



**EdIndex**



# **Applying for a Social Rented Home in Edinburgh**



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# How to register with EdIndex

To apply for a home in Edinburgh the first thing you need to do is register with EdIndex. This is the housing register used by the Council and 18 Housing Associations/ Co-operatives. You only need to complete one application form either online or by paper form to register for housing with all the landlords.

## Who can apply?

You can apply to be on the register for housing with the EdIndex landlords if you are 16 years or older, no matter where you live or work. It doesn't have to be in Edinburgh.

## How do I get an application form?

To apply online visit [www.edindexhousing.co.uk](http://www.edindexhousing.co.uk) and select the "Register" page. You will need to create a login for Housing Online before you can apply online.

To apply by paper form you can email [edindex@edinburgh.gov.uk](mailto:edindex@edinburgh.gov.uk) and ask for an application form. If you have access to a printer, they can email you a copy and you can print it yourself. Alternatively, they can post an application out to your chosen address.

## What happens next?

If you have applied online we will check your details and email you to advise when you can start bidding.

If you applied by paper form we will aim to process it within five working days of receipt. If you have provided an email address, we will email you your unique EdIndex reference number once your form has been registered. If you have not provided an email address, we will post your reference number out to you. Once you have received your EdIndex number you need to create your login for [Housing Online](#) so you can bid for available homes.

## How are homes advertised?

16 landlords advertise their available homes through Key to Choice and to be considered for a home with them you need to submit a bid through [Housing Online](#).

3 landlords let their homes through a traditional points system and will contact you directly if a suitable home becomes available.

## How many 'points' will I be given?

For every day you are registered on EdIndex one waiting day is added to your application.

- If you are a starter your waiting time will begin from the day you registered with EdIndex.
- If you are a mover your waiting time will begin from the day you moved into your current home.

If you move home whilst registered with EdIndex, your change of circumstances will be reviewed, and your waiting time will reset accordingly. It is your responsibility to keep EdIndex updated with your circumstances. If you are offered a home and your circumstances are not up to date any offer of housing may be withdrawn.

## When would an application be awarded a priority?

Priority is only awarded for certain circumstances and to meet legal requirements. The priority categories for landlords that advertise their homes on Key to Choice are:

- **Urgent Gold Priority**

Urgent Gold priority is only awarded in very exceptional circumstances when someone in the household can't leave hospital until they have suitable accommodation. It may also be awarded to prevent permanent hospital or care home admissions. Applicants awarded Urgent Gold Priority are given 85,000 waiting days. They will get a further one day of waiting time for every day they have the priority.

- **Gold Priority**

Gold priority is awarded when an applicant's home no longer meets their needs due to mobility issues, and the home can't be adapted. Mobility issues must be lifelong and not temporary. Applicants that meet the [basic criteria](#) (based on their EdIndex application form) will be referred to the Home Accessibility Referral Team. They will consider the application and assess the applicant if the criteria are met. Evidence from a specialist consultant or an Occupational Therapy assessment is required before a decision can be made. GP letters will **not** be accepted. Applicants awarded Gold Priority are given 80,000 waiting days. They will get a further one day of waiting time for every day they have the priority.

- **Silver – Homelessness**

Homeless priority is awarded to applicants who have been assessed by the Council as statutorily homeless. If you are homeless, or about to be homeless you need to contact one of the Council's local offices straight away to arrange a homelessness assessment. Contact details for the locality offices can be found at <https://edindexhousing.co.uk/landlords>

If you have received a Notice to Quit or are threatened with a Notice to Quit from private rented accommodation you can contact [homelessness.prs@edinburgh.gov.uk](mailto:homelessness.prs@edinburgh.gov.uk) for advice and support.

Applicants who are awarded Homeless priority are given 40,000 waiting days. They will get a further one day of waiting time for every day they have the priority.

- **Silver – Overcrowding**

Overcrowding priority is awarded where applicants require to move to a larger home as:

- They are two or more bedrooms short for the size of their household; or
- They are living in a one-bedroom home with one or more children under the age of 16.

Bedroom sharing rules differ slightly between the landlords but generally the rules are as outlined on page 8 - What size of home can I bid for?

Your household circumstances will be verified by a housing officer before an offer of housing is made.

The priority is awarded to applicants who meet the criteria based on the information provided in the EdIndex application. The EdIndex Team may contact you if it is unclear from your application if you are eligible. Applicants who are awarded overcrowding priority are given 40,000 waiting days. They will get a further one day of waiting time for every day they have the priority until they reach a maximum of 40,366 waiting days (one year from being awarded the priority).

- **Silver – Underoccupancy**

Underoccupancy priority is awarded to a Council tenant or a tenant of one of the EdIndex partner landlords who currently live in a home with three or more bedrooms and would like to downsize. If this applies to you and you want to be considered for underoccupancy priority you should contact your landlord. Applicants who are awarded underoccupancy priority are given 40,000 waiting days. They will get a further one day of waiting time for every day they have the priority.

- **Silver – Exceptional Housing Need Priority**

Exceptional housing need priority may be awarded if you are living in extreme circumstances that are not covered by the other priorities. This priority is only used in exceptional circumstances for unique and unreasonable situations. Decisions on the award of this priority are made by a panel of senior managers within the Council and landlords within EdIndex. You cannot refer yourself for Exceptional Housing Need priority, the referral must be made by your housing officer or a professional you are working with. Applicants who are awarded exceptional housing need priority are given 60,000 or 40,000 waiting days depending on the severity of their situation. They will get a further one day of waiting time for every day they have the priority.

## **How long does it take to get a home?**

The demand for social housing in Edinburgh is very high and applicants are advised to consider other housing options that may be suitable for them such as renting a private or mid market rent home. It can take someone with a priority several years to be offered a home, without a priority the wait is significantly longer.

Bidding for a home where the demand is lower will improve your chance of being offered a home. You can look at where homes became available last year and how many bids were received for them at <https://edindexhousing.co.uk/supply-demand/>



## What is Housing Online

Before you can apply online for EdIndex you must create a login for Housing Online. You can create your login by visiting [www.edindexhousing.co.uk](http://www.edindexhousing.co.uk) and selecting the Register link. Once you have created your login, you will need to complete your housing options checker before you can complete your online application form.

If you have applied to EdIndex by paper application, you will need to create a login for Housing Online to bid for homes. You will need your unique EdIndex reference number and an email address ready to create your login. Further guidance on how to create your login and bid is available by selecting the Register link at [www.edindexhousing.co.uk](http://www.edindexhousing.co.uk)

### Can I register without an email address?

No, you must have an email address to register. If you do not have an email address you will need to set one up. If you are having trouble doing this, you could ask family or friends to help you. You can only use an email address once to register for Housing Online i.e your friend couldn't register for themselves and you on the same email address.

### How do I find out my EdIndex reference number?

If you have forgotten your reference number you should email your full name, date of birth and address to [edindex@edinburgh.gov.uk](mailto:edindex@edinburgh.gov.uk) We will then e-mail your number to you.

### Do I have to register to view available homes?

No, you can view available homes without registering by selecting the '[View available Homes](#)' link on the housing online homepage.

### I didn't receive an email when I tried to register?

Check your e-mail spam folder. The link to verify your email address is only valid for 8 hours so you will need to restart the registration process again if you are out with that time. If you continue to have issues, please email [edindex@edinburgh.gov.uk](mailto:edindex@edinburgh.gov.uk)

## **I can't remember what email address I registered with?**

Email [edindex@edinburgh.gov.uk](mailto:edindex@edinburgh.gov.uk) with your name, date of birth and EdIndex number and they will let you know the email address you registered with.

## **I have forgotten my password – how do I reset it?**

Visit [Housing Online](#) and click 'Forgot Password'. An email with a link to reset your password will be sent to you. If you continue to have issues, please email [edindex@edinburgh.gov.uk](mailto:edindex@edinburgh.gov.uk)

## **I have entered my password incorrectly too many times and blocked my account?**

Email [edindex@edinburgh.gov.uk](mailto:edindex@edinburgh.gov.uk) with your name, date of birth and EdIndex number and they will unblock your account.

## **Can I register on behalf of someone else?**

You can register for someone else but only if you have their permission to do so. EdIndex will only be able to help you if they have written permission from the applicant you are registering for.





## Bidding on Key to Choice

To be considered for a home you need to bid for it on [Housing Online](#). Available homes are advertised online weekly from Sunday 4am to the following Sunday at 3.30am. Bids must be received during these times for you to be considered. You can bid for homes anytime during the week, it does not give you an advantage to bid straight away. You should not leave bidding until the last minute however in case you encounter an issue.

### How many homes can I bid for?

You can bid for up to three homes every week. If you change your mind you can delete a bid and select another home until you have three current bids. If you have homeless priority you will be expected to place three bids every week.

### What size of home can I bid for?

You will only be considered for homes that meet the needs of your household so you should not bid for homes that are too big or too small. Using the rules below you can work out what size of home you should bid for. You can also use our online bedroom calculator at [www.edindexhousing.co.uk](http://www.edindexhousing.co.uk)

Rules on bedroom sharing for household members vary slightly between the landlords but as a general guide:

- A couple will be expected to share a room
- Each household member over the age of 14 is entitled to their own room
- Two children under 14 of the same sex will be expected to share a room
- Two children under 7 of different sexes will be expected to share a room.

Single applicants and couples without children can bid for one-bedroom homes with the housing associations/co-operatives and a one or two bedroom home with the Council.

Children are only entitled to a bedroom when they live in the home more than 4 nights per week. Your household circumstances will be verified by a housing officer before an offer of housing is made.

## Am I a starter or a mover?

Homes will be advertised for **starter** only, **mover** only or suitable for **starters** and **movers**. You should only bid for homes you are eligible for.

You will be classed as a **starter** if you are:

- Homeless
- Living in a hostel or Bed & Breakfast accommodation
- Living in residential care or supported accommodation
- Living in Temporary Accommodation
- Staying with family or friends
- Living in a private rented home (including mid market rent)
- In prison
- In hospital
- In student accommodation
- Sleeping Rough
- In a Private Sector Leasing Scheme (PSL)

You will be classed as a **mover** if you are:

- A Council Tenant/Joint Tenant
- A Housing Association or Co-Operative Tenant/Joint Tennant
- Living in a home you own (with or without a mortgage)
- Living in a home that comes with your job
- Living in a Shared Ownership or Shared Equity home.

## I have a question about a home that is advertised. Who do I contact?

You should contact the landlord direct. Landlord contact details are available at <https://edindexhousing.co.uk/landlords>

## When will I find out if I was successful?

There is a very high demand for social housing in Edinburgh and we can receive over 10,000 bids every week, so it is not possible to contact every applicant. The landlord will contact you if you are being considered for an offer which may take up to three weeks.

You can check whether a home you bid for has been offered to an applicant by logging into your EdIndex Online account and selecting 'Previous Home Lists' from the actions drop down.

### **How do I find out what position I came in?**

We do not provide this information for an advertised home as it is not an accurate reflection on how long it will take for you to be successful. Homes are allocated based on who has bid, whether they have been awarded a priority due to their housing need and/or how many waiting days they have on their application.

### **Are all available homes advertised on Key to Choice?**

Most homes are advertised on Key to Choice however in exceptional circumstances landlords may need to use a home to deal with an emergency or exceptional situation where immediate rehousing is required.

### **How do you decide who is offered the home?**

Once the weekly adverts close the eligible applicants who bid for a home are ranked by priority awarded and how long they have had the priority for. Applicants with no priority are ranked by the waiting days on their application. Applicants that do not meet the criteria for the homes set out in the advert will not be considered. The applicant with the highest priority/waiting time that meets all the criteria is then offered the home. If this applicant does not want the home, it is offered to the next person on the shortlist.

### **What if I am offered a home but no longer want it?**

You should only bid for a home that you want to move to, and you are able to move if you were successful. If you have homeless priority and refuse a home, you may lose your priority.



# After Registration

## Change of circumstances

A change to your circumstances may affect your application or the size of the home you would be considered for. Tell us as soon as possible about:

- A change in your housing situation such as moving from your owned home into private rented accommodation
- A change to your address
- A new contact phone number
- A new email (if you add a new email this will become your login email for Housing Online)
- A new addition to your household
- Anyone leaving your household.

It is your responsibility to keep us updated with your circumstances and contact details. If we do not have your up to date phone number or email, we will be unable to contact you if you are offered a home. A housing officer will assess your circumstances before offering you a home, if your application is not up to date you may miss out on the offer. Currently changes to your application can only be made by paper application. If you would like one posted to your please email [edindex@edinburgh.gov.uk](mailto:edindex@edinburgh.gov.uk)

## Reviewing your application

Each year your application will be reviewed in the month you originally registered with EdIndex. If you have placed a bid or been in touch with us in the previous six months, we will automatically renew your application. It is still important to ensure that you update EdIndex with any changes in your circumstances.

If you have not placed a bid or been in touch in the previous six months we will email or write to you asking if you would like to stay registered with EdIndex and ask if you have had a change in circumstances. If you do not reply to our email or letter your application will be closed. It is your responsibility to make sure we have your up to date email and address.

## Getting in touch with us

If you have any questions that have not been answered in this leaflet, please email us at [EdIndex@edinburgh.gov.uk](mailto:EdIndex@edinburgh.gov.uk)

## Viewing in a different language

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

To access Reachdeck, click on the Orange Reachdeck icon that appears on all pages of the website.



Clicking on the icon will launch the Reachdeck 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