

# durham key options summary

**Durham Key Options (DKO) is the County Durham Choice Based Lettings partnership. It is a partnership between the major landlords in the County and Durham County Council and is the main way that social housing is let in the County.**

People who apply to DKO fill in an application form and provide information relating to their identity, housing history and housing need.

The documentation that you will need to complete the DKO application is:

- Proof of ID – one of the following: birth certificate, passport, driving licence or NHS medical card
- Proof of address – one of the following; utility bill, bank statement dated within three months
- Five years housing history including any previous landlord's details (name, address, contact details)
- Full name and date of birth of other household members
- National Insurance number

Applications are assessed for the level of housing need and placed in one of four priority bands; four is the lowest priority for people who are adequately housed and one is the highest priority. Everyone affected by the decision to demolish Red Firs and Rowan Lea will be given 'regeneration priority' in Band one, which is the highest. This applies across all the properties advertised through DKO, not just believe housing properties.

Once registered, applicants can 'bid' (express an interest) for properties that are advertised on the DKO website; [durhamkeyoptions.co.uk](http://durhamkeyoptions.co.uk). Properties are advertised each working day and are advertised for 6 days. At the end of this period, the bidder with the highest priority is approached and asked if they would like to accept the offer and view the property. If the property is suitable, the applicant can sign up immediately.

DKO is a fully digital service. This means that the application, advertising and bidding is all done on the internet. If you don't have access to the internet we will help you with the process of registering and bidding. If you would like help, please contact us on **0300 1311 999** or email the relocation support team on **[BrandonRelocation@believehousing.co.uk](mailto:BrandonRelocation@believehousing.co.uk)**.

In addition to the usual DKO lettings policy which governs how DKO operates, believe has agreed an additional lettings approach to relocation of residents affected by the Red Firs and Rowan Lea demolition. This can be found below.

You can apply through DKO for any property advertised by social landlords across the County. If you want to move outside County Durham, please discuss this with us and we can see what support we can offer.

## **believe housing – Regeneration Lettings Priority, Red Firs and Rowan Lea**

The Board of believe housing has agreed to demolish properties at Red Firs and Rowan Lea. People who are living in these affected properties will be given regeneration priority in Band one within the Durham Key Options Lettings policy.

This priority is awarded from the date that believe housing made the decision to demolish the properties. It applies to all properties advertised through DKO, not just believe housing properties. This priority is awarded to anyone who was living in the affected properties at the time the decision was made.

To support the relocation process, in the event of the need for a 'tie-breaker', when two or more people bid for the same property with this regeneration priority, the applicant with the longest tenure at their current address in Red Firs and Rowan Lea will be top of the short list of bidders, with others in descending order based on length of tenure.

This approach to tie-breaking only applies to applicants who were resident in Red Firs and Rowan Lea when the decision was made to demolish and will only apply on DKO bids for believe housing properties.

You can call us on **0300 1311 999**  
or email **[hello@believehousing.co.uk](mailto:hello@believehousing.co.uk)**