

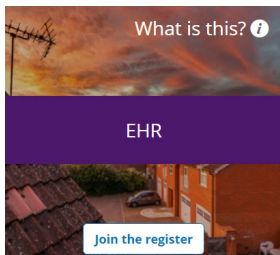
Accessing Housing for You

Customers access Housing for You through the same link:

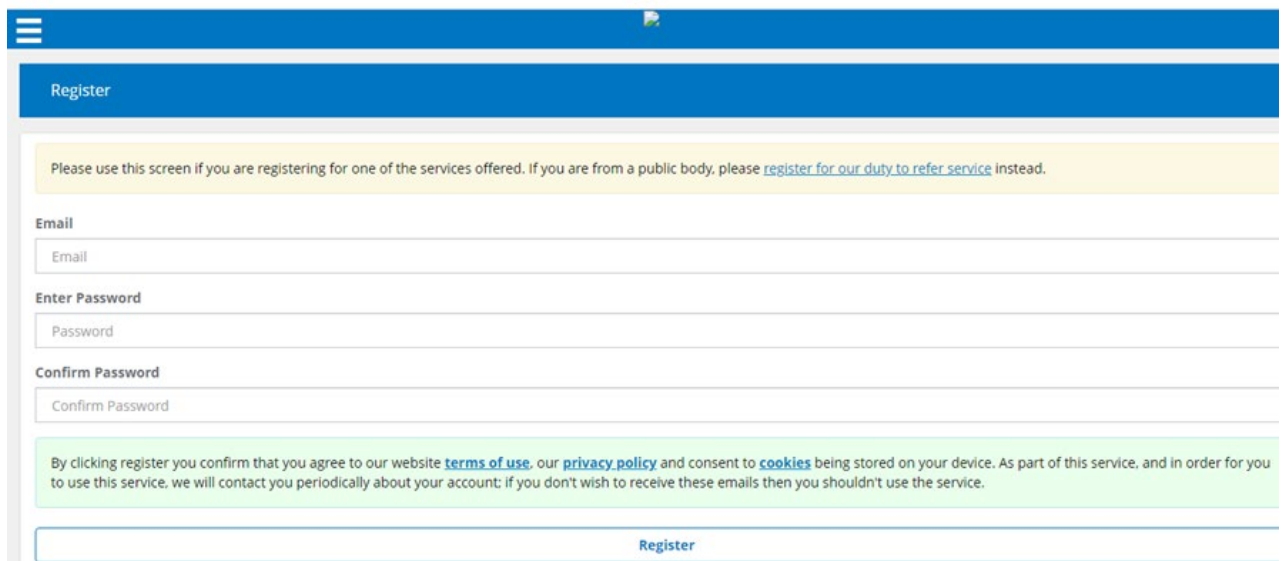
[Housing for You](#)

In most cases, the customer will need to register with Housing Jigsaw first.

Click on the “Join the Register” tile.



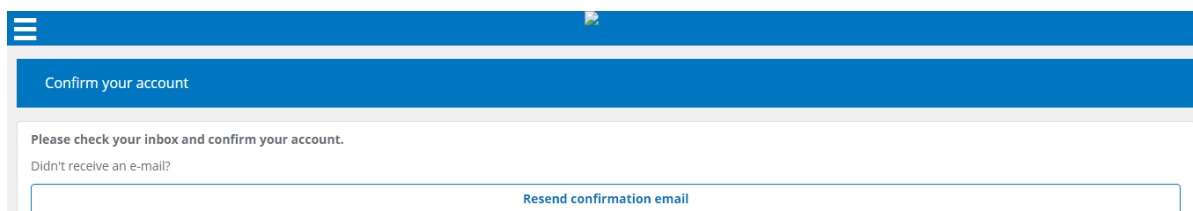
The customer should enter their email address and set a password. Click Register.



The screenshot shows a 'Register' form with the following fields and text:

- Register** (header)
- Please use this screen if you are registering for one of the services offered. If you are from a public body, please [register for our duty to refer service](#) instead.
- Email**
Email
- Enter Password**
Password
- Confirm Password**
Confirm Password
- By clicking register you confirm that you agree to our website [terms of use](#), our [privacy policy](#) and consent to [cookies](#) being stored on your device. As part of this service, and in order for you to use this service, we will contact you periodically about your account; if you don't wish to receive these emails then you shouldn't use the service.
- Register** (button)

You will be sent an email to the email to confirm your Housing for You account.



The screenshot shows a 'Confirm your account' form with the following text and button:

- Confirm your account** (header)
- Please check your inbox and confirm your account.
- Didn't receive an e-mail?
- Resend confirmation email** (button)



You should click the link in the email. It will return you to the login page. You can login with your email address and password that you just used.

NOTE: If you have an existing customer account, the system will prompt them to log in. Follow the link to log in.

2. If you have a previous application with Worcester, they will see Worcester in the options.

3. If Worcester is not listed, you will then be asked to select the local authority (LA) or registered provided (RP) you'd like to apply to from a drop down list.

4. You will then be presented with the "Select a service" page where a list of the services the LA or RP you've selected offers:

Select a service

Wychavon offers the following services through this portal, please select one of the following options:
Malvern Hills & Wychavon District Councils Joint Housing Service
Select one of the services below

[Homelessness Assistance](#) >

[Housing register](#) >

[Back to Local Authorities](#)

Or:

What would you like to do?

[Join the Housing Register](#)

[Search for a home](#)

[View saved searches](#)

[Homelessness Assistance](#)

[Notifications](#)

[My Account](#)

[Contact us](#)

[Need some more information?](#)

- Once you have completed this step, the application will appear as "Incomplete".
- By clicking the "Housing register" or "Join the Housing Register" option, you will be taken to the "Customer details" page where they will be asked to complete some basic information.

Customer details

So we can help you, we first need to ask a few questions to create an account for you.

Basic information

Title First name* Last name* Date of birth*

Gender* Pregnancy due date

Nick / Other / Maiden name National insurance number NHS number

Address

Postcode* [Overseas / NFA address](#)

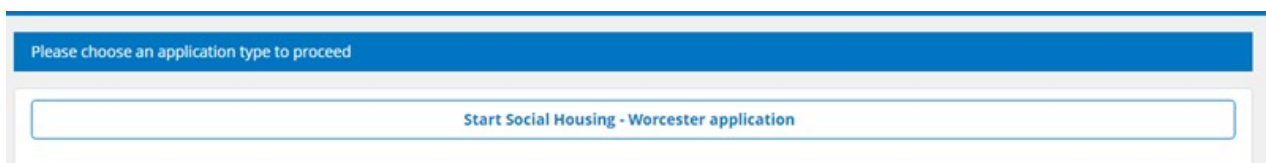
[Enter address manually](#)

Housing circumstance* Was this settled accommodation?* Yes No

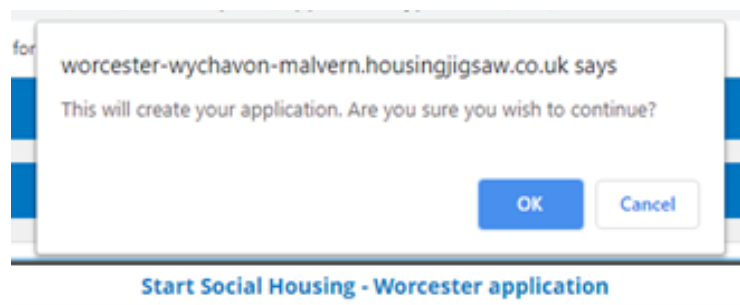
7. If you already have a customer portal account, the Customer Details page above will be skipped. You will get a notification saying you can't register at this time, please contact the local authority. Send an e-mail to housing@worcester.gov.uk.

Please state you can't register as you have a portal account already. Please include the e-mail you would like to be used and we will send an e-mail to this account so you can register.

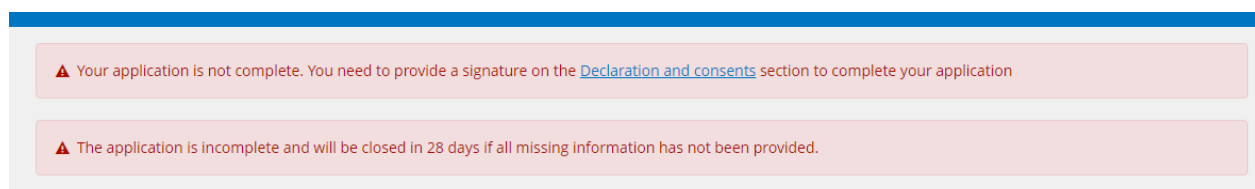
8. Once you have completed this form, you will need click the "Save and continue" button at the bottom of the page. You will then be asked to choose an application type to proceed:



9. Once the customer has chosen an application type, a message will appear at the top of the screen to confirm this action. Click Ok.



10. Once the application has been started, you have 28 days to complete the application.



11. By clicking "OK" you will be asked to provide details about any other household members that are in your house. Please include everyone in the house, not just those you are moving with. This will let us assess if you are overcrowded. When adding household members please tick who will be moving with you:

Lead applicant

Name Joe Blogs	Other names not provided	Edit
Date of birth 1st Jan 1999 (21)		
Current/last address Plumpton Park, Hookstone Chase, Harrogate, North Yorkshire, HG2 7LD		

Joint applicant

No joint applicant

[Add](#)

Other household members

No other household members

[Add](#)

12. Once completed, click "Next". You will then be asked to provide details about your current accommodation:

Lead applicant

Address*
Plumpton Park Hookstone Chase Harrogate North Yorkshire HG2 7LD [Change address](#)

Room number

Move in date*

Accommodation type*

Housing circumstance*

Was this settled accommodation?* Yes No

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

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

Accommodation provider

[Save](#)

13. Click "Save" once completed. You will then be asked to review the information you have provided. Click "Edit" to change the information or provided, or "Next" to continue with the application:

Lead applicant		
Address Plumpton Park Hookstone Chase Harrogate HG2 7LD	Type Flat	Move in date 01/01/2001
Housing circumstance Living with family	Is this settled accommodation? Yes	Accommodation provider not provided
Bedrooms 7	Living rooms 6	

[Edit](#)

No joint applicant

[Next >](#)

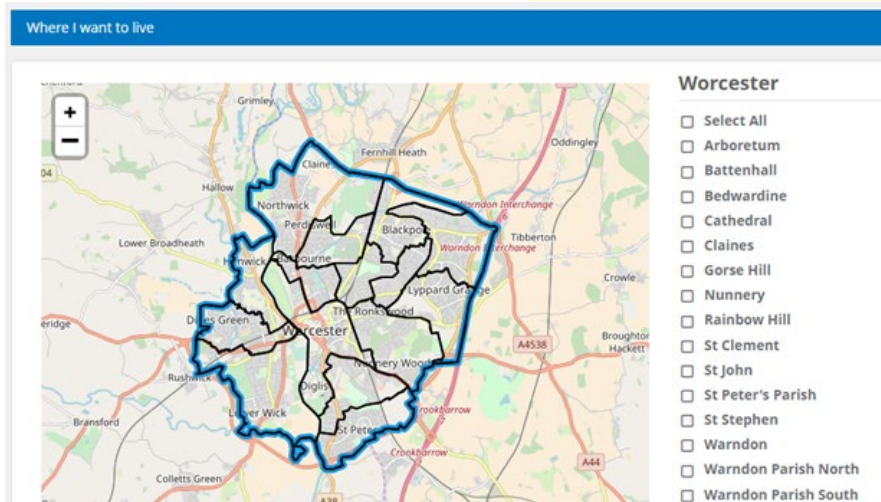
14. You will then be asked to complete 5 years address history. Click "Add address" to add previous address information. You are encouraged to complete 5-years address history or your application may take longer to process. You may also not get the right priority in certain areas. Once completed, click "Next" to continue with your application.

Lead applicant's address history (Joe Blogs)
Lived at current address for more than 5 years - no further address history required

[Add address +](#)

[Next >](#)

15. After clicking "Next" you will be asked to select where they want to live. Click "Next" after you've selected the areas they'd like to live in. This will affect what properties the system bids on for you if auto bidding is selected:



16. You will then be asked to complete several "Customer facing questions". Click "Save" once completed.

Customer facing questions

Housing register

* Have you uploaded your identification evidence?

Yes
 No

* Do you have a medical condition that is impacted by your current housing?

Yes
 No

* Are you homeless or threatened with homelessness within 56 days?

Yes
 No

Shared questions across applications

* Do you have any pets?

Yes
 No

* Do you have a local connection with Walford?

Yes
 No

* Have you been evicted from a council or social housing tenancy previously?

Yes
 No

17. You will be taken to the following screen where you will be prompted to provide a signature in the "Declaration and consents" section. You will then need to carefully read through the declaration and consent statement, provide a signature at the bottom of the screen and click "Save" if you wish to proceed with their application

18. If you have a medical need to move you must also complete the medical form. Failure to do so will mean we can't assess your need to move.

Declaration + Consents

Navigation

Housing Register

Medical

Declaration and Consents

Client Authorisation for Release of Confidential Information

I hereby consent to the Council's Housing Department receiving confidential information which may be required to determine my housing situation.

I consent to the housing department accessing my Housing Benefit and Council Tax records.


Furthermore, I agree that information about my housing situation can be shared with relevant agencies/profession and housing providers if it is relevant and necessary in resolving my housing difficulties.

Depending on the type enquires required for my case: Relevant agencies may include amongst others the following: Doctors, Hospital, Community and Mental Health Service, Citizen's Advice Bureau, Probation Services, Prison Service, Educational Providers, Department of Work's and Pension, Social Services, Past and Present Landlords, Past and Present Employers, Solicitors, Drug and Alcohol support Agency's, Floating support and resettlement Services, Experian Credit Services.

Information will only be shared if it is relevant and necessary.

Joe Blogs signature *

Sign in the box below:



Clear

Signed and agreed by Joe Blogs on this date: *

21/04/2020

Save

19. If you are not taken directly to the declaration, you can go to the "Application form" button and select "Declaration + Consents" from the dropdown "Declaration and Consents" dropdown box at the top of the screen.

Navigation

Register

Declaration and Consents

Declaration + Consents