

New garages add to the platform every Friday



Customer sets up MyStevenage account



Customers make a garage selection, of up to 2 bids, between Friday and midnight Tuesday



Council processes all bids received



Notification emails issued to customers on a Thursday if successful and unsuccessful



Customer accesses MyStevenage account to accept the offer/ terms & conditions/book key collection appointment

If unsuccessful applicant should view reason as to why. Any debt owed to SBC /Experian should be cleared before re-applying



Customer attends app to collect keys (Direct Debit form to complete also available)



Customer receives email to confirm Account Number and instruction on how to pay first 2 weeks rent