



## **Housing Needs Team**

# **How we calculate your points and how to bid for properties**

### **How does the City determine an applicant's priority?**

From April 2018 the City of London moved to a points based system for general needs housing. From the information provided on an application the Housing Needs Team calculate how many points the applicant is awarded.

### **How we calculate your points**

The 2017 Housing Allocations Policy introduced a new points system which determines how we allocate our properties.

For more information about the City of London Housing Allocation Policy go to our website:

<https://www.cityoflondon.gov.uk/services/housing/looking-for-a-home/Pages/housing-register.aspx>

Households accepted onto the Housing Register will be made an award of primary points which reflects their level of priority for housing. Primary points groups correspond to reasonable preference groups, City letting preferences and City transfer preferences.

Where a household falls into more than one primary points group, they will be allocated to the group that receives the highest primary points. The exceptions to this are households accepted as homeless, who must remain in the homeless primary points group, and City of London tenants subject to a decant, who must remain within either the decant primary points group or the under-occupation primary points group.

Secondary points can be added to a household's points total to reflect cumulative preference (households that fall into more than one reasonable preference group) additional preference (prioritising households with certain circumstances) or other identified priorities.

## Primary Points

Households accepted onto the Housing Register will be made an award of primary points that corresponds to the highest reasonable preference group, local letting or transfer priority into which they fit. The primary points groups are set out below.

<p>Management Transfer City Corporation tenants with a critical need to move. This is time limited and all applicants will be kept under review. Only one reasonable offer of accommodation will be made to applicants in this group</p>	800 Points
<p>Under-occupation City Corporation tenants who are under-occupying their current property and wish to move to more suitable, smaller, accommodation</p>	400 Points
<p>Severe Medical or Welfare Needs</p>	275 Points
<p>Severe Overcrowding Households lacking two or more bedrooms according to the City's bedroom standard</p>	250 Points
<p>Studio Upgrade City Corporation tenants over 45 years old in studio flats; a parent whose child does not live with them, but who visits regularly or tenant who lives with a spouse, a civil partner, or a partner who has lived in the property continuously for at least one year</p>	250 Points
<p>Decants and Returning Tenants City Corporation tenants who need to leave their homes to enable a major works project to proceed will be placed in this group. Tenants who are temporarily decanted and have a Right of Return to their original estate will also be in this group. Tenants subject to a decant must remain within either this or the under-occupation group</p>	225 Points
<p>Moderate Medical or Welfare Needs</p>	225 Points
<p>Moderate Overcrowding Households who are lacking one bedroom according to the City's bedroom standard</p>	200 Points
<p>Homeless Homeless applicants who have been assessed as being both homeless and eligible for assistance will be placed and must remain within this group</p>	140 Points
<p>Lower income City connection Applicants with household earnings less than£30,000</p>	100 Points
<p>Sons and Daughters Sons and Daughters of current City Corporation tenants who have always lived as part of the household</p>	50 Points
<p>Low Priority Applicants who are both eligible and qualifying but do not meet any reasonable or local letting preference</p>	1 Point

## Secondary Points

In addition to the primary points awarded above, additional points may be awarded in the cases set out below. Not all secondary points are applicable to each primary points group. A description of the points available to each group is set out in the Points Matrix on page 5.

Overcrowding Per Bedroom Lacking	25 Points
Mixed Sibling Sharing Where a household's overcrowding forces two or more siblings of different genders, at least one of whom is age ten or over, to share a bedroom	10 Points
Medical – Severe Following consideration by independent medical advisor	50 Points
Medical – Moderate Following consideration by independent medical advisor	25 Points
Medical – Low Following consideration by independent medical advisor	10 Points
Welfare - Severe	50 Points
Welfare - Moderate	25 Points
Welfare – Low	10 Points
Sharing Accommodation Applicants who share the communal parts of their current accommodation with people outside of their normal household	
sharing with family	5 Points
sharing with 1-4 non-family members	10 Points
sharing with 5+ non-family members	15 Points
Without Tenancy Applicants without a tenancy agreement for their current home	5 Points
Bedroom Cap City of London Corporation tenants who are Under-occupiers affected by the removal of the spare room subsidy	50 Points
Long Temporary Accommodation Stay Homeless households who have spent longer than twelve months in temporary accommodation provided by the City Corporation and who have been actively but unsuccessfully bidding on suitable properties	150 Points
Advice and Engagement Applicants who engage with a Personal Housing Plan and are still unable to resolve their housing needs	15 Points
Decant Urgency City of London Tenants who do not need to be decanted for at least 12 months will begin with a moderate amount of priority. Priority will be increased by the addition of 100 points for tenants who need to move within 12 months and by 200 points for those who need to move within six months.	100 or 200 Points

<p><b>Intentionality</b>  Households who have deliberately and consciously done something, or failed to do something, that has contributed to their current housing needs will have their priority reduced.  This may include an applicant:  •Having applied for assistance under the Housing Act 1996 and been found intentionally homeless;  •Having moved into unsuitable accommodation to attract or increase priority for re-housing. This will apply when an applicant chose to occupy unsuitable accommodation when suitable and affordable accommodation was likely to be available to them;  •Having refused one Direct Offer, or three offers under Choice Based Lettings, of suitable accommodation from City Corporation.</p>	<p>minus 50 Points</p>
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All applicants are awarded points determined by their current circumstances. If their circumstances change they may gain or be deducted points. Points reflect housing need above most other considerations.

We do not award points for the length of time you have been on the Housing Register. However if 2 households have the same number of points, the one which has been on the Register for the longest time will get priority.

The primary and secondary points are presented in the table on page 5. The table also indicates which primary points groups may receive awards of which secondary points

**Medical and Welfare Needs**

If you believe you should receive medical or welfare priority you will need to complete a medical or additional assessment form: these are available on request from the Housing Needs Team. For more details regarding welfare or medical priority please contact the Housing Needs Team.

**Proof documents and information audits**

All applicants are expected to provide the appropriate proof documents when they apply to join the Housing Register. Failure to provide these documents will delay an application and could lead to an application being cancelled. Applicants should contact the Housing Needs Team with details of any changes to their circumstances.

The Housing Needs Team will also contact applicants on a regular basis to ensure all the documents supporting their application are up to date. Applicants who claim a local connection through employment will be required to provide letters from their employers confirming their eligibility to remain on the Housing Register.

**Key**

City of London Allocations Scheme		Secondary Points																
		Overcrowding			Wellbeing			Unsuitable Housing Conditions					Housing Management					
Primary Group	Primary Points	Per room	Mixed	Medical	Welfare	Sharing	Lack of	Bedroom	Long TA	Advice &	Intentionality	Decant	Urgency					
		lacking	sharing	S	M	L	S	M	L	F	1-4	5+	tenancy	Cap	stay	Engagement	Urgency	
Management Transfer	800																	
Under-occupation	400			50	25	10	50	25	10					50				100 / 200
Severe Medical / Welfare	275	25	10	50	25	10	5	10	15	5					15	minus 50		
Severe Overcrowding	250	25	10	25	10	25	5	10	15	5					15	minus 50		
Studio Upgrade	250	25		25	10	25												
Decants	225	25	10	50	25	10												100 / 200
Moderate Medical / Welfare	225	25	10	25	10	25	5	10	15	5						minus 50		
Moderate Overcrowding	200		10		10		10	5	10	15	5					minus 50		
Homeless	140	25	10	50	25	10								150		minus 50		
Lower Income City Connection	100				10		10	5	10	15	5							
Sons and Daughters	50				10		10	10										
Low Priority	1				10		10	5	10	15	5							

Secondary Wellbeing Points:  
 S = Severe M = Moderate L = Low  
 Secondary Sharing Points: F = with family 1-4 = with 1-4 non-family 5+ = with 5+ non family

<span style="background-color: green; border: 1px solid black; display: inline-block; width: 15px; height: 10px;"></span>	green indicates points are routinely available for applicants in this primary points group
<span style="background-color: yellow; border: 1px solid black; display: inline-block; width: 15px; height: 10px;"></span>	yellow indicates points are available to applicants in this group in exceptional circumstances only (described below)
<span style="background-color: red; border: 1px solid black; display: inline-block; width: 15px; height: 10px;"></span>	red indicates points are unavailable to applicants in this primary points group
<span style="background-color: blue; border: 1px solid black; display: inline-block; width: 15px; height: 10px;"></span>	blue indicates applicants who qualify for these secondary points will be moved to a higher primary points group

- a) All applicants in the Severe Overcrowding group have at least two bedrooms lacking. Therefore secondary points for 'per room lacking' will only be awarded for the third and any subsequent bedrooms lacking.
- b) Couples registered for a Studio Upgrade will receive secondary points for one bedroom lacking.
- c) The law requires temporary accommodation to be suitable for a homeless household's needs. This means that severe overcrowding, medical and welfare issues should not arise for households in temporary accommodation. Where they do arise secondary points may be awarded to reflect this. The City Corporation will, whenever possible, offer alternative temporary accommodation

## Vacancies and Waiting Times

For those of you who are new to the register your wait for rehousing is likely to be a number of years due to low supply and high demand for social housing. You need to make informed choices about your current accommodation. Checking your bid position at the early stages of your application is one way of estimating your waiting time and gauging your position on the list; see page 8 for further information on how to do this.

In order to qualify to be on the Housing Register you must maintain a local connection to the City of London. Applicants gain local connection by working (for at least 16 hours per week) or living within the City square mile for at least 24 months or by being the son or daughter of an existing tenant of the City of London. City of London tenants who need to move to a larger or smaller property also have a local connection. If the parents of an applicant with Sons & Daughters eligibility exercise the right to buy or move to another property their children will no longer qualify for Sons and Daughters eligibility.

Some applicants may not meet the local connection criteria but may be eligible at the discretion of the Housing Needs Team. Normally this will be for applicants who need to give or receive support to or from an existing City of London tenant. This would need supporting documents from appropriate professionals detailing the nature of this support. To keep discretionary status applicants must maintain the need to move into a City property as declared in their application. Should their circumstances change they may lose this discretionary status and no longer be eligible for housing through the City of London.

Local connection, based on an applicant's *current* circumstances, can be subject to change. You must always keep us informed to changes in your circumstances. If you win a bid and have not informed us of changes to your circumstances the offer of a property may be withdrawn. You should always inform us if you change address, change employment, add a new family member or if a member of your household is no longer to be included in your application. We also make periodic checks to ensure the register is up to date.

If you are accepted as homeless by the City of London you may be eligible to be on the Housing Register. However if the City Homelessness Team finds you intentionally homeless or discharges duty due to your refusing suitable accommodation and you do not meet the minimum local connection criteria your application to be on the Housing Register will be cancelled. If you meet the local connection criteria but have been found intentionally homeless your points total will be reduced by 50 points.

We recommend that you also apply to other housing authorities local to you in order to increase your rehousing opportunities. There are 33 London boroughs with which you can register but you will have priority with the boroughs where you live and/or where you work. They will have their own application criteria, bidding/allocation system and housing options. Most London Boroughs only accept living in their area as a local connection, not employment. Therefore, it is likely you may need to find alternative accommodation or manage your current situation whilst you wait for social housing.

With fewer vacancies and increasing demand for social housing it is very hard to predict how long you might have to wait until you are rehoused. If you call us for advice we will explain as best we can, however our estimations are based on housing trends at the time and this varies year on year.

Family sized units – especially 3 and 4 bedroom properties - are rare and households waiting for larger properties are likely to be waiting many years before they are housed. If you are looking for a large property please ensure you check the bidding site regularly as properties are only advertised once and if you miss an opportunity it could be a long time before another suitable property is advertised. The City of London has no properties available for bidding which are larger than 4 bedrooms.

# **Housing Needs Team**

## **How to bid for properties**

City of London Choice Based Lettings scheme is run by Home Connections.

This is how we allocate our vacant properties to people on the waiting list, except for a few special access routes which include: Children coming out of care, special project referrals/move on quotas, retiring City of London staff in tied accommodation, sheltered accommodation and for City of London tenants in exceptional circumstances.

**You can discuss any concerns you may have with the Housing Needs Team on:**  
0207 332 1237 / 3452.

**We can arrange a training session to help you to use the website or discuss alternative housing options.**

**If you do not bid, you will not be considered for rehousing.**

Please find enclosed your personal registration letter which shows your unique User ID and Pin number. Please keep this information safe. Should you have a change of circumstances you will need to complete a new form and once we have updated your details we will send you an updated Registration letter. If you lose or forget your Registration details please contact us and we will send out another bidding pack. We do not give this information over the telephone or by email.

The Registration letter shows the number of points you have. Please see pages **2-5** previously for details of how points are calculated.

This guide provides a few useful tips about managing your bids and using the online system that you may not find in the user guide.

The home connections website is available to use in the following languages:

Arabic (اللغات), Bengali, (বাংলা) Cantonese (語言), French, Polish (Jezyki), Portuguese (Idiomas), Somali (Afafka) and Turkish (Diller).

We advertise all available flats between **Thursday and Monday** each week. You can bid at any time during that period. We do not always have properties available for bidding so you should log on every week to see what is available.

Bids are won by the applicant with the highest number of points. As long as you place a bid within the active period (Thursday 00:01 to Monday 23:59), your bid will be ranked according to the level of points when the cycle closes, it does not matter who bids first or last. Once bidding has closed no more bids will be accepted on that particular vacancy.

Offers are made to bidders who have the highest priority points and you will usually be contacted for a viewing only if your points are the highest for that particular property.

You are only eligible to bid for properties which are the right size for your household. If you bid for a property which is too small for your needs your bid will be bypassed. You cannot bid for properties which are larger than your needs according to our bedroom standard.

If you are an existing City of London tenant looking to transfer to a larger or smaller property please be aware that:

- **If you have rent arrears any bid you make will be automatically disqualified. To qualify for an offer, please ensure your account is clear at all times.**
- **If you do not bid, you will not be considered for rehousing.**

## How to Bid for properties

### HOW TO SEE WHICH PROPERTIES ARE AVAILABLE FOR BIDDING:

#### Go to the choice based lettings website:

- Via the direct website: [www.homeconnections.org.uk](http://www.homeconnections.org.uk)
- Select partner: **City of London**

#### OR

- Via the City of London website: <https://www.cityoflondon.gov.uk/services/housing/looking-for-a-home/Pages/choice-based-lettings.aspx>
- Click on the link to access the City of London Home Connections main page.

#### THEN

- **LOG IN** using your personal User ID and Pin Number (6 digit date of birth for the main applicant). What you will see is your personal home page with your name, band, points, qualifying bed size, contact details and any previous bids you have made.

#### THEN

- Click “**view properties**” which is an option below your personal details.
- If this is during the Thursday to Monday bidding period all vacancies that match your allocated property size will be displayed.
- If no properties or adverts are seen, this means there are no vacancies for your household this particular week. Log out and look again in the next weekly cycle.  
It is likely you will see **no** properties on a regular basis as we have a limited number of vacancies each week.
- If you log in on a Tuesday or a Wednesday you will see no properties as we do not advertise available properties on those days.

You may be eligible to bid for more than one size property, this will be displayed on your registration letter as for example: 3 /4 bedroom flats.

If you want to see the full list of vacancies for that particular week, you should follow the same steps as above but change the bedroom size to **ALL on the drop down menu**.

Then click the **Search** tab. The screen will update to show you all vacancies we have for that particular week.

If you bid on a property size for which you do not qualify, your bid will be automatically by-passed.

### HOW TO VIEW YOUR BID POSITION

The Home Connections website allows you to estimate your position on the list. This may help you plan ahead and make informed choices about your current housing options.

You can expect to wait a number of years from the date you apply. By estimating your average position you will be able to work out how often you need to bid and on which estates you may have more opportunity. Your position will vary each time you bid as different people bid each week. This is due to the estate location, floor height and lift access etc.

You will find that properties located in estates within the City of London such as Golden Lane and Middlesex Street will have significantly more interest and have bidders with a higher level of points than those in North and South London.



If you need to be rehoused you should consider bidding on all of our estates. All of our estates are within travelling distance to the City square mile. If you need to move in the shortest time possible you should prioritise your housing need over a desire to live in a particular location within the City of London. You can only view a bid position AFTER the weekly bidding cycle has CLOSED and an offer is made. This may not be immediately after the bidding cycle has closed depending on whether or not the property is available to be viewed.

We aim to make the offers within 2 days after the bidding cycle has closed but sometimes this can be longer. If you do not receive a telephone call soon after the bid has closed, then it is likely you are not the person with the highest number of points.

If when you try to see your position following the closing it says "bid under consideration" this means the property has been offered to someone but it may not be ready to view or start the tenancy possibly due to repairs or maintenance works.

To check your bid position:

- **LOG IN.**
- **If you are already logged in, click on My Details** which is an option located on the right hand side of the page.
- **My Previous Bids** is a menu located underneath your personal details.
- **My Current Bids** below this will show any bids you have placed recently which are still under offer/consideration. *(if you have not been contacted then you are probably not under consideration but the property is still in the offer process)*
- To see your personal bid report, choose the period of time from the drop down menu in previous bids and click **Go**.

This list will show the bids you have placed, the total number of bids made and the position you came on each bid (only bids that are **closed** will be shown).

Your position may vary for each bid depending on how many other applicants have participated. Over time you may see a pattern emerge which should give you an indication of your position and potential waiting time.

## **TIPS AND FREQUENTLY ASKED QUESTIONS**

### **READ THE FULL PROPERTY INFORMATION BEFORE YOU PLACE A BID**

This will tell you on which estate the property is located; on which floor within the building it is situated; whether or not there is lift access; if the property has had any recent renovations; what heating it has and any special information such as whether it has a shower/ wet room rather than a bath etc.

Please note: Not all of our estates have lifts; so if you have a problem with stairs please make sure you check for this information each time **before you bid**.

The information will state the weekly rent and any other important information for example if the property is a Housing Association Nomination property which means your landlord will be another provider rather than the City of London.

Please ensure you check the rent level for the property. Some properties have their rent set at close to the market level for the area in which they are situated and can be considerably more expensive. You need to decide whether you can afford to pay the rent before you bid on the property.

If you win the bid for a Housing Association property, please be aware that the viewing process will be different to the City of London properties. We will provide the list of successful bidders to the Housing Association and they will contact the successful households directly. You should be aware that some Housing Associations conduct group viewings where more than one household is called to view a

property but the winning bidder still has first refusal. Refusal of a Housing Association property still counts towards the maximum of 3 refusals before an application is suspended.

You should also familiarise yourself with the location of our estates before you bid so you know whether you are willing to move to a particular area.

Please make sure the property is suitable for your needs before you bid; you do not want to waste a potential offer based on information that was provided at the bidding process.

### [Only place a bid if you are willing to live in the property on the particular estate](#)

### [You can only turn down 3 properties that you are offered before your application is suspended for at least 12 months.](#)

**If you are accepted as homeless by the City of London Homeless Team you can only view ONE property which is a suitable offer. This property could be in either the private or social rented sectors. If you refuse that property the City of London shall discharge the housing duty they have to provide accommodation. If duty is discharged you will lose the points which you have been awarded due to your homelessness and will be asked to leave the temporary accommodation. If you do not have a current connection to the City of London by residence or employment your application to be on the Housing Register would also be cancelled. If you refuse a property you may be considered to be “intentionally homeless” in which case you would have 50 points deducted from your total.**

If you are unsure, call the Housing Needs Team or the relevant estate office to ask any questions before you place your bid.

You are NOT permitted to view a property BEFORE you are made an offer.

Placing a bid is your desire to view a particular property. Viewing a property counts as an offer. Following a viewing if you decide you do not want to live in that property it will be viewed as turning down the property.

### [Make sure you are available to view and keep your Contact Details up to date](#)

If you are regularly in the **top 5** of the bid list, please make sure you are available for us to **call you** in the days following the bid cycle.

If we are unable to contact you to make an offer or if you are unable to view the property within the allocated time, it may mean you are **bypassed** and the property is offered to the next person on the list.

Please make sure we have your current mobile and a daytime telephone number for you or your partner.

You can call us to update your information or use the online “CONTACT INFO” form.

Due to high levels of contact we are unable to respond to complex queries via the contact info form. This form should only be used for changes in contact details or updating basic information.

Please call the Housing Needs Team to discuss any queries you may have or email us on [hadvice@cityoflondon.gov.uk](mailto:hadvice@cityoflondon.gov.uk) for answers to any questions regarding your application.

We will often respond by letter to any detailed query: please allow time for this.

### [Frequently Asked Questions](#)

#### [I cannot log in?](#)

- Are you inputting your Date of Birth as 6 digits? i.e.: 6<sup>th</sup> December 1970 will be: **061270**. No spaces or punctuation should be used.
- If you have a joint application, the main applicant’s D.O.B is the pin number.

- Your User ID is your 5 digit registration number e.g.: 25999.
- Are you attempting to log in sooner than advised? If you have just received your registration letter, you need to allow up to 2 weeks before you can log in.

If this still does not work call the Housing Needs Team for assistance:  
0207 332 1237 / 3452.

### I cannot see any properties

Follow the **HOW TO VIEW PROPERTIES** instructions in this guide.

- If there are no properties listed and the words “**No Active Records Found**” are seen, we have no properties that fit your allocated size this particular week. The City of London is a very small authority and there will be weeks where we have no suitable vacancies.
- If you log in on a Tuesday or a Wednesday “**No Active Records Found**” will always be seen as we do not advertise vacancies on those days.

### My bedsize / bedspace is showing 0 - is something wrong?

Single people who qualify for a BEDSIT/STUDIO property are shown as 0 (zero). This is the bedroom size for a single person. i.e.: 0 is studio, 1 is 1 bed, 2 is 2 bed etc.

### I cannot use a computer

We do not want to exclude those of you who do not know how to use a computer or do not have use of the internet at home.

However: **if you do not bid you will not be made an offer of housing.**

Therefore:

If you do not have access to the internet and live on or near a City of London estate, you can visit any estate office during usual opening hours (check with individual estate offices). There is a City of London computer available for you to use and staff can assist if you are unsure.

All City of London estates show the weekly advert in their notice boards so you can check these each week without having to go near a computer. If you see a property you wish to bid on, call the Housing Needs Team or go in to the estate office during opening hours.

For City workers: the Barbican Estate Office has a computer in the reception area which you are welcome to use any time between 9.15am and 4.30pm Monday-Friday.

Libraries and internet cafes also provide cheap or free services all over London.

If you would like some training on how to use the online service, please make an appointment with a member of staff as you may feel more confident after a quick training session.

If you would like to see a member of staff for help, please remember to make an appointment.

If you are completely unable to use a computer, you may call a member of the Housing Needs Team between 9.15 and 4.45pm on a Thursday, Friday or Monday of each week. (You only need to call once within a weekly cycle.)

We can talk you through the available vacancies and provide details over the phone.

You can then make a decision whether to place a bid or not and we will place it for you.

Please remember that by agreeing to place a bid, you are agreeing to potentially view a property if you win the bid.

If your bid is successful, this will be counted and considered as a reasonable offer of housing. You only have 3 refusals after which time your application will be suspended for one year.

## OTHER IMPORTANT INFORMATION:

If you need to speak with a member of the Housing Needs Team in person please **make an appointment before you visit us** to ensure a member of staff is available to deal with your enquiry.

If you are dropping off documents in person you can do so Monday to Friday between 9.15am and 4.45pm at the Barbican Estate Office reception who take all documents on our behalf. The Housing Needs Team is closed to the public every Tuesday between 9.00am and 2.00pm.

Please keep us informed of any changes to your housing situation, your employment or the make up of your household. If your **CIRCUMSTANCES CHANGE** you need to contact us and we may need to send you a Change of Circumstances Form.

- **It is your responsibility to keep us informed of any changes in your circumstances as this may affect your status on the housing register, failure to do so may result in your application being closed.**
- **Changes of circumstances that you need to tell us about include: contact details, a change of address, changes to the people in your household, change of employment, income or assets, medical circumstances etc.**
- **Please contact us if you have any queries about reporting a change of circumstances.**
- **If you withhold information in an attempt to secure accommodation you may be prosecuted which could result in a large fine, imprisonment or other penalty.**
- **If your circumstances are different to those on your application at the time of your bid and your bid is successful, your offer of housing will be rescinded as your application will need to be assessed on your new current accommodation details and points will need to be updated.**

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### General Data Protection Regulation (GDPR)

Data Protection legislation in the UK changed with the introduction of the GDPR on 25 May 2018 and a new Data Protection Act. This new legislation replaces the Data Protection Act 1998 and is designed to enhance the rights of individuals regarding the use of personal data, and introduced new requirements for all organisations, in relation to how and why personal data is used.

The City of London Corporation is no different to other organisations in this regard, has reviewed and updated its data protection policies and procedures, taking all necessary steps to ensure we fully comply with the legal requirements for processing your personal data in relation to your housing application and current circumstances.

For further details about how and why we process your personal data, please see our full privacy notice along with the relevant departmental layers, available at [www.cityoflondon.gov.uk/privacy](http://www.cityoflondon.gov.uk/privacy).

Further information about data protection at the City of London Corporation is also available online at: [www.cityoflondon.gov.uk/dataprotection](http://www.cityoflondon.gov.uk/dataprotection).

#### Housing Needs Team:

Tel: **0207 332 1237 / 3452**

Email: [hadvice@cityoflondon.gov.uk](mailto:hadvice@cityoflondon.gov.uk)

[www.cityoflondon.gov.uk](http://www.cityoflondon.gov.uk)

[www.homeconnections.org.uk](http://www.homeconnections.org.uk) – City of London

Postal and office address:

**Housing Needs Team  
City of London  
Barbican Estate Office  
3 Lauderdale Place  
Barbican  
EC2Y 8EN**