Digital Lettings FAQ:s

Q1: How can I set up an account for bidding?

Please ensure you have registered for a "My Stevenage" account using this link: https://myaccount.stevenage.gov.uk/

Q2:   I have already completed an application form and I am on the waiting list. Do I still need to set up a "My Stevenage" account?

Yes you should use the link shown above as without this you will not be able to bid for available garages

Q3:   Why are you changing the way garages are allocated?

To improve the customer experience, digital lettings allows our customers to see the garages available for rent each week and enables you to make your own choice over what garage you wish to bid for.

Q4:   Does that mean there is no longer a waiting list for a garage?
Each applicant will be placed into a banding criteria based upon the information supplied on their application form. The successful applicant will be the one that has bid, who falls in highest criteria and who has the longest dated application.

Example:

Name	Banding Criteria	Application date	Rating
Mr X	Band B	1st April 2016	Successful
Mr Y	Band B	1 August 2017	Unsuccessful
Mr Z	Band B	25 September 2022	Unsuccessful

Q5:   I have been on the waiting list for a particular garage, what this does mean now?

Each week you will have the opportunity to see to see the garages we have available for immediate letting. You may take the opportunity to bid for a garage that you didn't know was available or you may decide to see what is available the next week, the choice will be down to you.

Q6:   Will you contact me when a garage becomes available?

We will no longer contact applicants about available garages, you will be required to view at the garages available for letting online, which will be advertised on a weekly basis.

Updated July 2025

Q7: **How can I see what garages are available for bidding?**

To see what garages are available please use the following link: www.stevenage.gov.uk/garages

New garages will be added every week and will be available for bidding from 9am every Friday and will close 12pm midday every Tuesday. Each bidder will be notified of their outcome on a Thursday.

Q8: **What information can be seen on the bidding page?**

- Garage address
- Garage Type
- Weekly Cost
- Photo of the garage block (if available)
- A map to show the location of the garage

Q9: **How many times can I bid for a garage?**

You will be permitted to make a maximum of 2 bids per week. Once this limit has been reached you should wait until the following week to bid again.

You should only bid on a garage if you are willing to accept the agreement and the conditions of licence if the offer is made to you. Please do not bid unless you are sure you want to rent the garage. Your application will be removed if you do not accept the offer made to you upon a successful bid.

Q10: **How do I know if I have been successful/ unsuccessful?**

When you submit a bid for a garage you will receive an email confirming the bid has been made. If you are successful you will be notified by email on a Wednesday, once the biding closes, to confirm if you have been successful or unsuccessful and what steps you need to take next.

Q11: **How do you become the highest bidder?**

Each applicant will be placed into a banding category based upon the information provided at the time their applicant was made. The highest bidder will be the applicant in the highest category and who has the oldest application date.

Q12:   How do I accept the garage offer if I am successful?

You will be instructed by an email of the next steps to take which include logging on to your "My Stevenage" account to complete a licence agreement and book an appointment for the collection of the garage keys.

Q13:   Where can I view the Garage Policy?

The latest policy can be viewed here:
https://www.stevenage.gov.uk/garages/garage-management-services-policy

Q14:   How can I bid if I do not have access to a computer or the internet?

You can ask a family or friends to assist you or you can use the computers at our Customer Service Centre to register and access the latest garages available for bidding.