

What do you do if you have a complaint?

If you have a complaint, compliment or suggestion about any of our services, please contact:

The Statutory Complaints Manager Community Well-Being


Thurrock Council, FREEPOST ANG 1611
PO Box 140, Civic Offices,
New Road, Grays,
Thurrock Essex RM17 6TJ

Tel: 0845 300 5263

E-mail: complaints@thurrock.gov.uk
compliments@thurrock.gov.uk

A complaint will be acknowledged within 5 working days. An officer will investigate your complaint and respond to any concerns within 10 working days. If your complaint is about a member of staff, then the council aims to respond within 28 working days.

Monday - Friday
9.00am - 5.00pm



For free translation phone
Për një përkthim falas telefononi
للترجمة المجانية الرجاء الاتصال هاتفياً
বিনাখরচে অনুবাদের জন্য টেলিফোন করুন
Za besplatne prevode pozovite
欲索取免費譯本，請致電。
Pour une traduction gratuite, téléphonez
Για δωρεάν μετάφραση, τηλεφωνήστε.
മുക്ത ബാധിതർ മാറ്റേ ഫോൺ കൾ.
निःशुल्क अनुवाद के लिए कृपया फोन कीजिए
بو ته رجومه كردنى به خورايى ته له فون بكه بو
Del nemokamo vertimo skambinkinte
സൗജന്യമായ തർജ്ജമയ്ക്കായി ബന്ധപ്പെടുക
Po bezplatne tłumaczenie prosimy dzwonić:
Para uma tradução grátis, telefone.
ਮੁਕਤ ਅਨੁਵਾਦ ਲਈ ਫੋਨ ਕਰੋ
Перевод – бесплатно. Звоните.
Para obtener una traducción gratuita llame al:
Turjubaan lacag la'aan ah ka soo wac telefoonka
இலவச மொழிபெயர்ப்புக்கு தொலைபேசி செய்யவும்.
Ücretsiz çeviri için telefon edin.
Điện thoại để được thông dịch miễn phí.
مفت ترجمے کے لئے ٹیلیفون کیجیے۔

For large print or braille phone
0800 952 0119
© Newham Language Shop



Thurrock *Choice Homes*
www.thurrockchoicehomes.org.uk

How to bid



Have you found this leaflet useful?

If you think we can improve it please contact:

The Communication Team
Community Well-Being Directorate
Civic Offices, P.O Box 140,
New Road, Grays,
Thurrock RM17 6TJ

Tel: 01375 652 438

E-mail: CPI.Team@thurrock.gov.uk

Monday – Thursday: 8.45 am to 5.15 pm

Friday: 8.45 am to 4.45 pm

Thurrock Council welcomes
Typetalk calls.

Typetalk is run by RNID in partnership
with BT. If you would like more
information on this facility, you can
contact BT on:

Text: 18001 0800 7311888

Voice: 0800 7311 888

1. be informed

If you are not already on the Housing Register, you will have to join. You can pick up an application form from your local area office or call 01375 652880.

When using Thurrock Choice Homes, you will be asked for your:

- Date of birth
- Thurrock Choice Homes (TCH) Registration number
- Property Reference number

Properties will be advertised from Thursday to midnight Monday, every week. Details of available properties can be found:

- In the Thurrock Gazette
- On the internet at www.thurrockchoicehomes.org.uk

If you are housebound or vulnerable you can request a property list by calling 01375 652880 or visiting your local area office.

2. choose

Have a good look through the properties and make a note of the reference numbers for properties that you are interested in.

You can choose two homes every week.

Only bid for property sizes that you are registered for otherwise you will be wasting your bids.

What happens next?

After bidding closes, we compile the list for each available property. All bids will be ranked in order of Band, with Gold being the highest. Then we look to see who has been waiting in the Band the longest. For example, a customer was placed in the Gold Band on 4 January 2009. The next customer has been placed in the Silver band on 28 December 2005. It will be the customer with the highest Band, Gold Band, who is successful.

The customers at the top of the list will be

3. bid

You can bid by:

- Calling the 24 hour automated Thurrock Choice Homes bidding line on 0845 2700 558
- Looking on the internet at www.thurrockchoicehomes.org.uk
- Using a kiosk at one of the local area offices
- Texting 0778 1486526

You can bid from Thursday until midnight on Monday.

Once you have placed a bid you can check your place in the queue. If you have a low position, you can remove your bid for that property and bid for another.

invited to view the property. If you are not contacted this means you have been unsuccessful and should continue to bid.

Applicants who visit the property will have the opportunity to see if it is suitable for them.

If you bid successfully for two properties and refuse them after viewing, you may lose your priority or your application may be deferred for six months. We will look at each case individually and you will have the opportunity to appeal.