



Frequently Asked Questions

How Do I Check What Properties Are Available?

To check what properties are available please login to your These Homes account at

www.thesehomes.com and by selecting the Properties Tab you can search what properties

are available in your preferred areas of choice. This can also be filtered by size and type.



If we have properties available they will be advertised on www.thesehomes.com every Monday from 2pm until they close on the following Monday at 12 noon.

We also advertise on our website www.ochilviewha.co.uk and on our Facebook and Instagram Pages if we have any properties available.

Property Alerts



When you register you can opt in to receive **Property Alerts** by email through These Homes. You can opt in or out of Property Alerts at any time by editing this on your [These Homes Dashboard](#). If you have selected to receive Property Alerts, you will be notified by email if we have any available properties for let that you are eligible to apply for. Please note that these are not filtered by area or property type just the size you can apply for. You do not have to apply for all the Properties that you are notified about, this is just for information only.

If there are no properties being advertised that you are eligible to apply for then you will not receive a Property Alert.

How Do I Login to My These Homes Account?



Once you have created your account on These Homes and completed your registration form, you can login to your account on www.thesehomes.com via the **Log In** → button at the top right of the Home Page using your **Email Address or These Homes Reference No.** and your **Password**.

You will also be asked to enter an **Authentication Code** before you can access your These Homes account. This will be sent to your email address.

Once logged in you can then apply for properties advertised or update your registration details/circumstances.

What if I Forget My Password?

If you have forgotten your password and are unable to Login to your These Home account, you can select to Reset your Password via the **Reset Password** link at the bottom of the Login Page on www.thesehomes.com

Is There A Queue Position?



No. We do not operate a waiting list system.

We operate a choice-based allocation service which means that it is your responsibility to check what properties we have advertised and then make an application for any you may be interested in.

Once a property advert closes we then receive a shortlist of all the registrations who have applied for the property.

In accordance with our Allocation Policy the shortlist will be in order of:-

- **Best Use of the Property Criteria** – this will include number of bedrooms, any special features i.e. a level access shower
- **Highest Priority Pass Level**
- **Date of Registration**

We do not give out queue positions as where you are placed on each shortlist will be different depending on a number of things including who else has applied and their priority and any features or specific criteria of the property advertised.

For more information on how our allocation service works and how we allocate our properties please refer to our [Guide to These Homes](#).

A full copy of our Allocation Policy is also available on our website www.ochilviewha.co.uk

How Will I Find Out If I am Successful ?



Once a property advert has closed, we will then carry out a review of the shortlist and assess all the applications made.

If you are being considered for a property, there may be some further checks that we require to carry out prior to any official offer being made. If you are being considered, then we will contact you as soon as we can after the closing date on the property advert. We would normally contact you by phone in the first instance or by email/letter.

Please note when a property is advertised it may not be immediately available. Therefore, it may be some time before we can arrange any viewings. Once the keys are received the property will then have repairs carried out, so that it is brought up to our lettable standard. There may be occasions this will take longer depending on the property and repair works required.

If I am Unsuccessful Will I be Contacted?

Once we are considering someone for a property, we will email the other applicants who have applied for that property to advise that it has been placed under consideration to another applicant.

If for any reason the offer is refused, then we will go back and review the shortlist and contact the person who is next on the list.

How Do I Update My Details/Report a Change of Circumstances?



If your circumstances change it is important that you let us know as quickly as possible. You can update your information or report changes by logging into your These Homes account and selecting [✎ Change your details and housing circumstances](#) via your [These Homes Dashboard](#) and from here you can edit your registration form.

If you are making a change to your registration form you will be required to review the Full Form and make changes to the relevant sections. This is to ensure that nothing is missed and all information is correct and up to date. Once you have reviewed each section and completed the changes, you need to select

RESUBMIT YOUR REGISTRATION FORM TO LANDLORDS button to notify us so that we can review any changes that you have made.

What if My Priority Changes After I Apply For A Property?

If your priority pass changes whilst an advert is still open then your new pass level will apply. However, if your priority changes after the advert closes then your new pass level will not be valid. Your priority at the point when the advert closes is what will be considered for that particular property.

Applying For Medical Priority?



If you or a member of your household's health is affected in some way by your present accommodation, you can apply for a medical priority pass in accordance with our Allocation Policy.

To apply for medical priority, you will have to complete our Medical Questionnaire before we can assess if you are entitled to any priority on Medical Grounds. The medical questions are part of the registration form and can be completed online at www.thesehomes.com by logging into your registration and selecting Health Reasons as a Reason for Moving within the Housing Need section of the form. A separate paper copy of our medical questions is available on request if required.

In addition to completing the Medical Questionnaire, it would be useful to provide us with any supporting documentation from a healthcare professional that is involved with your care confirming to us that a move to another home would significantly improve your health problem. It would also be helpful if they confirmed any specific feature or property type you may require. A relevant healthcare professional could be a GP, Occupational Therapist, Community Psychiatric Nurses, or a Specialist Consultant. If you do not provide this at the point of applying for medical priority we may contact you and request this information before any award could be made.

Medical Assessments are carried out by our Housing Services staff who may also arrange to visit you at home. The assessment and final award with any recommendations will be shared between the participating landlords of the Clackmannanshire Common Housing Register. Therefore, if you apply to Clackmannanshire Council or Ochil View Housing Association only one assessment will be made, and the outcome shared between the organisations.

Providing Further Information/Supporting Documentation?



If we have requested that you provide further information or supporting documentation, the easiest way to provide this is by uploading it to your These Homes account. Any request sent by us asking for further Information/documentation will have a document upload feature and also you will see a link at the top of your Dashboard that you can use for this purpose. Please ensure when uploading any documents that you attach all the relevant documentation before you save this.

Alternatively, you can also email us any supporting information or documentation to housing@ochilviewha.co.uk. It would be useful if you could include your These Homes registration number.

Withdrawing My Registration on These Homes?

If you no longer wish to apply for housing with us, you can withdraw your registration via your [**These Homes Dashboard**](#).

Please note this cannot be done if you have an active application for a property open or if you are under offer/consideration for a property. Should you wish to withdraw your registration you will need to withdraw any applications you have made for a property first.

Withdrawing An Application For A Property?

If you have applied for a property and then decide that you are no longer interested you can cancel your application for that property by logging into [These Homes Dashboard](#). However, please note if you cancel your application for a property after the advert has closed it cannot be reinstated by yourself or the Association.

Unfortunately, there is nothing we can do about this as the system does not allow us to make this change. Therefore, please ensure you only withdraw an application for a property if you are sure and you do not wish to be considered for it.

If you do select to cancel an application for a property, the system will ask you to confirm this. If this has been an error and/or you change your mind you can select No here and it will cancel your withdrawal.

Contact Us



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www.thesehomes.com

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