

# Applicant Procedure

What happens when I have bid for a property?

Choice Based Letting (CBL)  
look at the bids

Top bidder is identified for each property

Customer Choice Co-ordinator (CCC)  
checks bidder information and  
eligibility match to property

Applicant and property do **not** match, or further information required

Applicant and property **match**

Admin sets up home visit/office interview.  
Phone call followed by letter

Further information requested from applicant or third party

CCC discusses with Allocations Manager

Applicant refused

Home visit

Office interview may be needed

CCC discusses with Allocations Manager

Applicant Refused

Applicant offered property

## KEY



CBL Scheme



Westcountry Housing