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Apply for a home

What this guide is about

This guide explains what you need to do if you want to rent a home with us.

Who is this guide for

For people who would like to live in a Progress Housing Group home.

Bitesize summary

- Social rent homes are for people on lower incomes, and rents for social homes are significantly lower than private rents
- Almost anyone can apply for social housing, you don't need to be in receipt of benefits or not currently working
- We let most of our homes through a local choice-based lettings (CBL) scheme
- Our homes are in high demand and renting can sometimes take a while. We offer other options, such as swapping homes, low-cost home ownership, and adapting your existing property that you may want to consider.

If you are looking for a safe and sound home with a decent landlord and low-cost rent, you have come to the right place.

We offer lots of different types of secure and low-cost homes to rent for couples, singles, and families.

Apply for a home

To apply for a social home:

- Visit www.progressgroup.org.uk/rent or your local authority's website to find the choice-based letting (CBL) scheme that covers the area in which you want to live
- **Complete the online housing application form.** You will need to provide identification and other information to support your application. This might include information about your income, outgoings, and your connection to the area
- Your CBL will email you to let you know if your application has been successful
- **View available properties on your CBL scheme website.** Properties are always being added, so it is worth regularly checking to ensure you don't miss out on your ideal home

- If you are interested in a property, **express an interest in it** (place a bid) via your account on the CBL scheme website. We will arrange a viewing if your expression of interest is successful
- If you decide you would like the property, we will agree on a sign-up date with you
- On the moving-in day, your housing officer will meet with you to hand over the keys and welcome you to your new home.

Waiting times

Our homes are in high demand, and renting a property through a CBL scheme can sometimes take a while as they are allocated based on need. CBLs list average waiting times on their websites, and the time will vary dependent on location and type of property.

To help offer more people the opportunity to rent a low-cost home, we also offer a limited number of properties that you can rent directly with us and are available immediately.

These are usually much quicker to rent than going through a CBL scheme, and the eligibility criteria are much more flexible.

We also have some other options you may want to consider that may help you get you moving more quickly.

These include:

- Mutual exchange
- Downsizing or transferring
- Shared ownership
- Independent living schemes for those over 55
- Adapting your existing property you rent with us to make it more suited to your needs.

Get in touch to find out more.

We have safe and secure homes to rent to meet every need, subject to availability. You will also have the added peace of mind that you'll have a responsible landlord providing quality tenancy services.

You won't need a bond or deposit. We offer homes to rent at much more affordable rates - and more security - than renting from a private landlord, offering:

- On-call repairs and maintenance service
- Opportunities to get involved with the way your home and community are managed
- Access to services such as estate caretakers and support such as making sure you get all the benefits you are entitled to
- Rents that are regulated and significantly lower than private let

- A 'home for life' once you have successfully completed your starter tenancy
- No deposit or bond required
- A quality service you would expect from an award-winning, accredited and regulated landlord.

Cost of renting

Social rent homes are significantly lower than private rents and do not require a deposit or bond. The government also limits rent increases.

In 2021/22, England's average weekly social rent was £94.31. However, the rent will depend on the area and type of property and may be less than this.

One of the most important things when considering moving house is knowing whether you can afford the rent, bills and other living costs.

Our website has a handy tool to help you determine your monthly expenditure, how to balance your income and outgoings, and whether you can afford to move home.

Support with homelessness or domestic abuse

If you are homeless or being threatened with homelessness, you should contact the housing department at your local council immediately.

Do not leave it until the last minute, and do not permanently leave your home until you are legally obliged to do so

(usually by court order), as this may be detrimental to any application for assistance you make.

Our charity, Key Unlocking Futures, can support you if you are experiencing or at risk of homelessness or domestic abuse. Visit www.keycharity.org.uk

Check your application status

You can log into your Select Move, MyHomeChoice or other CBL account online and see the status of your application. Once you are made active, you will be able to start placing bids on properties.

Forgotten login details

If you have forgotten your login details, please visit your CBL scheme website. If you still need help logging in, please contact us.

Other ways we can help

Our homes are in demand, and a suitable one can take some time to become available. We also have some other options you may want to consider that may help you get you moving more quickly.

These include:

- Swapping homes with another tenant (mutual exchange)
- Downsizing to a smaller property or transferring to a different home

- Shared ownership – own a home without having to pay the whole cost upfront, trying to save for a large deposit or having to secure a large, standard mortgage
- Independent living and extra care schemes for those over 55
- Adapting your existing property you rent with us to make it more suited for your needs.

We also have a small number of properties that we let directly. Chat online with our team to find out more, or email us at enquiries@progressgroup.org.uk

Head over to www.progressgroup.org.uk/rent for lots of information and frequently asked questions about renting with us.

You may also be interested in

- Our Allocations Policy
- Lettable Standards – the agreed standard of any home that we let
- Performance information about how we manage our homes and communities.

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Get in touch

The quickest way to get in touch is online at www.progressgroup.org.uk by:

- Logging into your online tenant account
- Emailing us
- Live chat – available Monday to Friday, 8am to 5pm.

You can also:

- Call us on 0333 320 4555
- Visit or write to us - Sumner House, 21 King Street, Leyland, Lancashire, PR25 2LW.

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Progress Housing Group is the trading name of Progress Housing Association Limited.

Rent a home/2023

Report or track a repair or check your rent balance

You can pay your rent, check your rent balance and report or track a non-emergency repair online 24/7.

Log in or sign up for your online tenant account at www.progressgroup.org.uk

Complaints and compliments

Your feedback is very important to us and helps us to improve our services. If you want to tell us that we have been doing something well or are unhappy about something, please tell us using the contact details on the left.

Our Complaints Policy and process follow the standards set out in the Housing Ombudsmen's Complaint Handling Code. You can read more on our website or let us know if you would like a leaflet.

Information in another format or language

This leaflet is available in the following formats:

- EasyRead
- Audio
- Large print
- Braille
- Other languages.

More information is available at www.progressgroup.org.uk/access