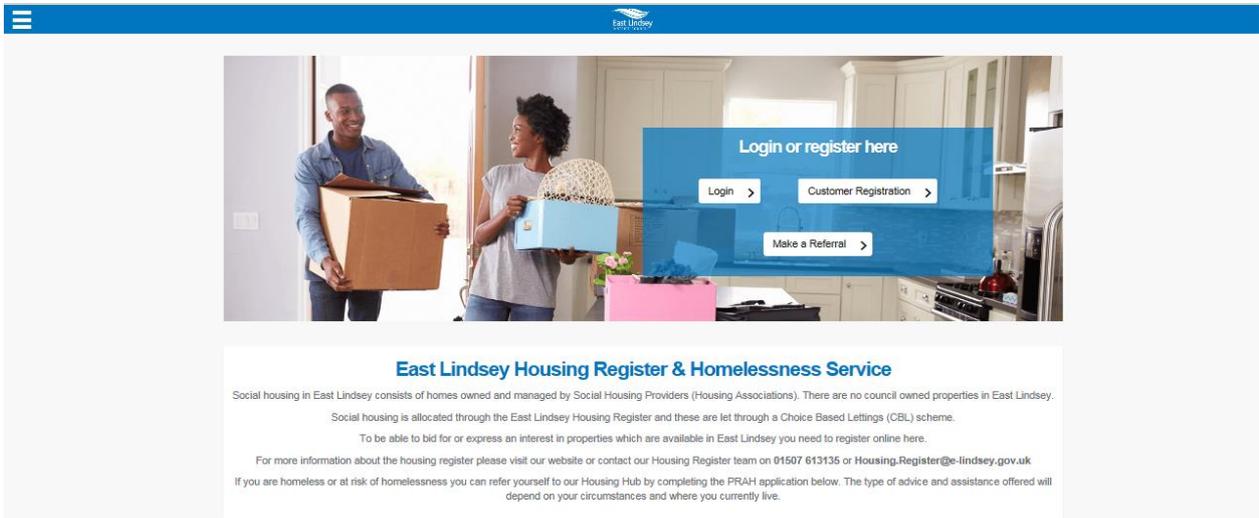


A Guide to using the customer portal for East Lindsey Housing Register & Homelessness Service



Background Information

The District of East Lindsey is a large rural authority covering approximately 700 square miles. Social housing in East Lindsey consists of homes owned and managed by Registered Social Landlords (RSL's). There are no council owned properties in East Lindsey.

The management of the housing register transferred back to this council on 1st October 2019 and changes have been made to who is eligible to join the housing register. If you do not have a connection to East Lindsey, you might not be eligible.

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What to do before you start an application:

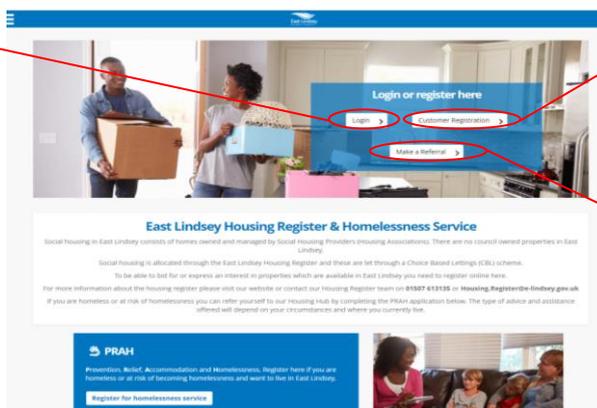
- ✓ Check that you qualify to join the housing register and that you meet the Local Connection criteria by viewing the [Housing Allocations Scheme](#)
- ✓ Have an email address so that you can register yourself online (if you haven't got an email address you will need to contact us)
- ✓ Have your 5 year address history ready with dates
- ✓ Have details of all household members including their date of birth
- ✓ Have all medical information to hand (if necessary)
- ✓ Make sure you are able to provide all of the necessary document proofs within 28 days of submitting your application (ID, proof of address, proof of medical information etc.)
- ✓ It is recommended that you use Google Chrome (rather than Internet Explorer) if you are able to

Please note that the online application may take approx. 30-60 minutes dependant upon your circumstances and family make up. However, you can save your application and return to it at any point.

How to join the Council's Housing Register

You need to complete an online application form <https://e-lindsey.housingjigsaw.co.uk>

Once you are already registered, you will log in to your account here



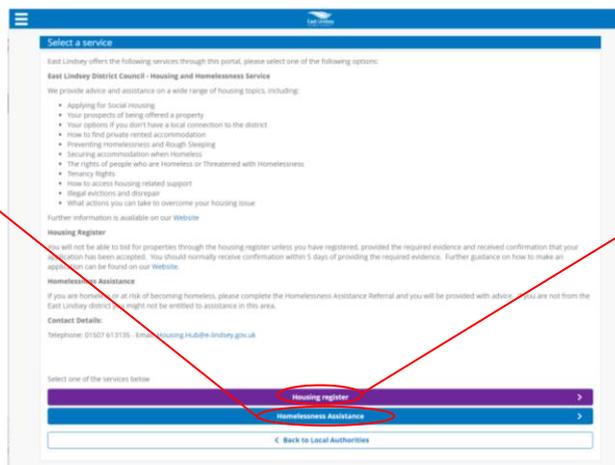
Click here to register for the first time

This is for agencies to use the ALERT system to refer customers who are at risk of homelessness

When you register for the first time, you will be asked for your email address and to create a password. You will then be sent a link to your email address to activate your account and the link is only valid for 24 hours.

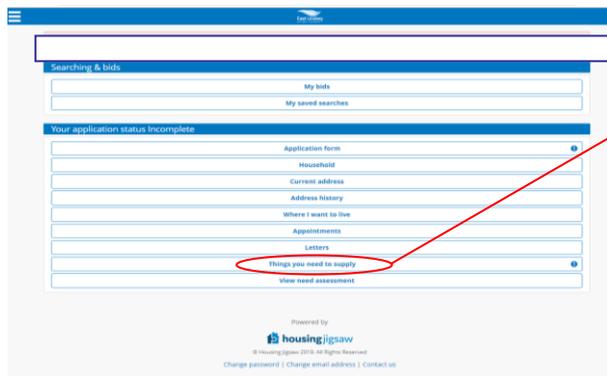
How to self-refer as homeless or at risk of homelessness

Click here to self refer if you are homeless or at risk of homelessness within 56 days



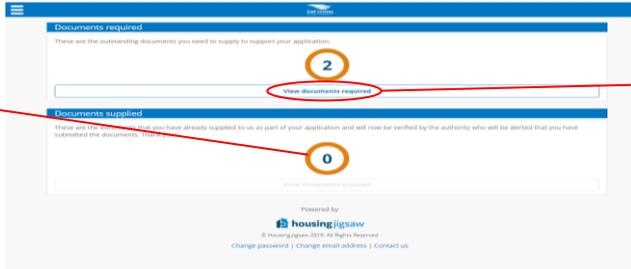
Click here which will take you to the online application for social housing

How to upload documents via the Customer Portal:



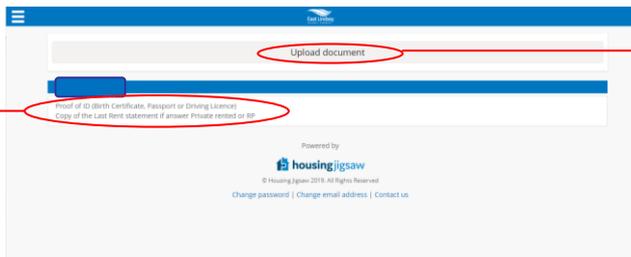
Click on Things you need to supply to see what document proofs you have been asked to provide to us

Here shows you what documents you have already supplied



Click on View documents required to see what document proofs you need to supply and upload

List of document proofs you need to provide before we can verify your application

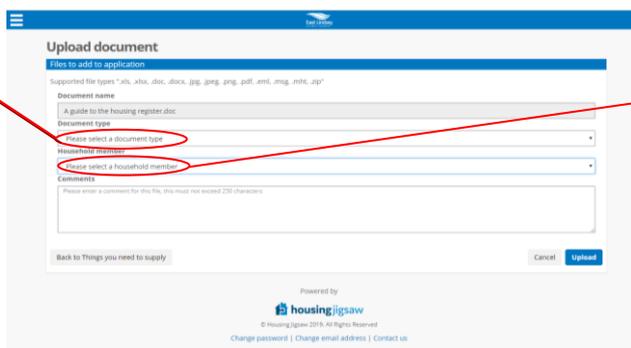


Click here to upload a document

Click here to choose a file document or photo to upload



Select which document type you are uploading by clicking on the drop down



Select which household member the document relates to by clicking on the drop down

What happens next?

If you refer to us for Homelessness Assistance, you will be contacted by phone (if you provide a contact number) usually within 2 working days of receiving your referral. If you are already homeless then we will try to contact you within 1 working day. If you are made

homeless outside of office hours, you should contact the out of hours Homelessness Duty Officer on 01507 601111 as our system will only be checked during office hours.

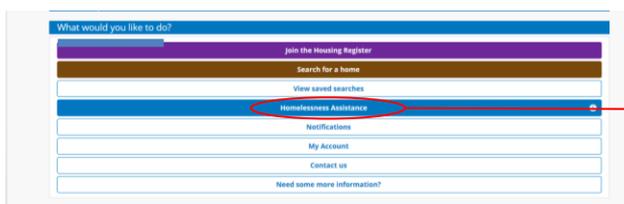
For a Housing Register application - once you have completed the online application and signed the declaration, you then have 28 days to submit your document proofs. You can do this by uploading them through your customer portal or sending them in to us via email or bringing them in to the Council offices.

Once you have submitted all of the documents we have requested, we will assess your application. We may ask you for further information or documents. We will send you a letter to inform you whether you qualify to join the Housing Register and if so, what band you are in. We will upload letters to you via the customer portal unless you are on auto bid or inform us that you wish to receive letters by post.

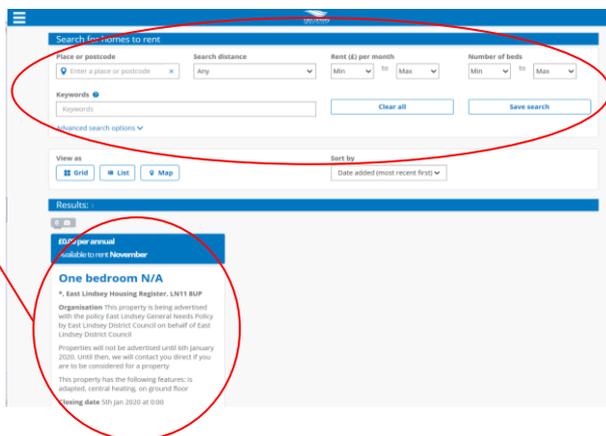
If you are not eligible, you will be sent a letter explaining the reasons. You may ask the Council to review its decision within 21 days of the decision letter and put this in writing to: Senior Housing Officer, East Lindsey District Council, Tedder Hall, Manby Park, LOUTH, Lincs LN11 8UP.

How to search for properties

** Properties will not be advertised through this system until January 2020



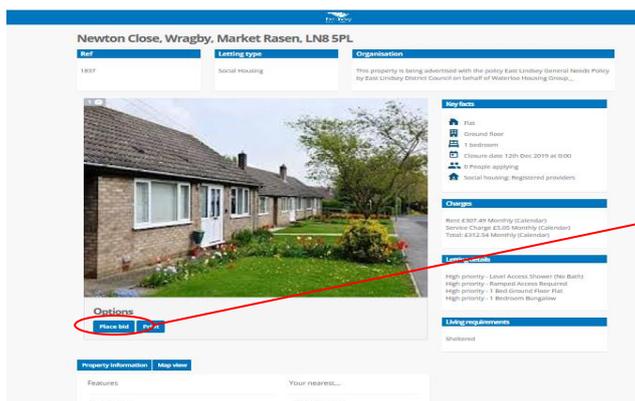
Click here to look for available properties



Here will list all available properties advertised at that time

You can narrow your search criteria by using these filters

How to bid for properties



When you click on the property advert, click 'place bid'

< Advert details

Confirm bid

There are currently 0 customers that have expressed interest in this advert. Based on the allocations criteria for the advert you are currently in position 1 of 1. Please note that the advert is available until 12/12/2019 00:00 so your position may change as more customers express interest.

Contact details

Please confirm your contact details are correct before placing your bid.
If you need to change your email address, please go to the [change email address page](#)

Home phone number OK to call on? Yes No

Work phone number OK to call on? Yes No

Mobile phone number OK to call on? Yes No

Email address OK to email? Yes No

Preferred contact method
Please select...

[Save](#)

Powered by housing jigsaw

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[Change password](#) | [Change email address](#) | [Contact us](#)

You will then be asked to confirm your contact details and press save

Other ways to place a bid:

- Via telephoning the Housing Hub on 01507 613135
- By email to Housing.Register@e-lindsey.gov.uk
- Via the auto bid function (where no action by the applicant is necessary)

[What happens after I bid?](#)

The property advert will tell you what date the advert closes. After this date you will be able to view your final shortlist position under 'My Bids' to give you an idea of how well placed you are. However, you must bear in mind that if, for example, you are first on the shortlist this is not a guarantee you will be offered the property. The Housing Providers will have their own checks to carry out to ensure you are suitable for the property. There are no set timescales that you would be contacted by, however, usually of you have not been contacted within a few weeks of the advert closing then it is likely you have been unsuccessful.

[How to update my application](#)

You can log in to your customer portal at any time and update information on there if your circumstances change. Updates can be anything from changing contact details to adding or removing household members if your family makeup changes. However, please note that if there is a change to your household or circumstances, we will be notified that your application has been updated and you will not be able to bid until your application has been reassessed and verified. To update your address you need to do this by going in to address history and state the address you have just moved from in there before adding your new address in current address.

You must also renew your application each year or your name will be removed from the Housing Register. You will be reminded by letter or via your customer portal every 12 months - you will be required to log in and update your application within 14 days to renew your application. The letter is sent on the anniversary of the date you were accepted on to the register.

[How are properties allocated?](#)

Where two or more applicants with similar housing needs (i.e. within the same band) bid for a property, the usual policy of offering the property to the applicant who has been in the band the longest might be overridden in certain circumstances (see Housing Allocation

Scheme). Essentially though, the older the application, the greater the priority within a particular band.

Each RSL has its own allocations policy - this is the way in which the RSL decides to whom its properties should be rented to.

[What type of properties can I bid for?](#)

Housing Providers will generally let in accordance with the social size criteria, introduced by the Welfare Reform Act 2012. (Specific details will be shown on the property advert). Usually you will only be allowed the number of bedrooms you need based on this calculation unless there are particular circumstances such as due to medical need whereby you will be required to provide further information and documentation to reflect this.

If you require specific adaptations, we will ask you for medical documentation to confirm what your needs are to ensure you are bidding on suitable properties.

[Banding](#)

East Lindsey District Council operates a 4 tier banding scheme which will reflect the various needs for re-housing in the district. The banding is as follows:

BAND	PRIORITY
1	Urgent Need
2	High Need
3	Medium Need
4	Low Need

The banding is outlined in our [Housing Allocation Scheme](#)

[Section 106 Agreement \(Local Connection\)](#)

Some RSL properties are built specifically for people who have a local connection to the area where the properties are situated. If one of these properties becomes available, only those applicants on the register with a local connection will be considered for nomination. The property advert will state if there is a specific local connection criteria and you will be required to provide proof that you meet this criteria.

[Frequently Asked Questions](#)

1. Q: I currently live in a Waterloo property – does that mean I am classed as a Council tenant?

A: No. The council does not own any social housing properties. If you rent from Waterloo or any other housing association then you are a Registered Provider / social housing tenant. Please select the option below:

Current Circumstances

Your current circumstances

Are you living in a refuge or temporary supported accommodation due to fleeing domestic abuse and ready to move?

Please select:

- Armed Forces accommodation
- Caravan / houseboat / tent
- Council tenant
- Homeless on departure from institution: Custody
- Homeless on departure from institution: Hospital (general)
- Homeless on departure from institution: Hospital (psychiatric)
- Living with family
- Living with friends
- Looked after children placement
- NASS (National Asylum Support Service) accommodation
- No fixed abode
- Other
- Owner-occupier
- Private rented sector: HMO
- Private rented sector: lodging (not with family or friends)
- Private rented sector: self-contained
- Refuge
- Registered Provider / social housing association tenant**
- Rough sleeper
- Shared ownership
- Social rented supported housing or hostel
- Student accommodation
- Temporary accommodation
- Tied accommodation
- Shared House

* Please provide details of why the accommodation is not suitable.

2. Q: What do I answer to my housing circumstances “Was this settled accommodation”?

A: Settled accommodation means secure or medium to long term accommodation. Therefore if you have a tenancy or have lived in your accommodation for a reasonably long period of time then you should answer ‘yes’ to this question.

Lead applicant

Address* uth LN11 0JD Change address

Room number

Move in date* 01/03/2014 Accommodation type* House

Housing circumstance* Private rented sector: self-contained **Was this settled accommodation?* Yes No**

Number of bedrooms for exclusive use of your household? (Persons that will be moving with you)* 1

How many living rooms are for the sole use of your household? (Persons that will be moving with you)* 1

3. Q: How do I state that a household member requires their own room for medical reasons?

A: When starting your application and entering household member details, you will be asked whether this person requires their own room for medical purposes as per screenshot below. You should only answer yes when the person requires their own bedroom due to medical reasons. Otherwise the system will automatically calculate the bedroom need of the household based upon the ages and sexes of people in the household (as per DWP guidance).

Gender* Male Pregnancy due date DD/MM/YYYY Relationship Son

Nick / Other / Maiden name Other name National insurance number NI number NHS number NHS number

Does this person currently live with you?* Yes No

Own room required? Please only answer Yes to this question if they specifically need their own bedroom for medical reasons.* Yes No

If you would like further information regarding the Housing Register or any other housing advice, please contact the Housing Hub Tel: 01507 613135