

### **I have Homeless Silver Priority do I need to bid 3 times per week at this time?**

You should only bid if you are able to move at this time. Homes will not be held for you if you are unable to move. You should continue to bid for as many homes that meet your needs as possible. However, less homes are being advertised so you may not be able to bid for 3 homes each week during the Covid-19 emergency.

### **Who can I speak to about a specific home advertised or to get my EdIndex reference number?**

If you have a question about an advertised home you will need to contact the [landlord](#) direct.

The EdIndex team is working from home so they are not able to answer telephone enquiries at this time. If your enquiry is urgent you can e-mail the team at [edindex@edinburgh.gov.uk](mailto:edindex@edinburgh.gov.uk) Please be aware it may take us longer to respond to your enquiry than normal.

### **Will all the EdIndex landlords be advertising homes?**

Landlords can only advertise when they have homes that are ready to let so not all of them will advertise each week.

### **If I am offered a home will I get to view it?**

Landlords will be trying to limit the need for any face to face contact to protect the public and staff.

Some landlords may offer for you to view homes through a 'virtual viewing'. If you are offered a 'virtual viewing' you will be emailed a video and photos of inside and outside the home to help you decide if the home is suitable for you. If you do not have access to email you may be invited to an office to view the video and photos.

Some landlords may offer viewings in person (but you may be asked to limit the number of people who can attend the viewing with you).

If you are being offered a home the landlord will contact you to provide more information on how on how this will done as landlord offices may not be open as normal at this time.

### **Will I need to attend an interview to sign for a tenancy?**

Most of the tenancy sign up interview meetings are likely to be carried out over the phone with a Housing Officer who will explain your responsibilities as a tenant and those of your landlord.

The process for signing tenancy agreement documents will vary between landlords. Some landlords may require you to sign documents whilst following social distancing and recommended hygiene measures. Other landlords may offer an electronic sign up process or arrange for you to sign the full paperwork at a later date.

If you accept the offer of a home your landlord will contact you to provide more information on how this will done.