

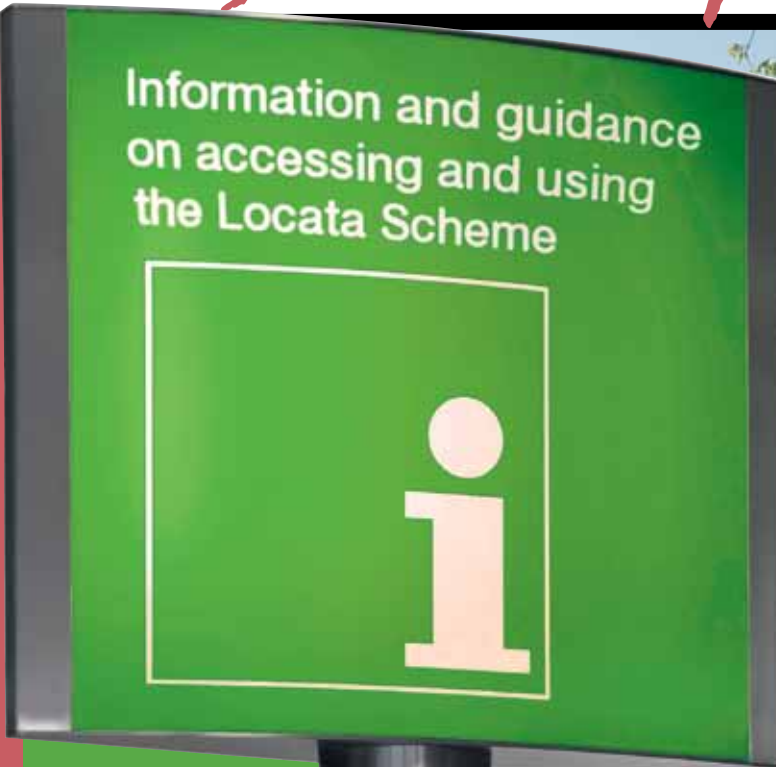


**VERSION 21**  
10.10.2011

# Scheme

# User Guide

[www.locata.org.uk](http://www.locata.org.uk)



- A2 DOMINION
- BRENT
- CATALYST HOUSING
- EALING
- HAMMERSMITH & FULHAM
- HARROW
- HILLINGDON
- HILLSIDE HOUSING TRUST
- HOUNSLOW
- INQUILAB HA
- NOTTING HILL HOUSING
- OCTAVIA HOUSING
- PARADIGM
- GENESIS HOUSING ASSOCIATION
- SHEPHERDS BUSH HA
- SIR OSWALD STOLL
- NETWORK STADIUM HA
- THAMES VALLEY HA
- WESTWAY HOUSING

**Please ensure all bids are received in time to meet the bidding deadline date. Any bids received after 2pm on the bidding date WILL NOT BE ACCEPTED!**



## We let you choose

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WELCOME TO THE LOCATA

# Scheme

# User Guide

## helping you find a home in West London

**Six London boroughs, Brent, Ealing, Hammersmith and Fulham, Harrow, Hillingdon and Hounslow and ten Housing Associations: A2 Dominion, Catalyst Housing, Hillside Housing Trust, Paradigm, PCHA, Notting Hill, Shepherds Bush, Network Stadium, Thames Valley and Westway Housing Associations have joined forces with Locata to help people find the homes they want.**

Locata was designed to give you more choice about where you want to live. In the past the council decided where and when you would be offered a home, now you can choose.

Existing Council and Housing Association tenants who would like to transfer can use Locata to find a new home, as well as Home Seekers - people who are on their council's housing register or who are homeless.

Every fortnight, all the available Council and Housing Association properties are advertised on our website [www.locata.org.uk](http://www.locata.org.uk) in a virtual magazine. You can look at the adverts and decide whether you want to be considered for any of the properties. You express your interest in properties by making a bid for them.

A summary of who can bid for properties and how to bid for a property can be found in this Scheme User Guide.

To get a new home you will have to bid for a property. If you don't bid you are very unlikely to receive an offer of a new home. The Councils and Housing Associations in the Locata scheme no longer allocate empty properties to people who haven't bid through the Locata Scheme.

Locata gives you more choice about where you want to live. It also gives you a better idea of what is available in your area.

On the website [www.locata.org.uk](http://www.locata.org.uk) you can see how homes in the previous editions were let and the level of priority the successful bidder had. You can also see how long they waited for a new home.

If you would like to find out more about Locata, or how to use Locata to bid for a home, you should contact your existing landlord or housing office.

Contact details are available in this Scheme User Guide and also at **[www.locata.org.uk](http://www.locata.org.uk)**

If you are unable to access the internet, please contact your landlord or housing office for assistance.

### Locata Housing Services Limited

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Diana Martin

Good Impressions

# How the Locata

With the Locata scheme, it will not be the Council or Housing Association home by viewing the adverts on [www.locata.org.uk](http://www.locata.org.uk) **There are five steps for**

## Step 1 – Membership

You are automatically a member of Locata if you are an existing tenant of any of the participating Councils or Housing Associations (listed on page 14 & 15) and have registered for a transfer or if you are a homeseeker.

This includes homeless people and others on the Housing Register of participating Councils and Housing Associations.

You may not be eligible to be on the housing register; your council can give you further advice on this.

## Step 2 – Registration

Once your Council or Housing Association has accepted you onto their register, Locata will write to you to give you a Locata Identification Number (LIN number) and will tell you which band (A, B, C or D) you have been placed in and your priority date.

You must keep your Housing Office informed of any changes to your household, medical condition or housing situation.

This is very important as it could result in changing your band, or your eligibility for certain homes. (See page 6 & 7 for details of how the priority band and date system works).

## Step 3 – Choosing

Available properties are advertised on our website [www.locata.org.uk](http://www.locata.org.uk)

The adverts give you information about each property available for letting.

You can 'bid' for up to 3 properties that you are eligible for.

**Before you bid** Check out the location of the property on a map to make sure it's really a place you would consider moving to. Much landlord time is wasted trying to contact bidders who don't attend viewings because they don't really want to go to that area.

We apply special rules to some properties. Make sure you read the advert carefully as we may state that priority will be given to certain types of bidders.

You can bid in any of 4 ways:

- **Online** The easiest way to bid is on [www.locata.org.uk](http://www.locata.org.uk) You can logon with your LIN and birth

date. You can see a record that you have placed your bid, and you can track the process online.

- **By telephone** Call 0906 294 2012 and follow the instructions (see page 9 & 10 for step-by-step instructions)
- **By text** Call 07781 472 726 (see page 11 for step-by-step instructions)
- **By coupon** If you wish to bid by coupon these can be supplied to you. You can request them via the internet or your Housing Officer.

**Available properties will be advertised on [www.locata.org.uk](http://www.locata.org.uk) every other Thursday at 12:00pm noon. Your bids must reach us by 2pm on the following Wednesday. Properties are not allocated on a first-come, first-served basis, your bid will be considered in the same way regardless of when during the bidding period we receive your bid.**

# scheme works

who will find and allocate you a home; instead you look for your own  
**you to follow in choosing your new home:**

## Step 4 – Offer

All bids received for each property advertised are put in priority order to produce a list of eligible members for each property.

The landlord of each property allocates from the list after doing further eligibility checks. If your name is at the top of the priority list, you will normally be invited to view the property.

You may not automatically be penalised for refusing properties you have chosen, although measures might be taken if you refuse several properties, especially if you are in a high 'priority band' and need to move urgently. In these circumstances you will be advised that you may be penalised for refusing a property.

Many landlords invite more than one member to view their properties at the same time, although the property is always offered first to the member with the highest priority who attends the viewing.

**If you are at the top of more than one list, the landlord will decide which property to offer you and the other properties will be offered elsewhere.**

**Any offer is subject to your application being verified. If you are not verified the offer may be made to another applicant.**

Circumstances where you may not be invited to view or be offered a property:

- You are in rent arrears
- You have been involved in anti-social behaviour
- You have enough money or income to afford a property in the private sector
- You have not provided information requested by your landlord or housing office
- You can ask your Local Council or Landlord if any of these circumstances apply to you. You can also ask them to review their decision to exclude you from the scheme at any time.

It is very important that you attend viewings that you are invited to. If you agree to attend a viewing, but find you cannot attend, please let your landlord know that you can't attend.

## Step 5 – Feedback

Most properties are listed on the website **www.locata.org.uk** once they are let

The feedback tells you how many people bid for each property, as well as the band and registration date of the successful bidder.

This helps you to see how long the successful bidders have been waiting.

**You can check our website [www.locata.org.uk](http://www.locata.org.uk) to track the progress of the letting of the property.**

**People who have come top of a shortlist are usually contacted within a week of the bid closing. However, a lot of properties are advertised some time before they are ready for occupation.**

If a person who was top of the list refuses, the next person who was on the list may be invited to view some weeks after the closing date.

If you have questions about how the scheme applies to you or about bidding for properties, there are fully trained housing staff available to support you in your Housing Office (see Council and RSL's addresses and telephone numbers on page 14 & 15).

# Priority Bands

When you register for a transfer or for re-housing as a home seeker, your application will be assessed by your landlord or Council. You will be placed in one of the priority bands described below.

If you disagree with your priority band you can ask the landlord or Council which holds your registration details, to review your banding.

When bids are considered for advertised properties, priority will be given to bids from people in the highest priority band. If people from the same priority band bid for the same property the person with the earliest priority date will be considered first.

If your priority band is increased at any stage, your priority date will be the date you went in to the higher priority band. If you move back to a lower band, your priority date will revert to the date that applied when you were previously in that lower band or any earlier date when you were in a higher band (usually your original registration date).

**Below is a general guide to the Priority Bands. However, this does not represent a definitive list of categories and you should speak to your housing department or housing office with whom you have registered if you would like precise information about how the scheme applies to you.**

Changes have been made to Ealing Council's Allocation Policy. The Banding system explained here is different for Ealing Applicants and Tenants. For further information please visit [ealing.gov.uk](http://ealing.gov.uk) to access the Allocations Scheme Policy.

## Band A – (Emergency/Top Priority)

- You have a life-threatening medical condition, which is seriously affected by your current housing, or some other emergency need to move.
- You are homeless, in priority need and in temporary accommodation and the landlord wants the property back, or the temporary accommodation is not suitable for you and it is not possible to find you suitable further temporary accommodation.
- Housing have agreed to a recommendation by Social Services that you need to be provided with permanent accommodation to ensure fostering or adoption.
- You are a Council or Housing Association tenant whose life is threatened if you remain in your home because of violence; please note that this applies to Council/Housing Association tenants only.
- You are an ex-service tenant whom the Council has a contractual obligation to re-house.
- You are a Council or Housing Association tenant who needs to move because your home is about to be demolished or redeveloped.
- You are a Council or Housing Association tenant who needs to move to an adapted property and it is in the landlord's interest for you to move.
- You are a Council or Housing Association tenant in an adapted property you no longer need but which could be used by someone else.
- You are a Council or Housing Association tenant of a property with two or more bedrooms and you are willing to move to a one-bedroom home or give up two bedrooms.
- You are a successor to a Council tenancy and approved for a move to a studio or one bed or you are giving up 2 or more bedrooms.
- You are occupying a property, which is subject to a compulsory purchase order and/or where the Council has a Statutory Duty to move you.

## Band B – (Urgent Need to Move)

- You have an urgent need to move for medical or social reasons, as approved by your landlord.
- You have an urgent need to move because of harassment or threat of violence; (please note that this applies to Council/Housing Association tenants only).
- You are homeless, the Council has accepted a duty to rehouse you, and you are staying in bed & breakfast or a hostel or temporarily with family or friends.
- You have dependant children and are living in insecure accommodation with no bedroom and lacking or sharing amenities.
- You need to move on from care or supported housing and rehousing has been agreed under a special quota scheme.
- You are a Council or Housing Association tenant occupying larger accommodation, but are willing to give up a surplus bedroom, but still need two or more bedrooms.
- You are a Council or Housing Association tenant and your home is to be demolished or redeveloped, or you are statutorily overcrowded or it has been agreed that you need to move for other management reasons.
- You are a successor to a council tenancy and approved for a move to smaller accommodation comprising 2 or more bedrooms.
- You are an ex-tenant whom the Council, at the time you relinquished a former tenancy, undertook to re-house at a future date.

## Band C – (Identified Housing Need)

- You need to move for medical reasons, or because of unsatisfactory housing conditions, such as overcrowding or unsanitary conditions, as approved by your registering partner.
- Your need to move has been identified in a Social Services care plan or has been agreed with Social Services as a means of relieving social hardship.
- You are an elderly person moving to sheltered housing.
- You are homeless but do not qualify for Band A or B.

## Band D

- All other Transfer Tenants and Home Seekers not in the above priority bands A, B or C.



# The Adverts

These are a few examples of a typical advert

1 bed flat

H/T AGE 50+ 1-3 1

RefNo. 949

Location Carlton Road, Chiswick  
Borough Ealing  
Landlord London Borough of Ealing  
Rent £68.18  
Features Gas central heating

1 bed flat

H/T AGE 50+ 1-3 1

RefNo. 949

Location Carlton Road, Chiswick  
Borough Ealing  
Landlord London Borough of Ealing  
Rent £68.18  
Features Gas central heating

1 bed flat

H/T AGE 50+ 1-3 1


RefNo. 949

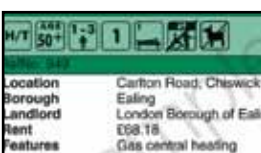
Location Carlton Road, Chiswick  
Borough Ealing  
Landlord London Borough of Ealing  
Rent £68.18  
Features Gas central heating

## Key to advert symbols

**1 bed flat** Number of bedrooms and property type


**H** Available for homeseekers only

 This shows the property has a lift


 Sheltered housing, you must be assessed for sheltered housing (defined by white background)

**T** Available for transferring tenants only

**H/T** Available for homeseekers and transferring tenants

 This shows the property has no lift

**PET** This property allows pets


 This property doesn't allow pets except for assistance dogs


**AGE 50+** **AGE 55+** **AGE 60+** **AGE 65+** Property designed for people this age or above


**1-1** **1-2** **1-3** **2-3** **2-4** Minimum and maximum number of people who can live in property


**G** **1** **2** **3** **4** Floor level of property, if flat or maisonette

**1** **2** **3** **4** Number of bedrooms in the property

 **Mobility Group 1** - Suitable for wheelchair user indoors and outdoors (defined by symbol and white bar)

 **Mobility Group 2** - Suitable for people who cannot manage steps or stairs and may use a wheelchair some of the day (defined by symbol and white bar)

 **Mobility Group 3** - Suitable for people only able to manage 1 or 2 steps or stairs (defined by symbol and white bar)

 This property is advertised in both the Council's and the Housing Association landlord's section. The landlord Housing Association's transfer tenants will have priority over transfer applicants within each priority band, although any eligible transfer tenants can apply.

Accompanying photographs only show typical properties in the advertised block or street.  
Please do not contact any occupants in the buildings

# Bidding

## Making your bids Online

The quickest and easiest way to bid is through our website [www.locata.org.uk](http://www.locata.org.uk). Instructions are given on screen but you will need to know your unique LIN number and date of birth in order to log on. On the website there is an online copy of the Locata magazine. If you see a property that you are interested in and meet the stated criteria you can place a bid. If you have made a bid but then change your mind you

can remove the bid on the website; as long as the bidding cycle is still open. You can also view your bidding history once you have logged in.

As well as bidding from your home computer, free internet access is available in libraries and in reception at many of the Council offices and some Housing Association offices.

## Making your bids by Telephone

<b>1</b> To begin making your bids dial:	<b>0906 294 2012</b>
<b>2</b> You will hear:  1. Council  <b>Press 01</b> for Brent <b>Press 02</b> for Ealing <b>Press 03</b> for Harrow <b>Press 04</b> for Hillingdon <b>Press 05</b> for Hounslow <b>Press 06</b> for Hammersmith & Fulham	“Welcome to the Locata Property Line, If you are registered with a Council, press 1. If you are registered with a Housing Association press 2.”  2. Housing Association  <b>Press 01</b> for Catalyst Housing <b>Press 02</b> for Genesis Housing Association <b>Press 03</b> for Thames Valley Housing Association <b>Press 04</b> for Shepherds Bush Housing Association <b>Press 05</b> for Network Stadium Housing Association <b>Press 06</b> for A2 Dominion <b>Press 07</b> for Notting Hill Housing <b>Press 08</b> for Westway Housing Association <b>Press 09</b> for Inquilab Housing Association <b>Press 10</b> for Octavia Housing <b>Press 11</b> for Sir Oswald Stoll Foundation <b>Press 12</b> for Hillside Housing Trust
<b>3</b> You will then hear:	“Please enter the number section of your Reference number.”
<b>4</b> You should now enter the numerical part of your LIN number only. Eg. If your Reference number is HAR54321 you only need to type in ‘54321’. Once you have entered the correct number you will hear:	“Thank you. Please enter the day number of your birth date” e.g. For 16/04/60 enter 16 or for 08/01/58 enter 08 (you must put a 0 before a single number)
<b>5</b> You should now enter the day number of your date of birth. Once you have entered the correct number you will hear:	“Thank you. Please enter the Property Reference number for your first bid.”

## Making your bids by Telephone (cont.)

<b>6</b>	Once you have entered the 3 digit Property Reference number correctly you will hear:	"Thank you. If you would like to add an additional bid press 1 or press the star key to complete your bidding."
<b>7</b>	If you have pressed one you will hear:	"Please enter the Property Reference number for your second bid, or press the star key to complete your bidding."
<b>8</b>	Once you have entered the second Property number correctly you will hear:	"Thank you. If you would like to add an additional bid Reference press 1 or press the star key to complete your bids."
<b>9</b>	If you have pressed one you will hear:	"Please enter the Property Reference number for your third bid, or press the star key to complete your bidding."
<b>10</b>	When you have finished bidding you will hear:	"Thank you. Thank you for calling the Locata Property Line."
If you have made errors you will hear some instructions as follows:		
<b>11</b>	If you have made an error with your Reference number you will hear:	"I am sorry, the Reference number you have entered is not recognised. Please try again."
<b>12</b>	If you have made a further error with your Reference number you will hear:	"I am sorry, the Reference number you have entered is still not found. Please check with your council or housing association and call again."
<b>13</b>	If you have made an error with your day number of your birth date, you will hear:	"I am sorry, the day of birth you have entered does not match the day of birth specified for your reference number, please re-enter using your telephone now."
<b>14</b>	If you have made a further error with your day number of your birth date, you will hear:	"I am sorry, the day of birth you have entered does not match the day of birth specified for your reference number, please re-enter using your telephone now."
<b>15</b>	If you have entered a Property reference number you are not eligible for you will hear:	I am sorry, you are not eligible to bid on that property please try again.



## Making your bids by Text Message

### Action

**1** To begin making your bids:

### Example

Open a new text message

**2** Enter in your LIN number via the keys:

BRE12345

**3** Then follow Immediately by a hash mark:

BRE12345#

**4** You should now enter the advert reference number of your 1st bid followed immediately by a hash mark:

BRE12345#456#

If you have finished Bidding then send. If not keep following the instructions below.

**5** You should now enter the advert reference number of your 2nd bid followed immediately by a hash mark:

BRE12345#456#491#

If you have finished Bidding then send. If not keep following the instructions below.

**6** You should now enter the advert reference number of your 3rd bid followed immediately by a hash mark:

BRE12345#456#491#444#

**7** When you have entered all of your bids send your text message bid:

“Send”

**8** The numbers to send your bid to are:

**07781 472726**

- Most mobile phone companies charge SMS text messages at around 10p per text.
- To add numbers to the message keep pressing the keys until you get to the digit and select.
- On most mobile phones to find the hash character first press the star key then select the hash mark.
- You can enter your bids in both upper and lower case.
- Check your LIN number and bids are correct before sending.
- Please note that you will not receive a text message to confirm the bids you have made.

# How to complete your Locata coupon

## Locata Bid Coupon

Tick this box if you need more coupons sent to you



Bid 1				Bid 2				Bid 3			
1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	1	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	2	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	2	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	3	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	3	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	4	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	4	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
5	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	5	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	5	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	6	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	6	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	7	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	7	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	8	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	8	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	9	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	9	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- Your coupon has your name and your LIN (Locata Identification Number) printed on it - please check that these details are correct.
- You can bid for up to three properties for each edition of the magazine.
- Each property will have a 3 digit reference number, shown in the property advert in the online virtual Locata HOME magazine
- For example if you want to apply for the properties which have the reference number 456, 491 and 444 you should mark the coupon as shown in the example copy. You should put an X in the first column against the relevant first digit of the reference number.
- You should put an X in the second column against the relevant second digit of the reference number.
- You should put an X in the third column against the relevant third digit of the reference number.
- Please return your coupon by post to Locata. The address is already on the coupon, but you will need to put a stamp on it.
- If you need more coupons sent to you, please tick the more coupons box on your coupon.

# Feedback

## Understanding the Feedback Reports

On our website there is a feedback page. The feedback contains information on lettings that have taken place since the previous edition. This is colour-coded in the same way as the adverts.

**Advert Date** This is the date that the property was advertised.

**Advert Reference** This is a unique identifying number and is used for bidding.

**Size and Property Type** This is simply a description of the property advertised.

**Location** This gives an indication of where the property is situated within partner boundaries.

**Bids** This is the total number of expressions of interest that were made against the adverts by members at the close of bidding.

**Letting Information** This is the status of the successful member who bid for the property.

## Example of Locata Feedback Report

Advert Date	Advert Reference	Size	Property Type	Location	Bids	Letting Information		
						Priority Bands	Priority Date	List (Member)
London Borough of Brent								
08-Apr-05	459	1 bed	Flat	Gloucester House, Cambridge Road, South Kilburn	146	C	28-Apr-99	Homeseeker
04-Nov-05	470	3 bed	House	Toucan Close, Park Royal	503	A	04-Jan-05	Homeseeker
London Borough of Ealing								
02-Dec-05	919	4 bed	House	Avingdor Court, Acton W3	322	B	20-Mar-97	Transfer
16-Dec-05	974	1 bed	Flat	Corfe Tower, Park Road East, Acton	227	B	03-Feb-06	Homeseeker
31-Mar-06	438	1 bed	Flat	Heron House, Gurnell Grove, Ealing	10	C	02-Feb-06	Homeseeker

# Personalised Freesheet

Mr Smith  
18 Locata HOME,  
Locata Street, L18 81

**HARROW**

This is your personalised list of all the properties you are eligible to bid for in Locata  
**Edition 203**

Bidding deadline for properties in this cycle must reach Locata by  
**17/03/2010**

**HARROW**

Only tenants and homeseekers registered with Harrow, and residents of Harrow on partner housing associations' registers, may bid for these properties.

Harrow Council								
16-Oct-09	367	4 bed	house	Hitchin Lane, Stanmore, Middlesex	112	B	08-Apr-09	Homeseeker
16-Oct-09	366	4 bed	house	Hitchin Lane, Stanmore, Middlesex	143	B	16-Jul-09	Homeseeker
16-Oct-09	368	4 bed	house	Hitchin Lane, Stanmore, Middlesex	49	B	17-Jul-09	Homeseeker

**HARROW**

Tenants and homeseekers from all partners may bid for these properties.

**HARROW**

1 bed sheltered flat

RefNo. 658

Location: Tapley Court, St Johns Road, Harrow

Landlord: Harrow Council

Rent: £75.55pw

Service Charge: £10.28pw

Support Charge: £19.61pw

Features: Self-contained one bedroom sheltered flat with entry phone, CCTV, central heating, communal garden & helpline. Near shops & transport.

**HARROW**

1 bed flat

RefNo. 655

Location: Rickmansworth Road, Pinner, Harrow

Landlord: Harrow Council

Rent: £75.77pw

Features: Second floor flat reserved for over 50s. Security door entry system and gas heating. There is no lift. No dogs allowed.

**HARROW**

1 bed sheltered flat

RefNo. 647

Location: Cornell House, Hamilton Crescent, South Harrow

Borough: Harrow

Landlord: Harrow Council

Rent: £71.35pw

Service Charge: £10.28pw

Support Charge: £19.61pw

Features: A second floor sheltered flat with Entryphone, CCTV, central heating, communal garden, helpline, electric

**HARROW**

1 bed sheltered flat

RefNo. 712

Location: Perrin House, Malvern Road, London

Borough: Brent

Landlord: PCHA Housing Association

Rent: £100.53pw

Support Charge: £36.36pw

Features: Gas central heating. No steps to property, communal garden. Service Charge to be confirmed.

You can access a personalised freesheet from our website.

Your name and address will appear at the top of the page. The properties you are eligible for will appear in your personalised list.

Your personalised feedback will appear at the bottom of the page. See page 8 for the key to advert symbols.

# Landlords

## A2 Dominion London Limited

15th Floor, Capital House, 25 Chapel Street,  
London, NW1 5WX  
Email: [customer.services@a2dominion.co.uk](mailto:customer.services@a2dominion.co.uk)

0800 432 0077



## London Borough of Brent

Mahatma Gandhi House, 34 Wembley Hill  
Road, Wembley, Middlesex HA9 8AD  
Email: [locatahelp@brent.gov.uk](mailto:locatahelp@brent.gov.uk)

020 8937 2000



## Catalyst Housing

Catalyst Housing  
Ealing Gateway, 26-30 Uxbridge Road,  
London, W5 2AU  
Email: [csc.queries@chg.org.uk](mailto:csc.queries@chg.org.uk)

0300 456 2099



## London Borough of Ealing

Rehousing Choice Team, Perceval House  
4th Floor, South East, 14-16 Uxbridge Road  
Ealing, London, W5 2HL  
Email: [locatahelp@ealing.gov.uk](mailto:locatahelp@ealing.gov.uk)

020 8825 7274



## Hammersmith & Fulham Council

h&f advice  
145 King Street, Hammersmith  
London W6 9XY  
Email: [h&fadvice@lbhf.gov.uk](mailto:h&fadvice@lbhf.gov.uk)

0845 313 3935



## Harrow Council

Civic 2 Building, PO Box 65,  
Civic Centre, Station Road,  
Harrow, Middlesex HA1 2XG  
Email: [Locatahelp@harrow.gov.uk](mailto:Locatahelp@harrow.gov.uk)

020 8424 1543



## London Borough of Hillingdon

Housing Services, Civic Centre,  
High Street, Uxbridge,  
Middlesex UB8 1UW  
Email: [mailbox@hillington.gov.uk](mailto:mailbox@hillington.gov.uk)

01895 250147



## Hillside Housing Trust

21 Hillside  
London NW10 8LY  
[hillsidecso@hillsidehousing.co.uk](mailto:hillsidecso@hillsidehousing.co.uk)

0800 171 2416



<b>London Borough of Hounslow</b>		
The Civic Centre, Lampton Road Hounslow TW3 4DN	020 8583 4422	
<b>Inquilab Housing Association</b>		
Grove House, 77 North Road Southall, Middlesex, UB1 2JL Email: info@inquilabha.org	020 8843 1263	
<b>Notting Hill Housing</b>		
1 Butterwick, Rear of the Metro Building Hammersmith, London W6 8DL	020 8357 5000	
<b>Octavia Housing</b>		
Emily House, 202-208 Kensal Road London, W10 5BN Email: lettings@octaviahousing.org.uk	0208 354 5500	
<b>Paradigm Housing Group</b>		
1 Glory Park Avenue, Woodburn Green, Buckinghamshire, HP10 0DF	0300 303 1010	
<b>Genesis Housing Association</b>		
192 - 196 High Road, Willesden, NW10 2PB	020 8451 8000	
<b>Shepherds Bush Housing Association</b>		
Mulliner House Flanders Road Chiswick W4 1NN	0800 917 0839 or 0208 996 4200	
<b>Sir Oswald Stoll Foundation</b>		
446 Fulham Road, London SW6 1DT	020 7385 2110	
<b>Network Stadium Housing Association</b>		
Olympic Office Centre, 8 Fulton Road, Wembley, Middlesex HA9 0NU	0300 373 3000	
<b>Thames Valley Housing Association</b>		
Premier House, 52 London Road Twickenham TW1 3RP	0800 358 7767	
<b>Westway Housing Association</b>		
1st Floor, Ladbroke Hall, 79 Barlby Road, W10 6AZ	020 8964 2323	

# General Information



Translation tools are available on our website [www.locata.org](http://www.locata.org), or please contact your landlord or housing office for assistance

## Bid Deadline

All bids for properties must reach the Locata office by 2:00pm on the closing date shown on the front of Locata HOME. Bids received after this time will not be considered eligible.

## Need Help Bidding?

Contact your Landlord or Registering Partner who will be able to help and advise you on how to make your bids and talk you through the bidding process.

## [www.locata.org.uk](http://www.locata.org.uk)

You can make your bids on the Locata web site at the above address. Please ensure you enter your LIN number and bids correctly.

## Bidding Telephone Number

0906 294 2012

To make your bids by telephone, use the above number and follow the instructions given over the line or as shown in this Scheme User Guide.

(This is a premium rate number at 25p per minute)

## Making Your Bids by Text Message

07781 472726

To make your bids by text (SMS), follow the instructions shown in this Scheme User Guide.

If you have a learning difficulty you can access the Locata Makaton Scheme User Guide on the Locata website.

## Subscriptions

For a small subscription fee a printed version of your Personalised Freesheet can be posted directly to you for 6 months. The fee is £19.00 to receive the print-out via 1st class post and £14.50 to receive it 2nd class post. Please make your cheque/postal order payable to 'Locata (Housing services) Ltd' and send, together with your LIN number and mailing address to:

**Locata, PO Box 294, Ruislip, HA4 8WX.**

Please notify Locata of any change to your mailing address.

Please note that all subscription fees are non-refundable.