



**EdIndex**



# **Rules for Homeless Applicants awarded Silver Priority**



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# What is Silver Priority

If you have been assessed as homeless by the Council, we will have notified you of that legal decision in writing and informed you that we will be awarding Silver Priority to your EdIndex application.

Silver Priority gives your EdIndex application a significant amount of waiting day points (40,000). For each day you have Silver Priority you will get a further point on top of the 40,000. So, if you have had the priority for 25 days you will have 40,025 waiting day points.

Silver Priority means that in time, you will receive an offer of social housing from the Council or a Housing Association/Co-Operative, provided that you place appropriate weekly bids online for the homes advertised via the Key to Choice section of the EdIndex website ([www.edindexhousing.co.uk](http://www.edindexhousing.co.uk)). You also must continue to respond to contact from the Council to keep your homeless case open.

## How long will I wait for an offer with Silver Priority?

The demand for social housing in Edinburgh is very high so waiting times to get a home are long. It can take someone with a priority many years to be offered a home, without a priority the wait is significantly longer.

To find out more about realistic waiting times please refer to the waiting times guide on the EdIndex website [www.edindexhousing.co.uk](http://www.edindexhousing.co.uk)

## How many offers of housing will I get with Silver Priority for Homelessness?

Silver Priority status entitles you to **one** offer of a Council or Housing Association/Co-Operative property only. If you receive an offer of housing in which it is reasonable for you to live, the Council will have met its duties to you under homelessness law. This applies regardless of whether

- you made the bid for the property, or the council did as you were not bidding regularly or for a reasonable range of areas or homes that would meet your needs
- the property was offered to you after a successful bid on Key to Choice or by a Housing Association/Co-Operative not on Your Key to Choice which uses a points-based system.

If you refuse or fail to respond to **one** offer of housing your Silver Priority will be removed and our legal duties to you under homelessness law will have been discharged. You will then be asked to leave any temporary accommodation we are providing.

Edinburgh experiences extremely high demand for Council and Housing Association/Co-

Operative homes, which is why there are strict rules attached to the award of Silver Priority. Even with this priority, it usually takes a long time for an offer to be made.

### **What if I don't want to wait for an offer of social housing?**

The Housing Officer who completed your homeless assessment will have discussed the range of potential housing options for you in Edinburgh including private renting, mid market renting and low-cost home ownership. If at any point you would like to explore these options further or feel that you would benefit from a referral to an agency who can support you with any individual support needs that you may have, please contact your Housing Officer directly or email [housingoptions@edinburgh.gov.uk](mailto:housingoptions@edinburgh.gov.uk) or call 0131 529 7125 to request a call back.



## Bidding with Silver Priority

Make your bids online at [www.edindexhousing.co.uk](http://www.edindexhousing.co.uk) and select the Key to Choice tab. Follow the guidance on how to place bids.

Explore the 'Supply and Demand tool' and 'Frequently Asked Questions' section. You will see that some areas of Edinburgh receive much higher bids while some have more available housing than others.

You should use your Silver Priority to put in bids for areas and house types where demand is not high and where there are more houses available. By avoiding high demand areas, you have a better opportunity of finding a home quicker.

### What are the rules for placing bids with Silver Priority?

All homeless applicants are provided with the following rules for bidding with Silver Priority to help find housing as quickly as possible. Please note that the Council will review your bids at key stages in your application to ensure they are regular, realistic and appropriate for your household. If you persistently fail to follow the rules and advice which accompany your silver priority award, the Council will choose properties for you by bidding on your behalf.

#### Silver Priority Rules for homeless applicants:

- Submit 3 bids every week for housing advertised via the Key to Choice section on [www.edindexhousing.co.uk](http://www.edindexhousing.co.uk).
- Bid only for homes marked with 'S' for starter or 'S/M' for starter/mover.
- Bid only for homes of the right size (i.e. not bigger or smaller than you need).
- Bid for all types of housing including multi-storeys.
- Bid for homes in areas where you have a realistic opportunity of being successful. You will see by looking at [www.edindexhousing.co.uk](http://www.edindexhousing.co.uk) what areas of the City have more available housing by viewing the 'supply and demand' tool.
- At least two of the three bids you make should be for homes in the areas and types where you are more likely to be successful, such as the areas mentioned above.
- If you wish to remove any bids that you have placed, you must do so within the same week and before 3.00pm each Friday. If you fail to remove any bids that you have made and you are then offered the property, this will count as your 'one' offer of housing.
- Regularly read the Frequently Asked Questions section on [www.edindexhousing.co.uk](http://www.edindexhousing.co.uk) so you are clear on how to place bids.

## What happens if I don't follow the Silver Priority Rules?

If you do not make bids in the way that we've explained, the Council will place bids for properties advertised via Key to Choice that meet your housing need.

This might mean that you are offered a property outside of the areas of your choice and therefore it is important that you follow the advice and guidance supplied to you by the Council when placing bids.

## What happens after I place a bid using my Silver Priority?

A shortlist will be made of all households who have made a bid for the same property. The applicants are ranked by level of priority, and how long they have held the priority for. If more than one household with Silver Priority is interested in the same property, it will be offered to the person who has had their priority the longest. If several households with the same amount of Silver Priority waiting time are shortlisted, the household who has been registered with EdIndex the longest will be successful.

If your bid was successful, the Council or Housing Association/Co-Operative will contact you. If you do not hear from the Council or a Housing Association/Co-Operative, you **must keep on bidding every week in the way that we have set out above.**

You will be contacted about any offers of housing via the contact details you supplied to the Council during your homeless assessment. It is your responsibility to ensure that you notify the Council immediately of any updates to your contact details.



## Losing your Silver Priority

You will lose your Silver Priority if any of the following applies to you:

- You have accepted an offer of housing made to you by the Council or a Housing Association/Co-Operative.
- You have refused an offer of housing that meets your needs from the Council or a Housing Association/Co-Operative that you successfully bid for through Key to Choice.
- You have refused an offer of housing from an EdIndex Housing Association/Co-Operative that does not advertise through Key to Choice
- You have refused an offer that we bid for on your behalf after you failed to use your 'Silver Priority' as advised.
- You failed to respond to any offers of housing from the Council or a Housing Association/Co-Operative.

### What happens after I lose my Silver Priority?

The Council will have fulfilled its legal duties to make you an offer of housing and (where applicable) you will be asked to leave any temporary accommodation we are providing.

You will then be responsible for finding your own accommodation from the remaining housing options available to you e.g. private renting, mid market renting or low-cost home ownership. The Council can provide you with housing options advice if you need it, but you will not be entitled to any further offers from the Council of Housing Associations/Co-Operatives through homeless Silver Priority.

You will still be able to bid for housing advertised via Key to Choice but without a priority award the chances of you being made an offer of housing are very low.




## Further help

If you need any help with understanding the rules of using your Silver Priority then please let your Housing Officer know by contacting them directly or by emailing [housingoptions@edinburgh.gov.uk](mailto:housingoptions@edinburgh.gov.uk) or call 0131 529 7125 to request a call back.












You can also use the contact information above to let your housing officer know of any individual needs you may have. If you require this information translated, please see below.

### Viewing in a different language

This leaflet can be viewed in different languages by using the Browsealoud tool on <https://edindexhousing.co.uk/>

To access BrowseAloud, click on the Orange BrowseAloud icon that appears on all pages of the website.  Clicking on the icon will launch the BrowseAloud toolbar.

The symbol guide below describes what each option does:

Icon	Feature
	<b>HOVER TO SPEAK</b> Starts reading the page out loud - switch between hover and click in the settings menu
	<b>READ</b> Starts reading selected text or reads from the top of the page
	<b>STOP</b> Stops the reading process
	<b>TRANSLATE</b> Provides written and spoken translations in multiple languages
	<b>PICTURE DICTIONARY</b> Displays pictures related to word selected on the page
	<b>MP3 MAKER</b> Converts online content into audio
	<b>SCREEN MASK</b> Blocks distractions on screen with a tinted mask
	<b>TEXT MAGNIFIER</b> Enlarge text as it is read out loud
	<b>WEBPAGE SIMPLIFIER</b> Removes clutter from the screen, displaying only the main text
	<b>HELP</b> Shows a popup that displays these icons and the associated help text
	<b>CUSTOMISE</b> Customise options to suit individual needs or preferences



