

Changes to the Housing Register

The day to day management of the Housing Register is currently delivered by Waterloo Housing Group but from 1st October 2019 this function will be carried out by East Lindsey District Council as part of a move to a more integrated Housing and Homelessness service. We hope that customers will be able to access the new register mid-to-late October after we have undertaken sufficient testing.

We have also purchased a new IT system and are in the process of configuring this to comply with our policies. The new IT system will significantly improve the customer journey and their overall experience of applying and bidding for social housing.

From the 1st October until we go live with the new IT system we will use a Direct Let process to rehouse our applicants. This means that properties will not be advertised by ourselves or Waterloo Housing Group for this duration but will be putting applicants forward for properties based on the information we currently hold such as their banding, area and property preferences. We will start advertising properties again as soon as we go-live.

We are regrettably no longer going to transfer most of the current housing applicant's details to the new register because this would have created unacceptable delays. We will be asking applicants to re-register which will ensure the data is accurate rather than relying on old data which could be out of date and inaccurate. We are working toward accessing all proofs such as copies of passports, driving licences, doctor and benefit letters which have previously been provided meaning applicants won't have to provide this again unless it is out of date or we require further information. We have written to all applicants to advise them of this and what is expected of them and are committed to minimising any disruption and/or inconvenience to them and will provide a direct support to those who may struggle to update their application.

We are looking to hold housing surgeries where applicants can access support with their application. We are committed to ensuring that all eligible people have equitable access to the housing register and depending on individual circumstances, we will be offering a number of home visits.

Access to the new register will be through the ELDC website. The Housing Hub can also be contacted on 01507 613135 or by email housing.register@e-lindsey.gov.uk