



A GUIDE TO ONLINE REGISTRATION

1. Preparing to apply for housing

All applications to join the housing register should now be made online. This applies to new applications or telling us about a change in circumstances on a current application.

If you are applying for the first time, have a pen and paper handy to make a note of your Housing Reference number. If your application is successful, you will need the number to bid for properties. Please ensure you keep it safe for your records.

You will need to give us your National Insurance number and the National Insurance number of a joint applicant, if there is one. You will also need to give us the National Insurance numbers for anyone living with you as part of your family aged 16 or over.

You should have these numbers ready before you start your application.

You will also need to enter a memorable date as part of the login procedure, so make a note of the memorable date that you choose. You will need this to log back in.

You need to have an e-mail address; a summary of your application will be e-mailed to you once you have submitted your application. Please keep this for your records.

What if I don't have an e-mail address?

If you don't have an e-mail address, please follow the link below

http://www2.redbridge.gov.uk/cms/the_council/about_redbridge_i/help_using_redbridge_i/free_email.aspx

What if I don't have a computer?

Computer access is available free of charge at most libraries in Redbridge, but you need to book your time slot.

http://www2.redbridge.gov.uk/cms/leisure_and_libraries/libraries/more_library_information/free_internet_and_computer.aspx

A list of local libraries in Redbridge offering this service is provided at the end of this guide.

How long will it take?

The form will take 30–60 minutes to complete. It will take longer if you have lots of family members in your household or have a long list of addresses where you have lived in the last five years.

You can save each page as you go along. If you run out of time you can save and come back to the application to complete it at a later time. Each time you log in you will be asked to complete the declaration page.

The application is in two parts. First you need to register your personal and household details. This will create your personal account, and once you have finished this section you will be able to complete your online application.

As you fill in the application, there are some questions marked with an asterisk*. You have to answer these questions, and you are not allowed to move on to the next section until they are answered.

If any sections do not apply to you, simply click on “next section” to move on.

You must provide information that is truthful and accurate. At the start of the application you will be asked to sign a declaration that confirms you will answer the questions truthfully and not withhold any information.

Can I join the housing register?

Some applicants are not able to join the housing register because the law says they cannot (called “ineligible applicants”) or because the rules in our Allocations Policy say they cannot (called “non-qualifiers”). These groups are described in more detail in section 2 B–D of this guide.

If you are not eligible or you do not qualify to join the register you will not be able to complete an application.

What if I disagree with the decision?

You can ask us to review a decision by telling us the reasons you disagree within 21 days of the decision. You should put your request in writing and give us any evidence you want us to consider.

Information you may need when completing your form - Checklist

Pen and paper to note your reference number and memorable date✓

National Insurance number for all household members aged 16 or over✓

E-mail address✓

Names and dates of birth for everyone that lives with you✓

A list of everywhere you have lived for the last five years including post code and Landlord contact details✓

Details of any properties in the UK or abroad that you own or owned✓

Information about earnings or benefits for you and everyone in your family✓

Details of any medical conditions affecting you or anyone in your family✓

Carer details✓

If anyone is helping you complete the form, their name and contact details✓

Right, you are ready to start your online application – please go to 2.

Change in circumstances for existing applicants

If you are already on the housing register you can use the online system to tell us about a change in your circumstances. This will ensure you keep your application up-to-date and can bid for the right properties to meet your needs or have been awarded the right level of priority.

We want you to tell us about any relevant change, including if

- You move home
- Someone in your household moves out of your home
- You want to add a family member to your application
- You get a job or lose a job or your earnings change in any way
- Your housing needs change, for example if someone in your family becomes ill and needs certain types of accommodation as a result.

Some of the changes you make may mean you have to provide some extra information. For example, if someone moves in with you and you add them to your application you will need to tell us everywhere they have lived for the last 5 years.

You can skip all the sections that don't apply by clicking on "next section".

Annual Renewals

You will also have to renew your application each year if you wish to remain on the housing register. This is our way of checking that you still want to be on the register and your circumstances are up-to-date. You will be sent an e-mail reminder when we want you to renew your application.

2. Completing the application

The notes in this section refer to different parts of the online form. They should help you decide the information we need at each point.

Section A – Household Members

In this section you must include details of everyone who lives with you. Click on the “Add household member” box to add each member of the household. You will need their date of birth and the date they started to live with you at your current home. If they have a National Insurance number this will need to be provided.

If any members of your family are subject to immigration control you need to tell us here. Once you have filled in your household details, click “create login” and part 1 of the process is finished. Make a note of your login number. You can then click on “Apply for Social Housing” and fill out part 2 of the application.

Section B – Eligibility Test

This is about your immigration status. In this section you will be asked a series of questions to help us decide if you are eligible. For European nationals this will include questions about your job and your children’s schools, and you must provide as much information as you can so we can make the right decision.

You will not be eligible if you :

- Have no recourse to public funds
- If you are a European National who is ineligible
- If you are a UK national who has lived outside the UK for over 2 years.

If we do not think you are eligible you will be notified immediately and you will not be able to join the housing register. Further information about eligibility can be found at section 7.2 of the Housing Allocations Policy which is on the Redbridge website at:-

http://www2.redbridge.gov.uk/cms/council_tax_benefits_housing/housing/housing_needs/apply_for_housing.aspx

Section C – Qualification Test

In order to qualify to join the housing register:

- You must have lived in Redbridge for 2 years at the point of application*.
- You must be considered suitable to be a tenant.
- You must have a housing need, described in Section D.
- You must not have been placed in temporary accommodation in Redbridge by another local housing authority.

*There are some important exceptions:-

- those only applying for sheltered housing
- some current or former members of the armed forces

- homeless households placed in temporary accommodation outside Redbridge by Redbridge Housing Service.

Further information about qualification can be found at section 7.3 and 7.4 of the Housing Allocations Policy.

Section D – Housing Need Test

To join the housing register you must have a housing need*. This is called Reasonable Preference in the Allocations Policy and includes some groups that the law says should have priority, and some groups which are local Redbridge priorities. Full details can be found in section 8 of the Housing Allocations Policy. The Reasonable Preference groups include people who:

- Are owed a homelessness duty by the Council
- Are living in overcrowded, insanitary or unsuitable housing
- Need to move for medical or welfare reasons including disability
- Need to move to avoid hardship
- Are severely overcrowded
- People living in Council homes which are too big for their needs.

*Council tenants seeking transfer with no housing need can register but are unlikely to successfully bid for a home with no preference. Those only seeking sheltered housing can register even if they have no housing need.

Section E – Current Housing Position

In this section you need to provide information about your current housing. If you are renting, you will need to provide:

- Information about your landlord or agent, including their current contact telephone number
- The type of tenancy
- How much rent you pay
- Whether you receive Housing Benefit.

You must also tell us here about any property you or a household member own, either in the UK or abroad.

Section G – Carer Details

If you or anyone in your household has a carer, you should tell us in this section.

Section H – Financial Details

You need to give information about your income and the income of all household members. You should provide as much detail as possible in this section.

This includes welfare benefits and anything you earn.

Section I – Past Owned Properties

Please give us information about any property you or any household members have previously owned, either in the UK or abroad.

Section J – Past Addresses

You must tell us everywhere you and your partner have lived in the last five years. You also need to tell us where other adults in your household have lived.

Section K – Areas of Preference

In this section you can tell us where in Redbridge you would most like to live. This is important if you want sheltered housing or have a high level of housing need because we may match you directly to a home.

Section L – Community Contribution

The Council gives extra priority to some people who make a contribution to the community. These include :

- Those in the armed forces
- Those who left the armed forces within the last 5 years
- If you will be fostering or adopting a child with the support of Redbridge Children Services.

Section M – Other Relevant Information

If you have been experiencing domestic violence please fill out this section.

Section O – Additional Information

If there is any further information you think the Housing Service needs to know, please provide it in this section.

This is where you should provide details of someone who has helped you fill in this form.

You have now reached the end of the form. If you believe your information is correct please submit your application.

3. What happens next?

You will need to provide identification documentation for yourself and your family members. You may also be asked to give information about your other circumstances, such as medical conditions. We will tell you what information we need and how long you have to give it to us.

We may visit you at home to check the information you have given us.

We will aim to finish the checks we make on your application within 28 days. Once this process is finished you will be able to bid. You will receive a letter that tells you your registration number, your priority and the types of property you can bid for.

You must give us information that is truthful and accurate. When you submit your form you will be asked to agree to a declaration that confirms you have told us the truth.

Libraries with free internet and computer access in Redbridge

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| <p>Aldersbrook Library 2a Park Road London, E12 5HQ. 020 8496 0006</p> | <p>Keith Axon Centre, 160-170 Grove Road, Chadwell Heath, Essex RM6 4XB. 020 8708 0790</p> |
| <p>Clayhall Library, 1 Claybury Broadway, Woodford Avenue, Ilford, Essex IG5 0LQ. 020 8708 9340</p> | <p>Redbridge Central Library(Ilford), Clements Road, Ilford, Essex IG1 1EA. 020 8708 2414</p> |
| <p>Fullwell Cross Library, 140 High Street, Barkingside, Ilford, Essex IG6 2EA. 020 8708 9281</p> | <p>Seven Kings Library, 679 High Road, Seven Kings, Essex IG3 8RQ. 020 8708 9780</p> |
| <p>Gants Hill Library, 490 Cranbrook Road, Ilford, Essex IG2 6LA. 020 8708 9274</p> | <p>South Woodford Library, 116 High Road, London, E18 2QS. 020 8708 9067</p> |
| <p>Goodmayes Library, 76 Goodmayes Lane, Ilford, Essex IG3 9QB. 020 8708 7750</p> | <p>Wanstead Library, Spratt Hall Road, Wanstead, London E11 2RQ. 020 8708 7400</p> |
| <p>Hainault Library, 100 Manford Way, Chigwell, Essex IG7 4DD. 020 8708 9206</p> | |