

A GUIDE FOR APPLICANTS



Find My Home is Queens Cross Housing Association's online lettings service.

This guide explains everything you need to know about applying for a home with us using the **FindMyHome.org.uk** website.

COMPLETING AN APPLICATION FORM

To apply for one of our properties, you'll need to complete an application form.

To do this, visit findmyhome.org.uk and click on the 'Register Now' button.

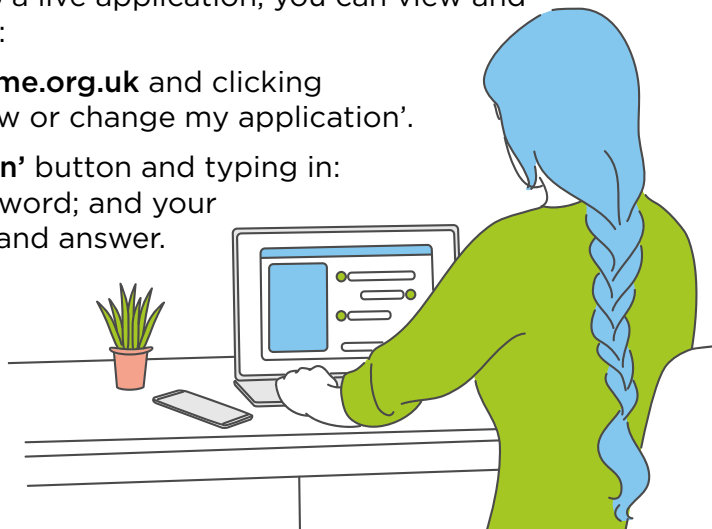
You'll then be asked some questions about your household and circumstances, including your address history for the past three years. This will help us determine your housing priority band which will mean you can start bidding for properties.

If you need help completing the application form, call us on **0808 143 2002** or email our Tenancy Sustainment Team direct on tenancysustainmentteam@qcha.org.uk

VIEWING AND UPDATING YOUR APPLICATION

Once you have set up a live application, you can view and update it any time by:

1. Visiting findmyhome.org.uk and clicking on 'Login in to view or change my application'.
2. Clicking the '**Log In**' button and typing in: your User ID; password; and your security question and answer.



When you have logged in, you will see this screen:

Queens Cross Housing Association

Text size: [Increase](#) / [Decrease](#)

My documents My messages (0)

| Name | National insurance number | Date of birth | Relationship |
|-----------------|---------------------------|---------------|--------------|
| Mr Joe Bloggs | | 01/08/1980 | |
| Mr Jimmy Bloggs | | 02/04/2019 | Son |

Housing Register

| Reference ID | Start date | Date of submission | Current status | Continue my application | Change of circumstance | Update contact information | Download |
|--------------|------------|--------------------|----------------|-------------------------|--|--|---|
| 37689126 | 17/08/2021 | 17/08/2021 | Live(REG) | N/A | Report a change of circumstances | Update contact information | Download application answers as a PDF |

Logout

This allows you to:

1. Upload a document to your application and view any documents already uploaded.
2. Send us a message and view any messages sent previously. If we have sent you a message you will see an icon which indicates this.
3. Update your contact information.
4. Report a change of circumstances (if you need to update more than just your phone number or email address). When you do this, your application will be suspended temporarily to let us update your application. Your application will be live again within a few days when you will be able to log in again.
5. Download a copy of your application form.

MAKING AND MANAGING BIDS

Once you have registered with us, you can place bids for properties. Our available properties will be advertised and updated every week on Wednesday at 12 noon.

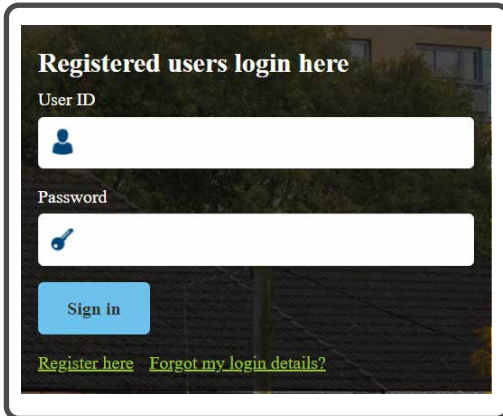
To view available properties, click on the **‘Property Search’** button on the home page.

There are two ways to view properties:

1. **If you don’t log in**, you will see all of the property adverts that we are running at that time.
2. **If you log in**, you will see properties that have the number of bedrooms that you need.

Click on the **‘Log in to bid’** tab on the home page to place and manage bids on properties.

You will see the following screen:

A screenshot of a login page for registered users. The page has a dark background with a blurred image of a house. At the top, it says "Registered users login here". Below that, there are two input fields: "User ID" with a person icon and "Password" with a key icon. A blue "Sign in" button is positioned below the password field. At the bottom, there are two links: "Register here" and "Forgot my login details?".

Registered users login here

User ID

Password

[Sign in](#)

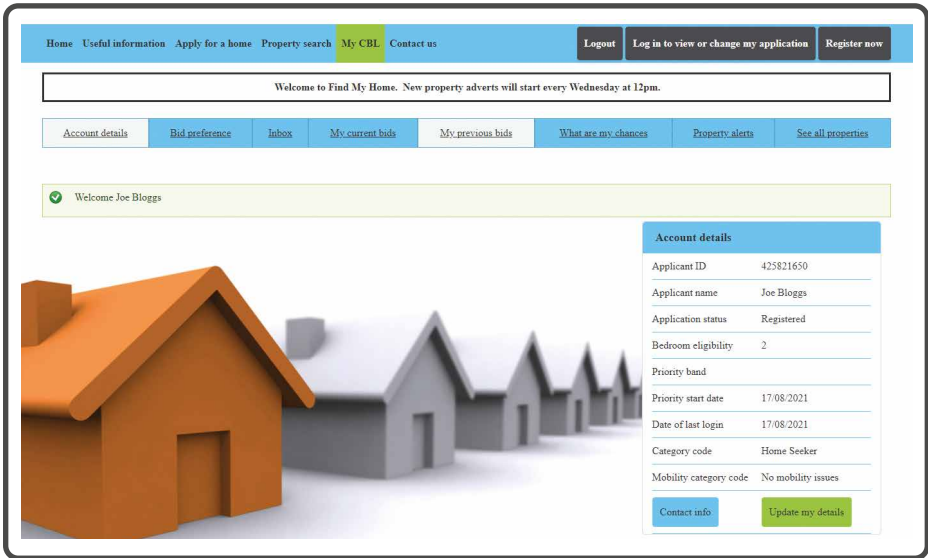
[Register here](#) [Forgot my login details?](#)

Enter your User ID and password.

When you have logged in, click **‘Go to my account’** which will take you to the ‘My CBL’ page. The ‘My CBL’ page contains lots of useful information and features which allow you to view and manage your bids.

ACCOUNT DETAILS

This gives you information about your application including the status of your application, how many bedrooms you're entitled to, your priority band, your category code and the properties you can bid for.



The screenshot displays a web application interface. At the top, there is a navigation bar with links: Home, Useful information, Apply for a home, Property search, My CBL (highlighted), and Contact us. On the right side of the navigation bar are buttons for Logout, Log in to view or change my application, and Register now. Below the navigation bar is a welcome message: "Welcome to Find My Home. New property adverts will start every Wednesday at 12pm." A secondary navigation bar contains links: Account details (highlighted), Bid preference, Inbox, My current bids, My previous bids, What are my chances, Property alerts, and See all properties. Below this is a green banner with a checkmark and the text "Welcome Joe Bloggs". The main content area features a 3D illustration of a row of houses on the left. On the right, there is a "Account details" table with the following information:

| Account details | |
|------------------------|--------------------|
| Applicant ID | 425821650 |
| Applicant name | Joe Bloggs |
| Application status | Registered |
| Bedroom eligibility | 2 |
| Priority band | |
| Priority start date | 17/08/2021 |
| Date of last login | 17/08/2021 |
| Category code | Home Seeker |
| Mobility category code | No mobility issues |

At the bottom of the table are two buttons: "Contact info" and "Update my details".

BID PREFERENCE

You can bid for as many properties as you like each week, as long as you meet the criteria which is stated in the property advert.

When you place your bid(s), the system will automatically set your order of preference based on the properties you bid on first.

But you can change the order of your preferred properties by dragging and dropping properties into a different order and clicking the 'Save' button.

INBOX

Visit the **'Inbox'** page for messages we've sent to you. If we've sent you a message, an icon will appear to show you a new message has been received.

MY CURRENT BIDS

This page shows a list of your current bids. You'll be able to view the properties you've bid for, the closing date for each, the total number of bids received and your bid position.

The number of bids received and your bid position may change while the advert is running.

MY PREVIOUS BIDS

This page shows your previous bids and the current status of those bids.

WHAT ARE MY CHANCES

This page tells you about the properties advertised on Find My Home in the last three months, along with the priority band and band start date of the successful applicant.

This gives you information on certain properties' popularity and will help you to assess your chance of being offered a similar property.

PROPERTY ALERTS

If you don't want to check Find My Home for properties every week, you could choose to set up property alerts. This means you'll receive an email alert from us when an advertised property meets your search criteria.

There are two ways to set up property alerts:

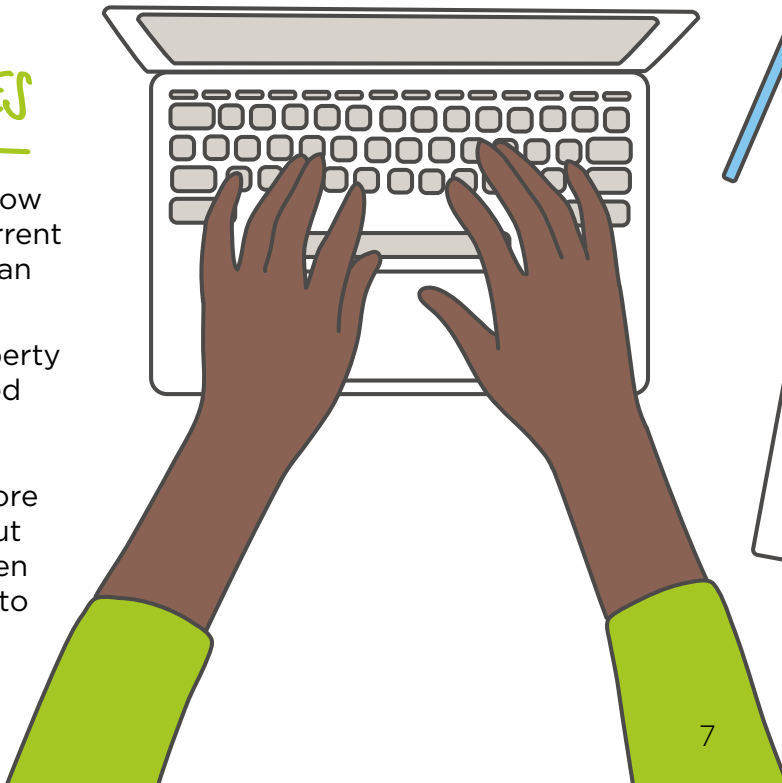
1. **Search by postcode** - this allows you to enter a postcode and set a search radius. You'll receive an alert when a property is being advertised within that search radius.
2. **Search by area** - this allows you to choose the areas you're interested in from our list of neighbourhoods.

You can also record if you're interested in properties with accessibility features, such as wheelchair accessible properties or a property on the ground floor.

SEE ALL PROPERTIES

This page will show you all of the current properties you can bid for.

If you see a property you are interested in, click the **'Full property detail'** button to see more information about the property. Then follow the steps to place a bid.



CONTACT US

45 Firhill Road, Glasgow G20 7BE

T: 0808 143 2002 E: contactus@qcha.org.uk

qcha.org.uk



Are you or do you know a Queens Cross customer who has difficulty communicating with us in English?

This could mean that you don't get access to the information and services you need.

Queens Cross can provide translation and interpretation services for customers. If this is you, or someone you know, get in touch and we'll do our best to help.



هل تعلم أنه يسعدنا أن نترجم؟

هل تعرف أحدا من عملاء كوينز كروس أو أنك أنت عميل كوينز كروس وتجد صعوبة في التواصل معنا باللغة الإنجليزية؟

قد يعني ذلك أنك لا تستطيع الوصول إلى المعلومات والخدمات التي تحتاجها.

يمكن لكوينز كروس تقديم خدمات الترجمة الكتابية والشفوية للعملاء. إذا كان هذا الخطاب يعينك أنت أو أي شخص تعرفه، تواصل معنا وسنبدل قصارى جهدنا للمساعدة.

Czy wiesz, że jesteśmy otwarci na korzystanie z tłumacza - Happy to Translate?

Czy jesteś klientem lub znasz klienta Queens Cross, który ma trudności, aby komunikować się z nami w języku angielskim?

Może to oznaczać dla Ciebie brak dostępu do potrzebnych Ci informacji i usług.

Queens Cross zapewnia tłumaczenia ustne i pisemne swoim klientom. Jeżeli chcesz z nich skorzystać lub znasz kogoś, kto chciałby z nich skorzystać, skontaktuj się z nami, a dołożymy wszelkich starań, aby Ci pomóc.

您是否知道，我们乐意提供翻译？

您本人或者在您认识的人中，是否有难以用英语与我们沟通的女王十字（Queens Cross）的客户？

这可能意味着您无法访问所需的信息和服务。

女王十字（Queens Cross）可以为客户提供笔译和口译服务。如果您或您认识的人存在这种需求，请与我们联系，我们将尽最大努力为您提供帮助。

کیا آپ جانتے ہیں کہ ہمیں ترجمہ کر کے خوشی ہوگی؟

کیا آپ بذات خود یا کوئی شخص کراس کے کسی ایسے کسٹمر کو جانتے ہیں جسے ہمارے ساتھ انگریزی میں بات چیت کرنے میں دشواری کا سامنا ہو؟

اس کا مطلب یہ ہو گا کہ آپ اپنی مطلوبہ معلومات اور خدمات تک رسائی حاصل نہیں کر پائیں گے۔

کوئی شخص کراس صارفین کے لئے ترجمے اور ترجمانی کی خدمات فراہم کر سکتی ہے۔ اگر آپ یہ بذات خود ہوں یا کسی اور کو آپ جانتے ہوں اور رابطہ فرمائیں تو ہم مدد کرنے کی پوری کوشش کریں گے۔