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**Why are you making these changes?**

It is important that households in the most urgent need of housing have the best chance of securing a new home. Adding an extra band will ensure that these households are given a higher priority on the housing register. For example, these changes mean that households who are homeless, or have a serious health problem affected by their housing are now given a higher priority that people who are lacking one bedroom.

**If my band changes, will I still have a chance of bidding successfully for a property?**

We face a high demand for housing, which means that people can wait a long time before they bid successfully for a property. However, properties will still be prioritised for applicants in Bands A, B & C as follows,

* 60% lettings to applicants in Band A
* 30% lettings to applicants in Band B
* 10% lettings to applicants in Band C

We do not prioritise properties for applicants in the Registered Applicant category, as we have assessed households in this band as either suitably housed, or able to access alternative housing using their own resources

**Will my band definitely change?**

No. A lot of people will stay in the same band.

**When will my band change?**

Your band will be updated between the 15th & 21st February 2019. Until then nothing will change.

**How will I know what my new band is?**

We will write to you between the 15th & 21st February 2019 to tell you. We will usually write to you by e-mail, so please make sure that your e-mail address is correct. If you do not have an e-mail address, we will post a letter to you.

**Will my registration date change?**

No, it will stay the same.

**Do I have to update my application?**

No, we will review your banding based on the information you have already given us, so you don’t have to do anything else.

**What happens if I need to tell you about a change of circumstances?**

You can notify us of any change in your circumstances up until the14th February 2019. You will not be able to access your application again until the 22nd February at which point you will be able to update your application again.

**If I am under offer and my band changes, will I lose the property?**

When a bidding round closes, your position on a shortlist is fixed and will not change even if your band changes after the bidding round has closed. You would only be bypassed for the property if your household size changes and you are no longer eligible for this property size.