



### Applying to Join Keyways

**1. How do I apply to join the Keyways Housing Register?**

Apply online at [www.keyways.org.uk](http://www.keyways.org.uk). If you can't apply online and have no one to help, call 0300 126 3000 or email [keyways@northnorthants.gov.uk](mailto:keyways@northnorthants.gov.uk).

**2. What documents do I need to apply?**

With your application, provide:

- Proof of local connection (e.g. close family in North Northamptonshire for 5+ years)
- Photo ID for all household members (e.g. passport, driving licence etc)
- Proof of right to live in the UK (if not a British citizen)
- National Insurance numbers (age 16+)
- 5-year address history for all household members, with tenure and landlord details
- Proof of children living with you on a permanent basis
- Any other relevant documents (e.g. notice to quit, medical letters etc)

All documents must be valid and up to date. Upload them via your “My Account” page or during your application.

**3. Can I apply if I am not a UK national?**

Yes, but those subject to immigration control or who are not habitually resident may not be eligible. You will need to evidence you have recourse to public funds.

**4. Can I apply if I own a property?**

No, unless there are exceptional circumstances. See the full scheme for further details.

**5. Can I apply if I am in the Armed Forces?**

Yes, including current/former members, bereaved spouses, and those needing to move due to service-related reasons. See the full scheme for further details.

**6. Can I apply if I am homeless?**

Yes, but we recommend that you contact the Housing Advice & Options Team for help and advice. Call 0300 126 3000 or email [housingoptions@northnorthants.gov.uk](mailto:housingoptions@northnorthants.gov.uk).

## Eligibility and Qualification

### 7. Why might my application be refused?

If you are under 16 (or 16/17 without a guarantor), not eligible due to immigration status, a homeowner, or a non-qualifying person (e.g. no local connection, housing debts, unacceptable behaviour). See the full scheme for further details.

If you are not eligible or do not qualify, see alternative housing options on our website. You can also contact the Housing Advice & Options Team for help and advice. Call 0300 126 3000 or email [housingoptions@northnorthants.gov.uk](mailto:housingoptions@northnorthants.gov.uk).

### 8. What if I disagree with a decision about my application?

If you disagree with a decision about your Keyways application, you can request a review in writing within 21 days, explaining why you believe the decision is incorrect.

## Application Processing and Updates

### 9. How long does it take to process my application?

Up to 30 working days after receiving all required information.

### 10. How will I know if I have been accepted onto Keyways?

You will receive a registration letter via email with your login, band, and instructions.

### 11. Do I need to renew my application each year?

Yes, you must renew within 28 days of the reminder, or your application will be closed.

### 12. Can I cancel my application?

Yes, online via your “My Account” page or by contacting us. Call 0300 126 3000 or email [keyways@northnorthants.gov.uk](mailto:keyways@northnorthants.gov.uk). Please include the reasons why.

### 13. What if my circumstances change?

You must always keep your application up to date. Update your details online via your “My Account” page. Changes will be assessed, and you will be notified of any impact.

### 14. Can I add someone to my application?

Yes, update your application online via your “My Account” page. All new members will be verified, and you will be notified of any impact.

### 15. How are fraudulent applications prevented?

Applications are verified with landlords, agencies, and by use of credit checks. False or withholding relevant information may lead to exclusion or prosecution.

## **Banding and Priority**

### **16. What are the Keyways bands?**

Bands A–E, with A being the highest priority. Band E is for those with no housing need but have a local connection a village exception site or are seeking sheltered housing.

### **17. What is a band effective date?**

The date you registered or moved to a higher band. We use this to prioritise between applicants within the same band.

### **18. How do I know which band I am in?**

It will be within your registration letter which is typically sent via email.

### **19. How long will I stay in the same band?**

Until your circumstances change or you become ineligible for social housing.

### **20. What if someone on my application has a medical condition?**

It is important to tell us if a medical condition is affected by your current housing or it affects your housing needs (including property adaptations). This may affect your priority and property offers. You will only be offered suitable properties which meet your needs from the outset.

## **Bidding for Properties**

### **21. How do I bid for a property?**

You can place bid online via your Keyways account, with help from the Customer Services Team, or by phone.

### **22. How many properties can I bid for per cycle?**

Up to three per cycle (five for applicants owed duties under the homeless legislation). Only bid on suitable properties.

### **23. How long do I have to bid for a property?**

Available properties are advertised in weekly cycles: Thursday 12:01am to Tuesday 11:59pm. No bids can be placed on Wednesday as this is when we prepare new adverts for the next cycle.

### **24. What happens if I do not bid?**

Inactive applications may be reviewed or closed. Band A applicants have bids placed automatically, as well as those owed homeless duties by the Council.

### **25. Can I see how many households have bid on the same property who are ahead of me?**

Yes, you will see your queue position, which may change during the advert cycle.

**26. Why can I not bid on some properties?**

You can only bid on properties suitable for your needs. Some have specific criteria (e.g. age restrictions, local letting plans).

**27. What does 'Local Lettings Plan' mean?**

A plan for specific areas to manage tenant mix and community needs. This helps us decide who should be allocated vacant properties. Details are in the property advert, and this typically applies to new build developments.

**28. What information is included in property adverts?**

Landlord, location, bedrooms, floor level, heating, garden, parking, adaptations, rent, service charge, council tax, eligibility criteria and photo (if available).

## **Offers and Nominations**

**29. How long will it take to be nominated to a property?**

It varies based on your priority, property type, area, and demand. See "Recent Lets" and "Average Waiting Time" on the Keyways website for more detailed information.

**30. How does the council decide who is offered a property?**

After bidding closes, all applicants who placed a bid during the cycle are shortlisted based on eligibility and housing need. The highest priority applicant is usually nominated and contacted. It is important to ensure your contact details are always up to date. If your bid is unsuccessful, you can check the outcome online via your "My Account" page.

**31. How will I know if I am being nominated for a property I have bid on?**

If you are being considered for a property, a Keyways officer will contact you by telephone to advise you and complete final verification checks. Contact may take up to 10 working days or longer, depending on the property's readiness.

**32. Will I be able to view the property before deciding?**

Yes, after the nomination and landlord checks are complete. Viewing times vary. The Landlord of the property will contact you to make a mutually convenient appointment.

**33. Can the landlord refuse to offer me the property?**

Yes, for reasons like undisclosed changes, failed checks, unaffordability, or unpaid rent in advance.

**34. What happens if I refuse a property?**

Refusing two reasonable offers in 12 months will result in the closure your application for 12 months and you will need to reapply. Applicants owed a duty under the homeless legislation will receive one "Final Offer" only.

**35. Will I need to pay rent in advance?**

Most landlords require rent in advance, and this will be detailed in the advert. If you are unable to pay, you should not place a bid. In some cases, support may be offered through the Discretionary Housing Payment fund or the Homeless Prevention Fund.