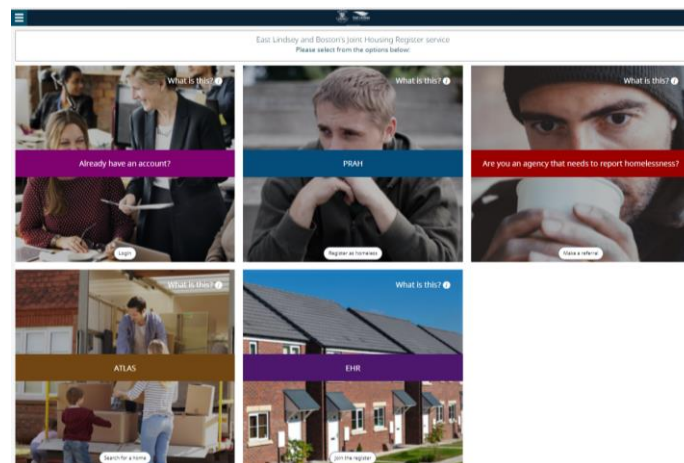




served by One Team

## A Guide to using the customer portal for East Lindsey District and Boston Borough Councils Housing Register & Homelessness Service



### Background Information

The District of East Lindsey is a large rural authority covering approximately 700 square miles. The borough of Boston is approximately 140 square miles and both authorities are in the county of Lincolnshire. Social housing in East Lindsey and Boston Borough consists of homes owned and managed by Registered Social Landlords (RSL's). There are no council owned properties in these areas.

Following the Alliance between East Lindsey District Council and Boston Borough Council, we have developed a joint Housing Register system and Housing Allocation policy for both authorities. This means there is only one online application to complete for one or both areas. Qualification and banding for each authority may differ dependent upon the applicant's local connection. If you do not have a connection to East Lindsey or Boston Borough, you may not qualify.

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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 joint [Housing Allocation 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 to complete the online application 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://oneteamlincs.housingjigsaw.co.uk>

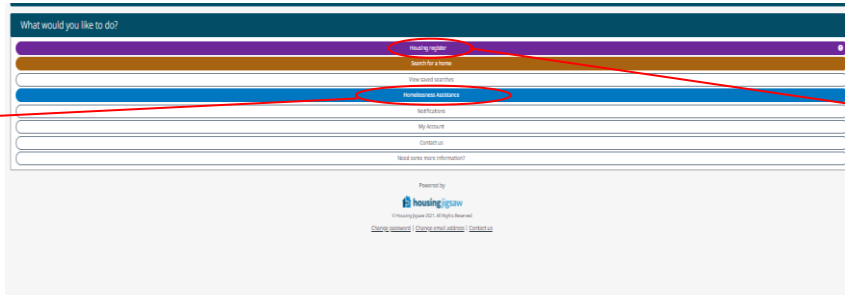
The screenshot shows the 'East Lindsey and Boston's joint Housing Register service' website. It features a grid of six tiles with the following callout boxes:

- Top Left:** 'To make a homelessness self-referral, click here' (points to the 'ALERT' tile).
- Top Middle:** 'Once you are already registered, you will log in to your account here' (points to the 'Already have an account?' tile).
- Top Right:** 'This is for agencies to use the ALERT system to refer customers who are at risk of homelessness' (points to the 'Are you an agency that needs to report homelessness?' tile).
- Bottom Left:** 'Click here to search for properties advertised' (points to the 'ATLAS' tile).
- Bottom Right:** 'Click here to register for the first time' (points to the 'EHR' tile).

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.

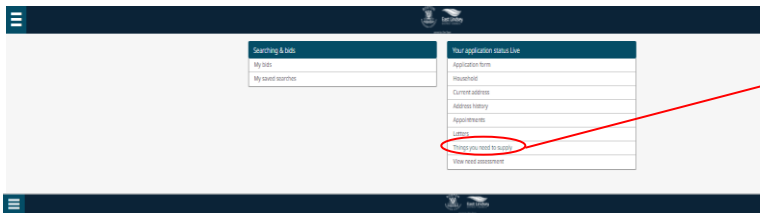
How to self-refer as homeless or at risk of homelessness

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



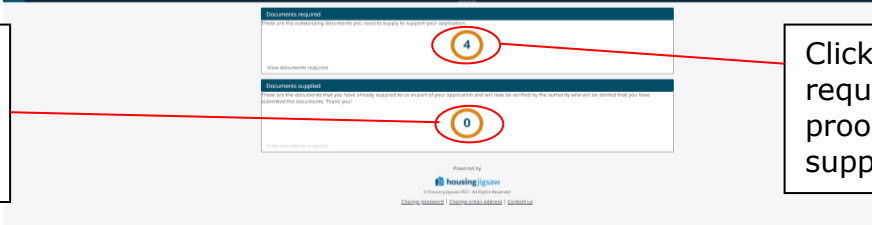
Click here for the online application for social housing (housing register)

How to upload documents via the Customer Portal:



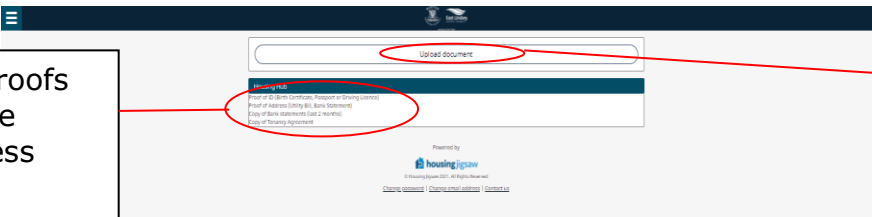
Under 'Housing Register' (above), click on 'Things you need to supply' to see what document proofs you have been asked to provide

Here shows you what documents you have already supplied



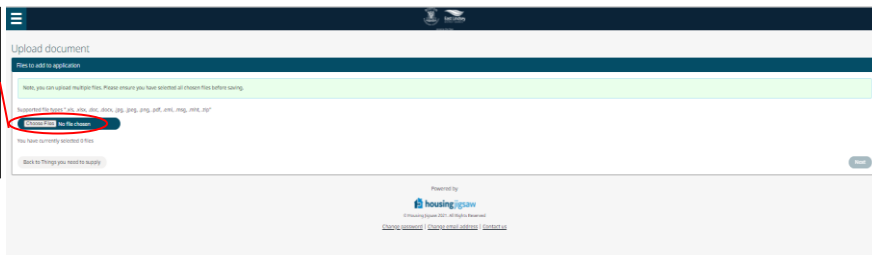
Click on Documents required to see what proofs you need to supply and upload

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

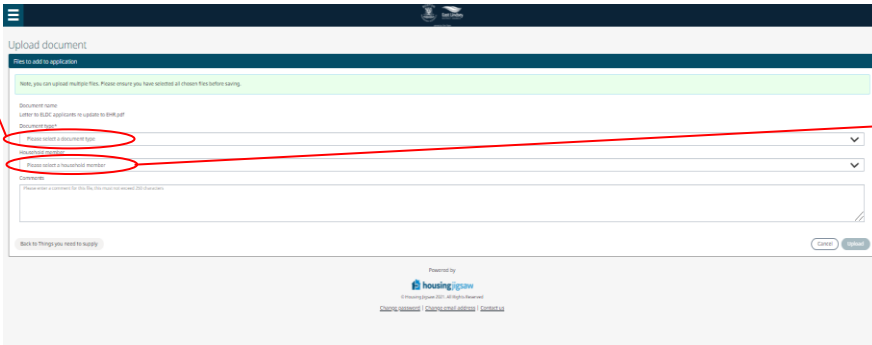


Click here to upload a document

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

## [Notifications of suitable properties](#)

Under 'search for a home', you can seek properties by certain filters such as location and/or number of bedrooms and then save the search so that the system notifies you if properties are advertised that meet this criteria:

## [What happens after you have submitted an application/referral?](#)

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 us 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 for East Lindsey and 01205 314200 for Boston Borough 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 all document proofs. You can do this by uploading them through your customer portal or sending them in to us via email or by post.

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 do not have an email address or inform us that you wish to receive letters by post.

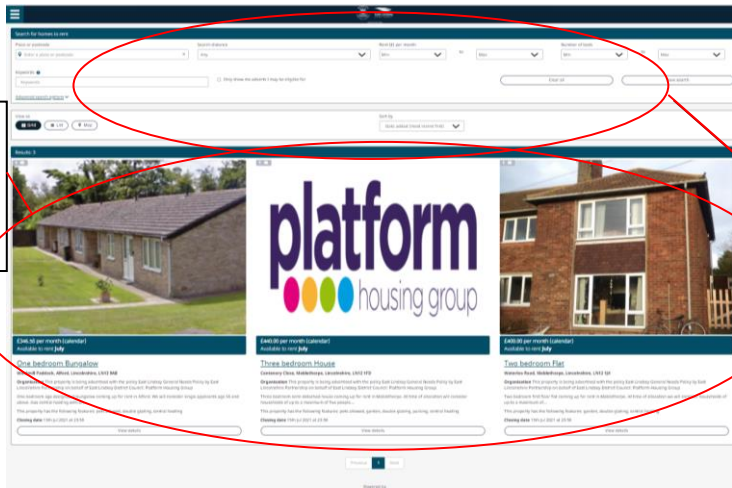
If you are not eligible, you will be sent a letter explaining the reasons. You may ask the Council to review its decision within 21 days of the decision letter and put this in writing to: Team Leader: Housing Advice, Triage and Housing Register, East Lindsey District Council and Boston Borough Council,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

## [How to search for properties](#)

\*\* Properties in Boston Borough will not be advertised through this system until approx August 2021

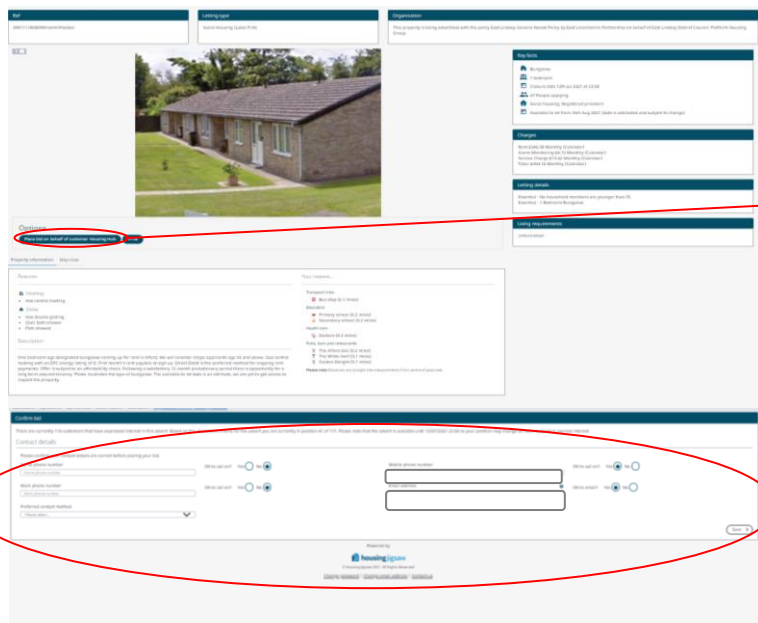
Click here to search for available properties

Below 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'

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

Other ways to place a bid:

- Via telephoning East Lindsey on 01507 613135 (option 1) or Boston Borough on 01205 314200
- By email to [Housing.Register@e-lindsey.gov.uk](mailto:Housing.Register@e-lindsey.gov.uk) or [Housing.Dept@boston.gov.uk](mailto:Housing.Dept@boston.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. Also where properties have specific local connection criteria, the shortlists positions are only provisional and could change once applicants' local connection has been verified.

There are no set timescales of when you may be contacted by the Housing Providers, however, usually if you have not heard anything within a few weeks of the advert closing then it is likely you have been unsuccessful. You can check 'bid status' under My Bids and this will show bid placed/bypassed/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 including email address 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 reviewed. 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 called an Annual Review otherwise your application will be closed. You will be reminded every 12 months; for those who have an email address, you will be required to log in and update your application within 14 days to renew your application. The reminder 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 27.8 of the [Housing Allocation Scheme](#)). Essentially though, the older the band effective date, the greater the priority within a particular band.

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

Where properties that have specific local connection criteria, priority is given to those who evidence the strongest local connection to that town or village as per the section 106 agreement.

### [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. The system may allow you to bid for properties with a different number of bedrooms to what you require, however, priority will be given to those who do require that size property.

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

### [Banding](#)

The East Lindsey District Council and Boston Borough Councils joint housing allocation policy 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 within four days of placing a bid otherwise you may be bypassed on the shortlist.

### [Frequently Asked Questions](#)

- Q: I currently live in a Platform/Longhurst/LHP property – does that mean I am classed as a Council tenant?

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

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
- Refugee
- 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 when the accommodation is not visible.

- 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 reasonable period of time then you should answer ‘yes’ to this question.

Room number

Moved in date\*

Accommodation type\*

Housing circumstance\*

Was this settled accommodation?\*

Yes  No

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

Accommodation provider

3. Q: How do I request that a household member needs 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).

The screenshot shows a web form titled "Adding other household member" under the heading "Basic information". The form contains several fields: "Title" (Please select...), "First name\*" (First name), "Last name\*" (Last name), "Date of birth\*" (DD/MM/YYYY), "Gender\*" (Please select...), "Pregnancy due date" (DD/MM/YYYY), "Relationship\*" (Please select...), "Will share a room with?" (Please select...), "Sex / Other / Member name" (Other name), "NHS number" (NHS number), and "National insurance number\*" (NI number). There are three radio button questions: "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), and "Will this person live with you as their permanent place of residence?" (Yes/No). The "Own room required?" question is circled in red. Below these are "Phone and email" sections for home, mobile, work, and email, each with a "Yes/No" radio button. At the bottom, there is a green box with the text: "Please give details of everyone living in your current accommodation. You should include all the people who live with you at present and all the people who will live with you when you are re-housed including any children who stay with you overnight under residence and contact (access) arrangements." and "Cancel" and "Save new person" buttons.

You should name everyone living in your current accommodation. You should include all the people who live with you at present and all the people who will live with you when you are re-housed including any children who stay with you overnight under residence and contact (access) arrangements.

**If you would like further information regarding the Housing Register please email [Housing.Register@e-lindsey.gov.uk](mailto:Housing.Register@e-lindsey.gov.uk) or [Housing.Dept@boston.gov.uk](mailto:Housing.Dept@boston.gov.uk)**