Choice Homes @ Pembrokeshire
Frequently Asked Questions

When will the Housing Register reopen?

The Housing Register will reopen for new applications on 28 October 2026.

What will happen from 28 October 2026?

The Housing Register will reopen on 28 October 2026. If you had an active housing application before the temporary suspension, it will remain active and keep its current priority band (Gold, Silver or Bronze). Until the revised Allocation Policy is introduced, properties will continue to be allocated under the current Allocation Policy.

I am already on the Housing Register but have not yet reapplied. What do I need to do?

You can reapply via your Housing Online account to start the two part process. If you require assistance, contact the Housing Support Team on 01437 776603 or email choicehomeschange@pembrokeshire.gov.uk.

I have completed the application process. What happens next?

If you have completed Stage 1 (the pre-application form) and Stage 2 (updating your application online), you do not need to do anything further. You will receive a new Welcome Pack when the revised Allocation Policy is introduced in February 2027. Until then, your application will remain in its current band and bedroom category and will continue to be assessed under the current Allocation Policy.

Are property allocations still taking place?

Yes. Until the revised Allocation Policy is introduced in February 2027, property allocations will continue to be managed by the Choice Based Lettings Team. Allocations will be completed against the current Allocation Policy criteria.

Will there still be weekly Choice Homes property adverts?

No. There will be no weekly Choice Homes property adverts for applicants to bid on until the revised Allocation Policy is introduced in February 2027.

Will I still be able to bid on properties?

No. During this period, properties will be allocated directly to eligible applicants. Please make sure your areas of choice are up to date by emailing housing@pembrokeshire.gov.uk if any changes are required.

How will properties be allocated during this period?

Properties will be allocated to applicants in the highest housing band, with priority given to those who have been registered the longest and whose selected areas of choice match the property location. Allocations will be completed against the current Allocation Policy criteria.

Why is it important to update my areas of choice?

As there will be no bidding process during this period, it is important that your areas of choice accurately reflect where you are willing to live. This ensures you can be considered for all suitable properties in your preferred locations.

How do I update my areas of choice?

Email: housing@pembrokeshire.gov.uk | Telephone: 01437 764551

Will I be penalised for refusing a property offer during this period?

Property offers will be based on the areas of choice recorded on your application. You will not be required to accept an offer if it does not meet your needs. However, if the Council owes you a homelessness duty, refusing a suitable property may affect the Council's ongoing duty to you under homelessness legislation.

When can I bid on properties again?

Subject to the implementation of the revised Allocation Policy, applicants are expected to be able to bid for available properties again from February 2027.

Can I still apply for social housing if I do not have a local connection to Pembrokeshire?

Yes. Welsh Government guidance confirms that anyone who is eligible for social housing can apply to and join the Housing Register, regardless of whether they have a local connection.

Will applicants with a local connection still be prioritised?

Yes. Applicants with a confirmed local connection to Pembrokeshire will receive additional preference under the revised Allocation Policy through a Residential Connection preference.

Why can people from outside Pembrokeshire apply for social housing?

The Council must follow Welsh Government guidance. Applicants with a confirmed local connection to Pembrokeshire will still receive additional preference under the revised Allocation Policy.

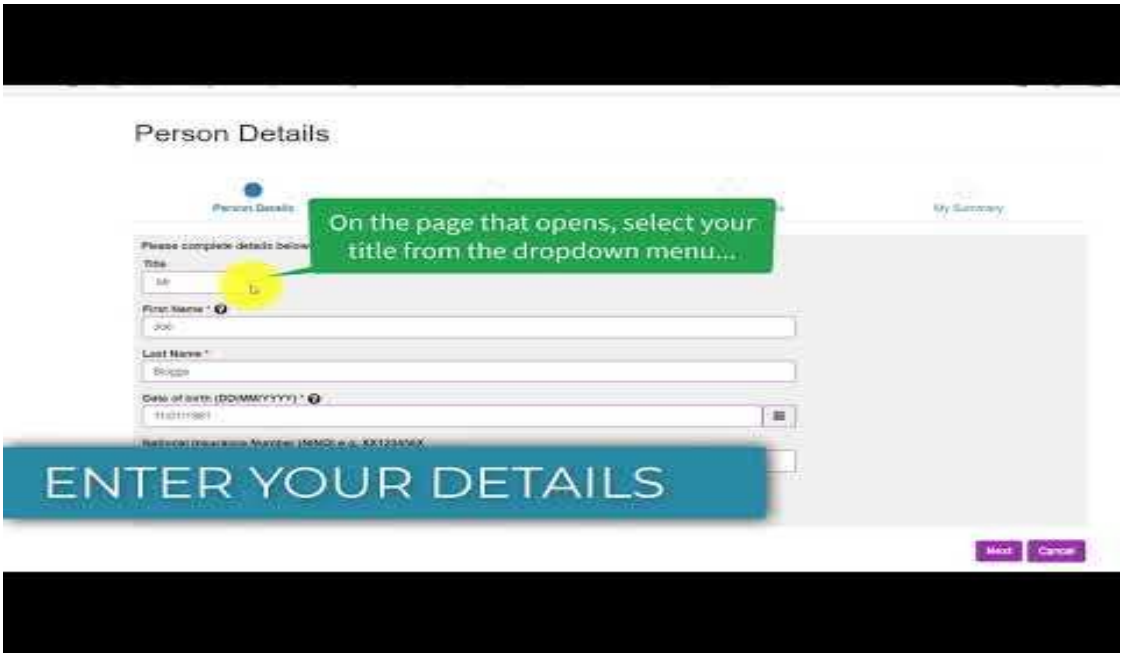
How do I apply to join the Housing Register?

To submit an application, you must first create a Housing Online account. All applications must be completed online through the Choice Homes website.

How do I create a Housing Online account?

For guidance on setting up a Housing Online account, please watch the "How to Create a Housing Online Account" video.

How to create a Housing Online account



If I apply now, will I need to reapply when the revised policy is introduced in February 2027?

No. New applicants applying from 28 October 2026 will be registered through a dual-registration process and will not need to reapply.

How is my application assessed before the revised Allocation Policy is introduced?

Your application will continue to be assessed using the criteria set out in the current Allocation Policy. Your application will remain in it's current banding with bedroom eligibility.

How will adapted properties be allocated?

Adapted properties will continue to be allocated using the existing criteria to applicants registered on the Pembrokeshire Accessible Housing Register (PAHR).

Why has the revised Allocation Policy been delayed?

Following updates to Welsh Government guidance, the Allocation Policy has been reviewed and further system changes are required before it can be introduced.

When will the revised Allocation Policy be introduced?

The revised Allocation Policy is due to be introduced in February 2027.

When will I be informed if my banding has changed under the new Allocation Policy?

You will receive an updated welcome pack in February 2027 which will confirm any changes made to your application under the new Allocation Policy criteria.

What is happening between now and February 2027?

The Council will complete the necessary IT system changes, implement policy requirements, contact applicants who have not completed the reapplication process, and continue allocating available properties.

I need help with the application process

If you require support, please call 01437 776603 or email choicehomeschange@pembrokeshire.gov.uk. Support can be provided over the phone or by appointment if required.

