

The logo for Creative Support Liverpool features the word 'creative' in a multi-colored, stylized font above the word 'SUPPORT' in a bold, teal, sans-serif font. The background of the logo is a white rectangle with a thin black border, set against a larger background of abstract, colorful brushstrokes in shades of red, orange, and yellow.

**creative  
SUPPORT**

**LIVERPOOL**

The logo for Property Pool Plus features a stylized graphic of three colorful mountain peaks (pink, blue, and orange) above the text 'Property Pool Plus' in a black, sans-serif font. The background of the logo is a white rectangle with a thin black border, set against a larger background of abstract, colorful brushstrokes in shades of red, orange, and yellow.

**Property Pool Plus**

# **Property Pool Plus: how to use it.**

**This guide will help you with:**

**Registering**

**Banding**

**Bidding**

**Shortlisting**

**Offers**

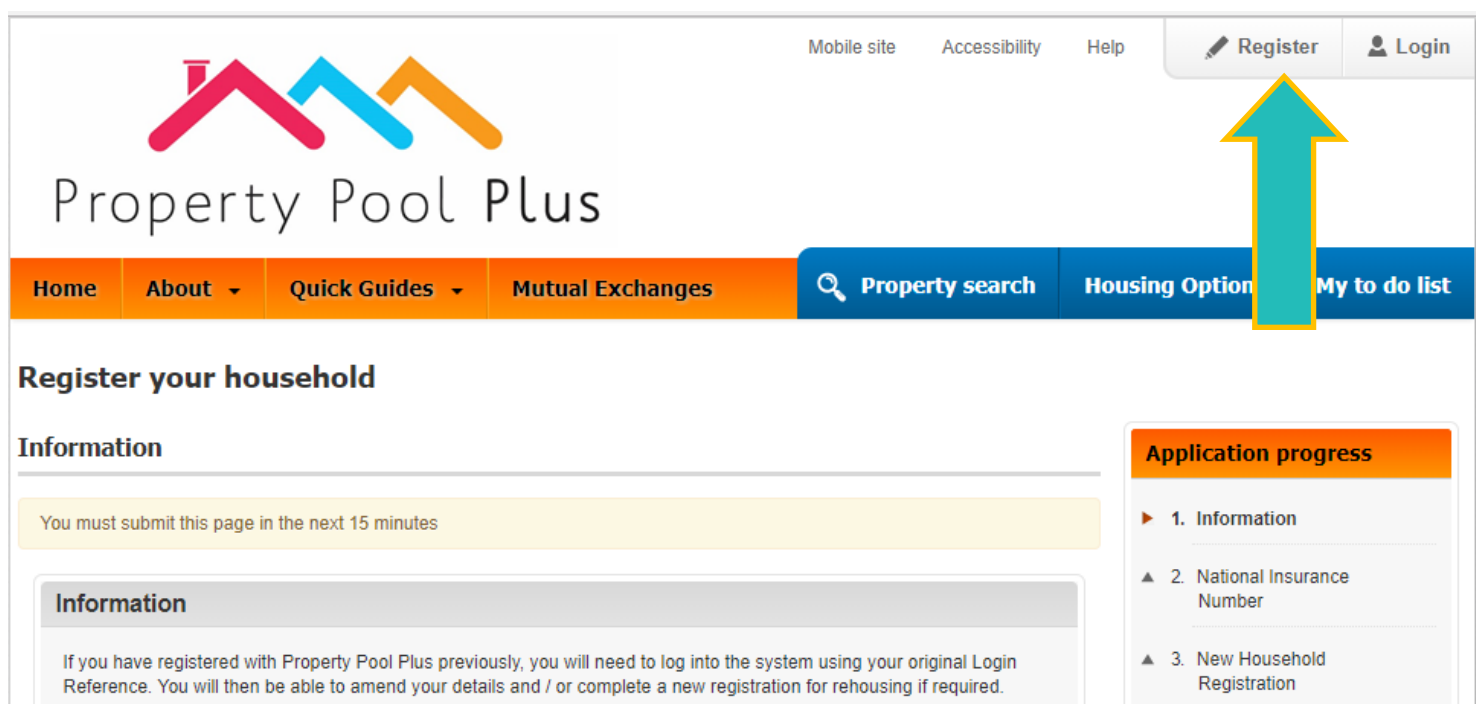
**Moving**

**opportunity, choice and wellbeing**

# Applying

The first step is making sure you have registered on the website, to do this you can do a google search for Property Pool Plus or type <https://www.propertypoolplus.org.uk> directly into your web browser.

Now you must fill out the registration form making sure you complete the form for all members of your household.



The screenshot shows the Property Pool Plus website. At the top, there is a navigation bar with links for 'Mobile site', 'Accessibility', and 'Help'. To the right of these links are buttons for 'Register' (with a pencil icon) and 'Login' (with a user icon). Below the navigation bar is the Property Pool Plus logo, which consists of three stylized mountain peaks in pink, blue, and orange. Below the logo is a horizontal menu with links for 'Home', 'About', 'Quick Guides', 'Mutual Exchanges', 'Property search', 'Housing Options', and 'My to do list'. The main content area is titled 'Register your household' and contains an 'Information' section with a warning: 'You must submit this page in the next 15 minutes'. Below this is a box with the text: 'If you have registered with Property Pool Plus previously, you will need to log into the system using your original Login Reference. You will then be able to amend your details and / or complete a new registration for rehousing if required.' To the right of the main content area is a sidebar titled 'Application progress' which shows a list of steps: 1. Information, 2. National Insurance Number, and 3. New Household Registration. A large blue arrow points from the 'Register' button in the top right corner to the '1. Information' step in the sidebar.

The next stage is providing all your documentation to your local one stop shop or social housing association such as Plus Dane or LHT . You will need proof of national insurance number, proof of identification, and proof of address. You will also need a landlord reference and possibly other supporting documentation depending on your circumstances.

**You can use a DWP, HMRC letter or payslip to confirm your N.I number.**

**Your proof of I.D could be a birth certificate, driving licence or passport.**

**Proof of address includes a council tax / utility bill or bank statement.**

You can provide alternatives if you have none of the above, speak to your support worker about this possibility.

# Banding

**A**

**Urgent priority:**

**statutory homeless, regeneration, overcrowding.**

**B**

**High priority:**

**under-occupation, overcrowding, risk of homelessness,  
disrepair.**

**C**

**Medium priority:**

**relationship breakdown, living with family / friends,  
intentional homelessness.**

**D**

**Low priority:**

**No assessed need & employed.**

**E**

**Low priority:**

**No assessed need & unemployed.**

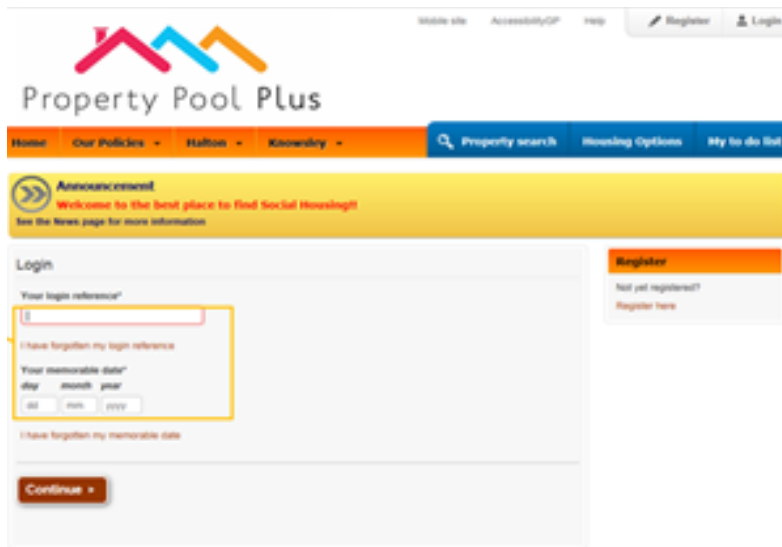
**F**

**Reduced priority:**

**Reduced priority due to anti-social behaviour and/or  
rent arrears.**

# Bidding

Now that you know how the bands are worked out and have registered and provided your documents to either the One Stop Shop or a registered social landlord, you can start bidding on properties.



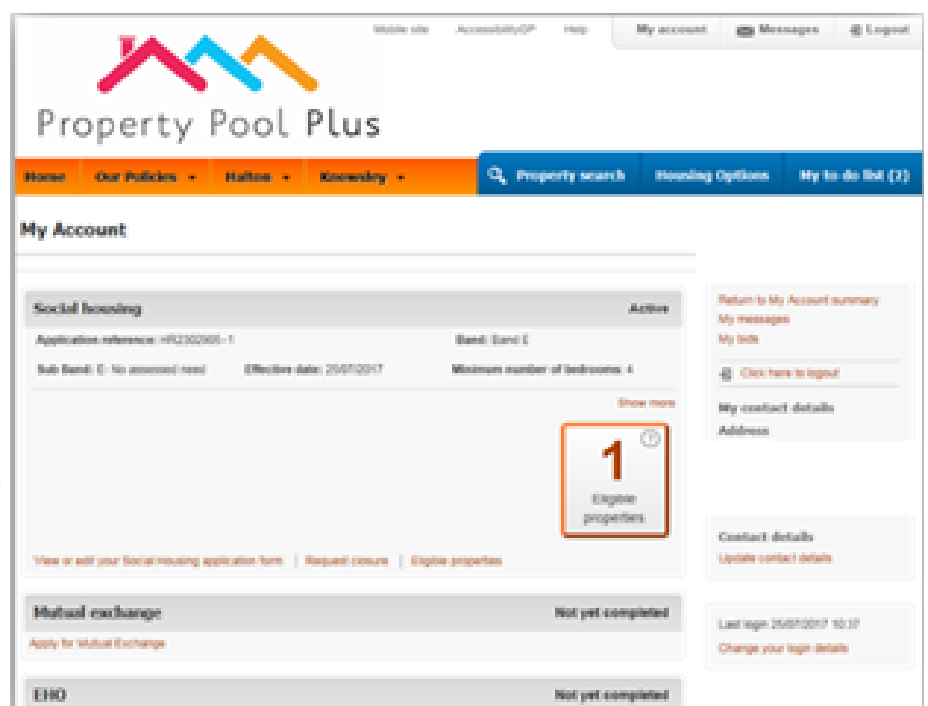
To start bidding, you will need to access the property pool website and log in. Then you will see the number of eligible properties in the 'my account' section. I

If you click on this box you will be able to see the properties that you can bid on.

You then click 'apply now' to place your bid.

Bare in mind that properties are listed every week from Tuesday to the following Sunday at midnight.

Eligibility is decided by band and by bedroom requirement. It may also be decided by accessibility.



# Shortlisting

After you have placed your bid you could be shortlisted for the property depending on how eligible you are for that particular property. At this stage, your application will be compared with other applicants who have bid.

It may be that the property is offered to another applicant but is then turned down. At that stage—depending on your place in the shortlist - you may be offered the property.

Property pool gives priority to local people who need a home and who cannot afford to buy or rent private sector accommodation.

**Are you aged 16 or over?**

**Are you a UK national or not subject to immigration?**

**You don't own a home and can't afford private rent?**

**Are you (and family) able to be good tenants?**



**Housing need can also depend on the reason why you need new accommodation and where you are currently living. This influences the band decision.**

# Offers & Moving

When you have been successful in your bid for a property, the landlord / housing association will contact you to arrange a viewing and to complete the necessary paperwork. When that is complete you will be given a moving date when you can collect your keys and start moving.

If you need some assistance understanding offers, paperwork or moving, talk to your support worker who will be able to advise you.

The following organisations list properties on property pool:



# Useful Contacts

## **Creative Support**

0151 260 9550

## **Riverside**

0151 288 8192

## **The Whitechapel Centre**

0151 207 7617

## **Irish Community Care**

0151 237 3987

## **Housing Options**

0800 731 6844

## **Liverpool City Council**

0800 028 3697

## **Citizens Advice Bureau**

03444 111 444

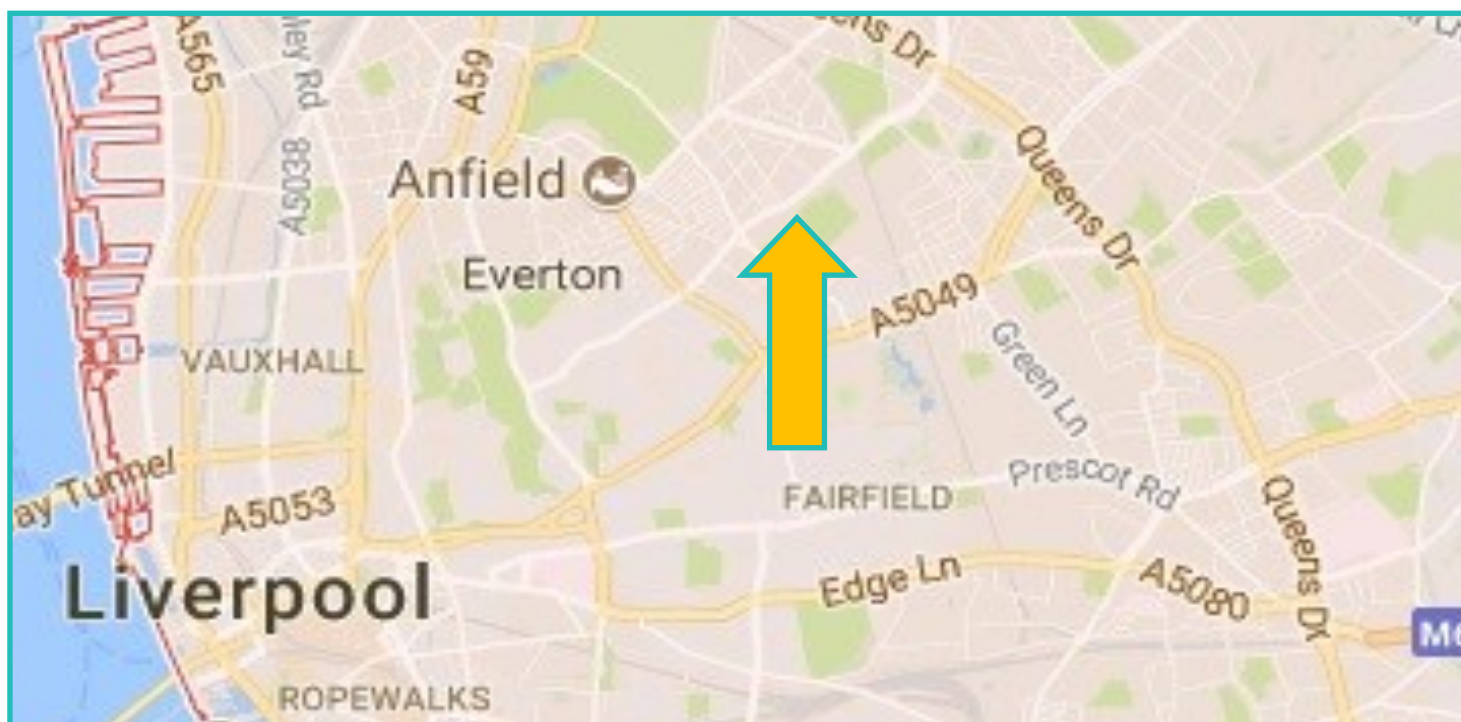
## **Merseyside Welfare Rights**

0151 709 0504



# About Us

We provide flexible, person-centred support to enable you to make positive changes to your life, enabling you to gain a sustainable and long-term tenancy, improve your health, strengthen your social networks and community links, increase your resilience, and to support you into meaningful and economic activity.



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Call us: 0151 260 9550