Help with Bidding

Contact the Housing Solutions Service on 020 7641 1000.