



Horsham
District
Council

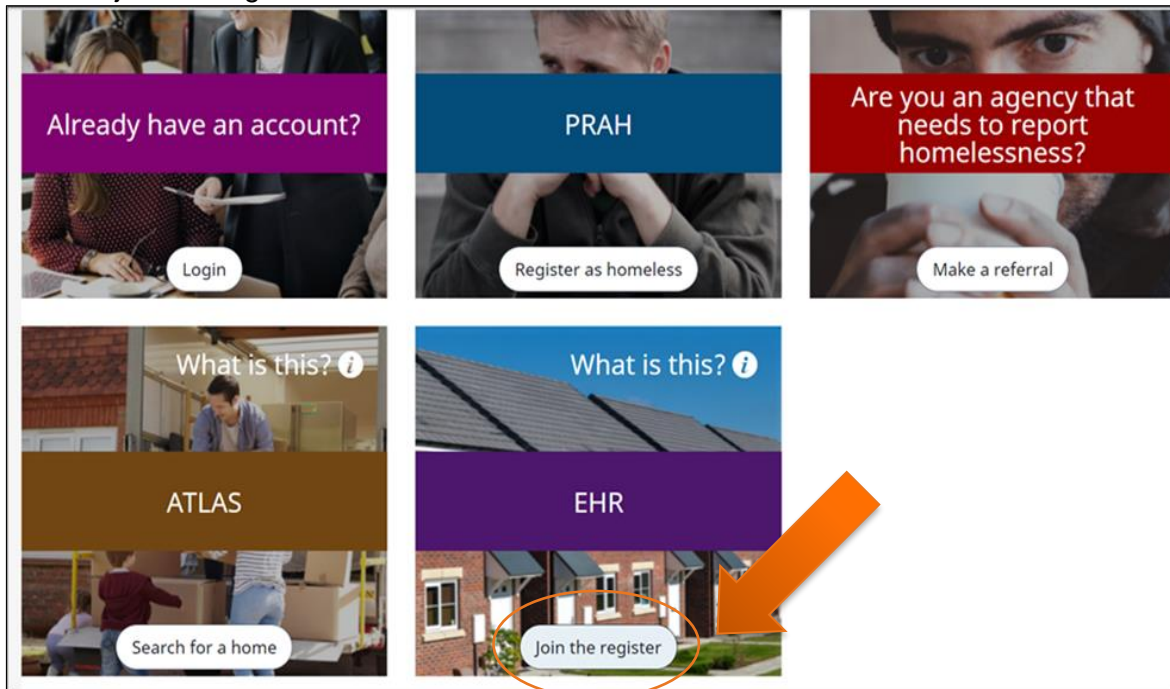
Housing Jigsaw Customer Portal User Guide

How to apply to the Housing Register

Introduction

Go to horsham.housingjigsaw.co.uk

1. Click on join the register on the tile called EHR.



2. If you already have an account and you wish to log in, click the log in button at the bottom, otherwise you will need to create a user account ([Visit our website](#) for a user guide on how to do this)

- Once you start the housing application, the first screen will automatically pull in the information about yourself you entered when you created your user account. To edit any of that information, click the pencil symbol to the right of the box. To add a joint applicant or other household member, click yes on the relevant section, this will then expand for you to provide the necessary information. Click save and continue when you are finished with this section.

Application Progress and Navigation

- Add Household Members
- Your household
- Household Members
- Current Address
- Address History
- Housing Register

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.

Main applicant

Anne Smith 1st Jan 1980 (41)

Joint applicant

Would you like to add a joint applicant?

Yes No

Other household members

Would you like to add another household member?

Yes No

Previous Save and continue

Powered by housingonline

- The next section asks you to provide your current address information. If there is a joint applicant on your application, you will also have to provide their address information. When you're done, click save.

Application Progress and Navigation

- Add Household Members
- Your household
- Household Members
- Current Address
- Address History
- Housing Register

Add household members

Current address

Lead applicant

Address* Horsham District Council, Parkside, Chart Way, Horsham, West Sussex, RH12 1RL Change address

Room number Move in date* 01/01/2017 Accommodation type* Flat

Housing circumstance* Private rented sector: self-contained

Accommodation provider

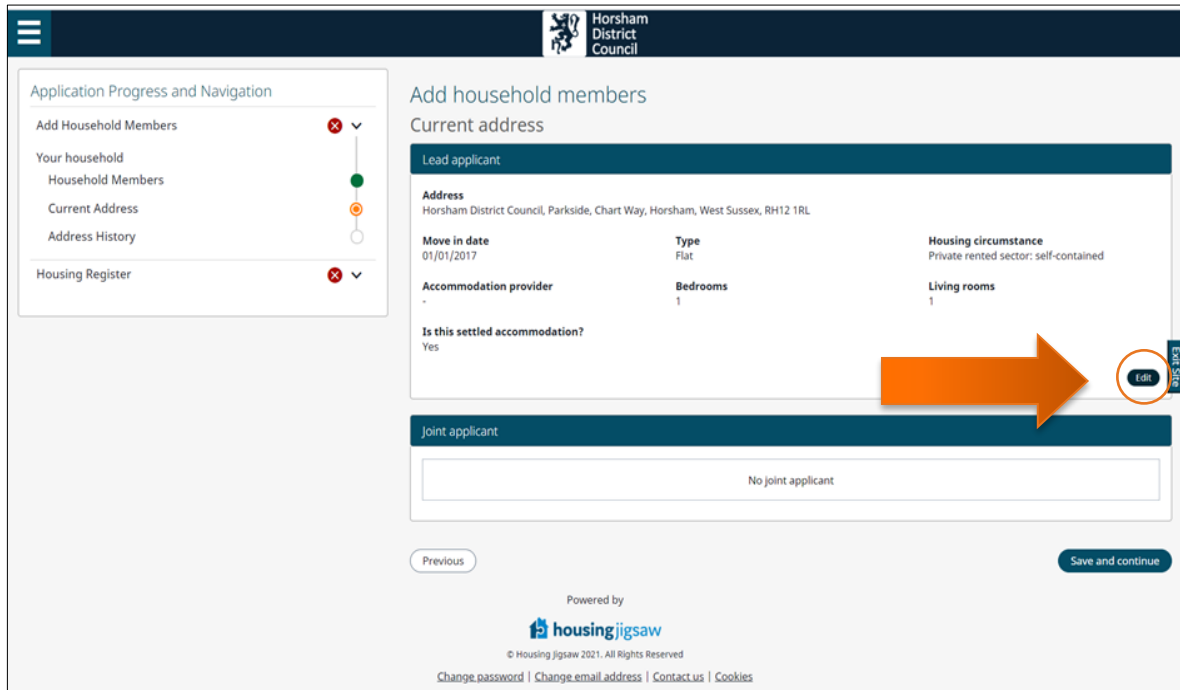
Number of bedrooms for exclusive use of your household? (Persons that will be moving with you)* 1

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

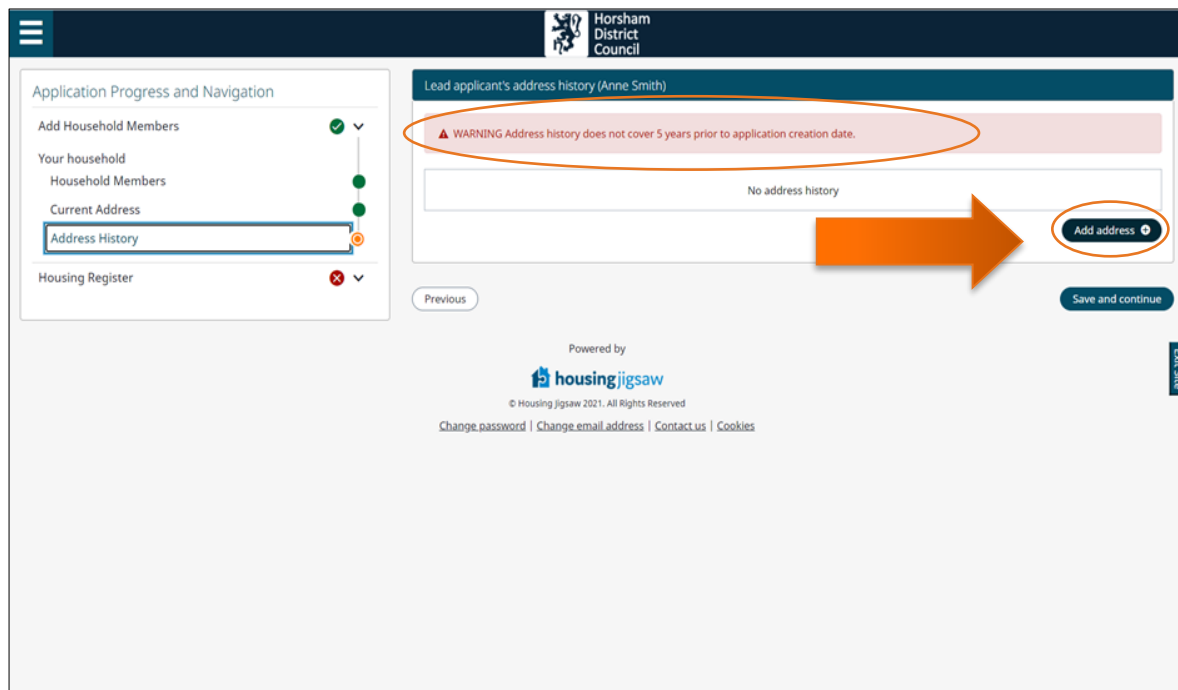
Was this settled accommodation?* Yes No

Save

When you click save, you will see a summary page, if any of the information on that is incorrect, click the edit button to return to the previous screen and amend the details. Otherwise, click save and continue.



- The next section is about address history. You need to provide 5 years of address history in order for us to process your application form. If you have not lived at your current address for 5 years, a warning will show and you will need to add further address history to provide a complete 5 year history. Click add address to provide further details and when you're done, click save and continue.



- The next section is about your eligibility to join the housing register. Please answer yes or no to the relevant questions and click save and continue.

Application Progress and Navigation

- Add Household Members
- Housing Register
- Housing Register Eligibility - General
- Current Circumstances
- Household information - Employment
- Household information - Other comments
- Household information - Pets
- Health and medical
- Equalities
- Where I want to live
- Qualification
- Disqualification
- Local connection
- Pre-Declaration

Housing Register Eligibility - General

Residency

* Are you a British Citizen – habitually resident in the UK?

Yes
 No

* Are you a European worker or a person from abroad with indefinite leave to remain or work in the UK?

Yes
 No

* Have you applied for asylum in the UK?

Yes
 No

* Have you or your partner been granted refugee status, indefinite leave to remain - with condition or limitation or exceptional leave to remain?

Yes
 No

[Previous](#) [Save and continue](#)

Powered by **housingjigsaw**
© Housing jigsaw 2021. All Rights Reserved

7. The next section asks about your current circumstances in more detail, for why you need housing assistance from Horsham District Council. Please fill in the answers and click save and continue.

Application Progress and Navigation

- Add Household Members
- Housing Register
- Housing Register Eligibility - General
- Current Circumstances
- Household information - Employment
- Household information - Other comments
- Household information - Pets
- Health and medical
- Equalities
- Where I want to live
- Qualification
- Disqualification
- Local connection
- Pre-Declaration

Housing Register Current Circumstances

Current circumstances

* What are your current housing circumstances?

Private rented sector: self-contained

Are you a tenant of a social or affordable rented property with 2 or more bedrooms and want to move to a smaller property?

Yes
 No

* What is your housing need?

Facing Homelessness

* Is there a reason why your current situation is not suitable?

Yes
 No

Foster Carers

* Are you a registered foster carer or adopter with the local authority?

Yes
 No

[Previous](#) [Save and continue](#)

8. The next section asks about your current living situation in more detail. The questions this section asks depends on what you answered in the first question of the previous section. So, if you answered as in the example private rented sector self-contained, this section will ask for more private rented sector detail. Click save and continue when you're done.

The screenshot shows the 'Housing Register' application progress and navigation menu on the left, with 'Current circumstances - Private rented sector' highlighted. The main form area is titled 'Housing Register - Current circumstances - Private rented sector'. It contains the following fields and options:

- Private rented sector details**
 - * Please provide the name of your private rented sector landlord (or the person you are living with):
 - Please provide the address of your private rented sector landlord. Address: [Change address](#)
 - * Please provide the phone number of your private rented sector landlord:
 - Please provide the email address of your private rented sector landlord:
 - * Do you have a tenancy agreement? Yes No
 - * Is the property in disrepair? Yes No

Buttons at the bottom: [Previous](#) and [Save and continue](#).

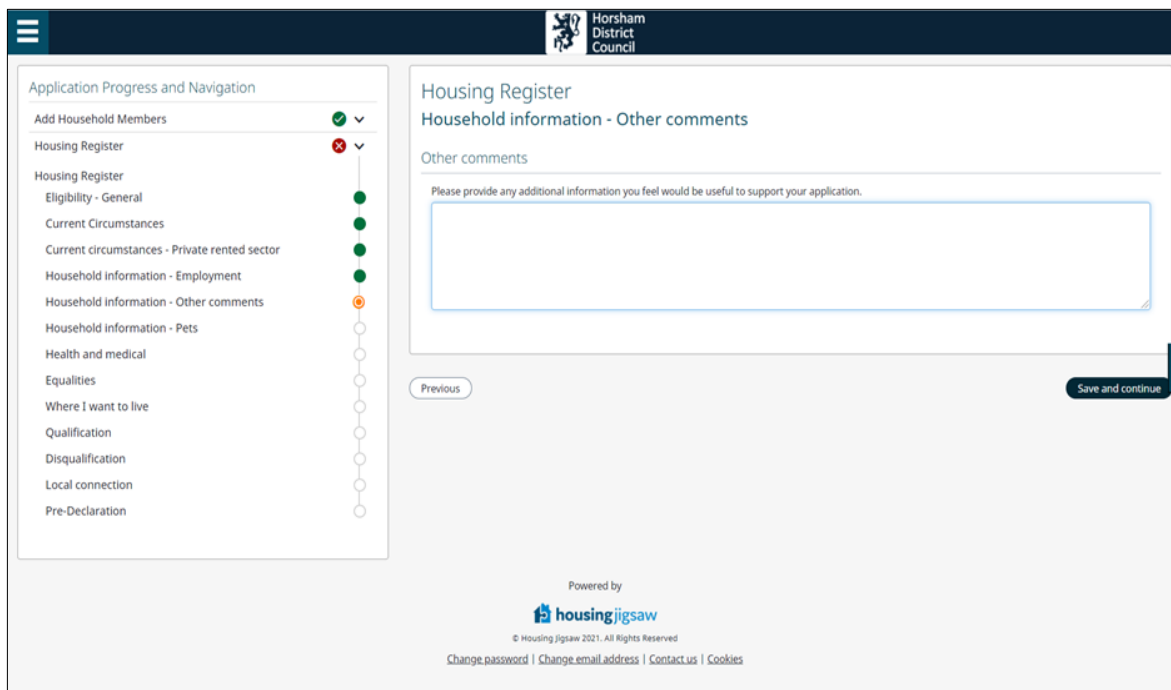
9. The household information section now begins by asking about your employment. If there are joint applicants or other household members, you will also need to enter the details of them in this section. Click save and continue when done.

The screenshot shows the 'Housing Register' application progress and navigation menu on the left, with 'Household information - Employment' highlighted. The main form area is titled 'Housing Register - Household information - Employment'. It contains the following fields and options:

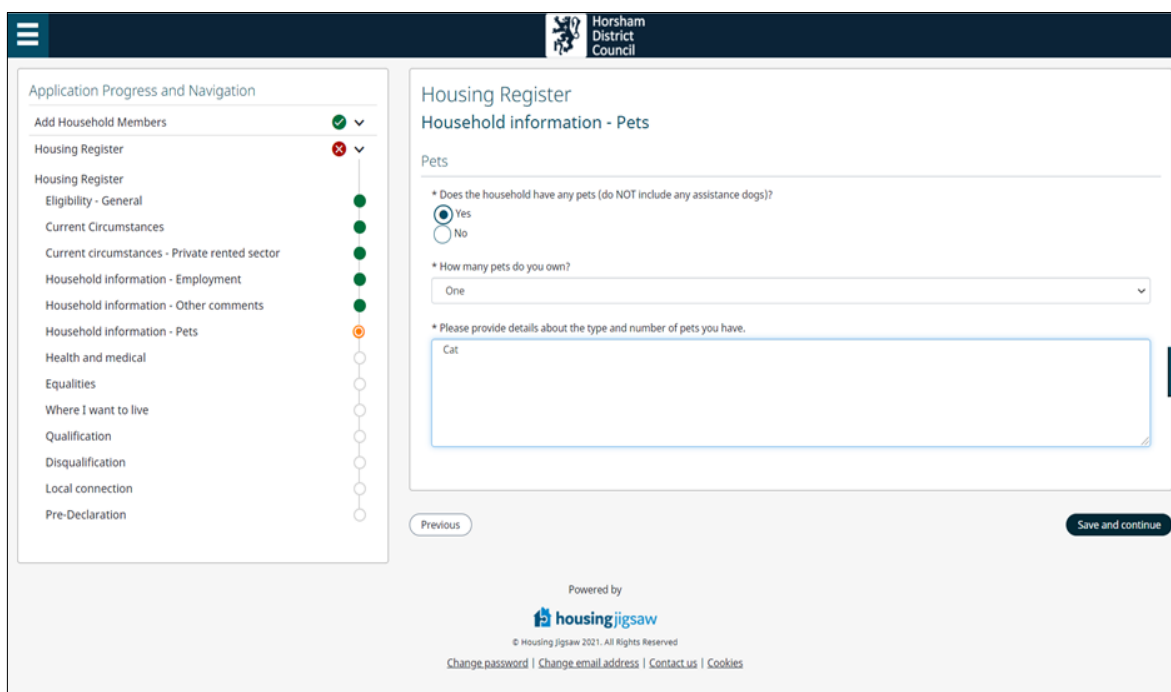
- Employment - Anne Smith**
 - * Are you currently in employment? Yes No
 - * What is your job title?
 - * Please provide the name of your employer:
 - * Please provide the address of your employer. Address*: [Change address](#)
 - * When did you start this employment?
 - * Is this employment a permanent role? Yes No
 - * How many hours a week do you normally work?

Buttons at the bottom: [Previous](#) and [Save and continue](#).

10. If there is anything you would wish to write in support of your application, please fill in the free text box on the other comments page. Click save and continue.



11. The next section is asking about any pets the household might have. Please be aware that many housing associations have strict no pets policies, and so you may find it harder to be nominated for a property if you have a pet. Click save and continue to move on to the next page.



12. We ask about your health and medical needs in the next section. Please answer these questions to give us a better idea of what type of property is suitable for you. Click save and continue when done.

Application Progress and Navigation

- Add Household Members
- Housing Register
- Housing Register
- Eligibility - General
- Current Circumstances
- Current circumstances - Private rented sector
- Household information - Employment
- Household information - Other comments
- Household information - Pets
- Health and medical**
- Equalities
- Where I want to live
- Qualification
- Disqualification
- Local connection
- Pre-Declaration

Housing Register
Health and medical

Special housing needs

* Does anyone in your household have a special housing need?

Yes
 No

Medical

* Does anyone in your household use a wheelchair?

Yes
 No

* Do you require a Walk In Shower?

Yes
 No

* Do you require a Wet Room?

Yes
 No

* Does anyone in your household receive support from an outside agency?

Yes
 No

* Do you require level access?

Yes
 No

* Do you require ground floor accommodation?

Yes
 No

* Do you require a second bedroom for an approved carer/medical equipment?

Yes
 No

13. Please give details about your ethnicity and nationality. Click save and continue when done.

Application Progress and Navigation

- Add Household Members
- Housing Register
- Housing Register
- Eligibility - General
- Current Circumstances
- Current circumstances - Private rented sector
- Household information - Employment
- Household information - Other comments
- Household information - Pets
- Health and medical
- Equalities**
- Where I want to live
- Qualification
- Disqualification
- Local connection

Housing Register
Equalities

Equalities monitoring

* What is your ethnic origin?

White - British

* Please select your nationality

UK national habitually resident in UK

Previous Save and continue

14. The “where I want to live” section is where you can tell us which parts of the District you would like to in. The more areas you choose means you can be considered for more properties, and you are likely to increase your options of being nominated for a property. However please be aware that some areas, especially rural areas, will require you to have a local connection to that area to be eligible for those properties. Select the areas you’d like to live in and click save and continue.

Application Progress and Navigation

- Add Household Members
- Housing Register
- Housing Register
- Eligibility - General
- Current Circumstances
- Current circumstances - Private rented sector
- Household information - Employment
- Household information - Other comments
- Household information - Pets
- Health and medical
- Equalities
- Where I want to live
- Qualification
- Disqualification
- Local connection
- Pre-Declaration

Housing Register
Where I want to live

Where I want to live

* Which area/parish would you like to live?

- Amberley
- Ashington
- Ashurst
- Billingshurst
- Broadbridge Heath
- Coldwaltham
- Colgate
- Cowfold
- Dial Post
- Faygate
- Henfield
- Horsham East
- Horsham West
- Itchingfield/Barns Green

15. The next page asks some questions that enables us to confirm you are eligible to join the housing register, according to the criteria we have set out in the [Housing Nominations Policy, which you can read on our website](#). Please answer accurately and click save and continue when you're done.

Application Progress and Navigation

- Add Household Members
- Housing Register
- Housing Register
- Eligibility - General
- Current Circumstances
- Current circumstances - Private rented sector
- Household information - Employment
- Household information - Other comments
- Household information - Pets
- Health and medical
- Equalities
- Where I want to live
- Qualification
- Disqualification
- Local connection
- Pre-Declaration

Housing Register
Qualification

Employment Status Anne Smith

* Are you unable to work due to age, ill health, disability or learning difficulties?

Yes
 No

Homelessness Details

* Are you or a member of your household already homeless?

Yes
 No

* Are you or a member of your household threatened with homelessness within 56 days?

Yes
 No

Residency

* Have you been living in settled accommodation in the district for the past 2 years?

Yes
 No

Armed Forces

Have you or your partner ever served in the Regular or Reserved Armed Forces?

Yes
 No

* Do you need to move because the death of a serving spouse means you have to move out of provided accommodation?

Yes
 No

16. The Disqualification section builds on the previous section and asks if there is anything in your circumstances that would prevent you from joining the housing register. Please answer these questions accurately and click save and continue when done.

The screenshot shows the 'Housing Register Disqualification' section of the application form. On the left is a navigation menu with the following items: 'Add Household Members' (checked), 'Housing Register' (selected), 'Eligibility - General', 'Current Circumstances', 'Current circumstances - Private rented sector', 'Household information - Employment', 'Household information - Other comments', 'Household information - Pets', 'Health and medical', 'Equalities', 'Where I want to live', 'Qualification', 'Disqualification', 'Local connection', and 'Pre-Declaration'. The main content area contains a list of disqualification questions, each with 'Yes' and 'No' radio button options. The 'No' option is selected for all questions. The questions are:

- Do you own any property either in the UK or abroad?
- Have you been convicted of a crime in the past 12 months or been charged with or convicted of a crime in 6 months since leaving prison?
- Do you have social or private sector rent arrears exceeding the equivalent of 8 weeks rent or any other housing related debt?
- Have you refused two reasonable offers of accommodation from HDC in the past year?
- Do you have a debt to Horsham DC exceeding £500 where a payment arrangement has not been adhered to for 6 months?
- Have you been found guilty of benefit fraud in the preceding 12 months?
- Have you been found guilty of or evicted for anti-social behaviour in the preceding 12 months?
- Do you have an annual income from employment/benefits (combined) exceeding £60,000 net for joint applicants and £30,000 net for single applicants and/or savings/capital/assets of £16,000 and above?

 At the bottom of the form are 'Previous' and 'Save and continue' buttons.

17. Earlier in the application process we asked you which areas of the District you would like to live (step 14). We explained that some areas, especially rural areas, require you to have a local connection to them. In this section, please tick the areas of the District you have a connection to, and specify the details of these connections in the box. Click save and continue when done.

The screenshot shows the 'Local connection' section of the application form. It features a list of areas with checkboxes: Southwater/Christ Hospital, Steyning, Thakeham, Upper Beeding/Small Dole, Warnham, Washington, Woodmancote, Storrington, and West Chillington. The 'West Chillington' checkbox is checked and circled in orange. Below the list is a text box with the prompt: '* Please explain what you think your connection is to each of the areas selected above'. The text box contains the text: 'My mother lives in West Chillington and has done for 10 years.' An orange arrow points from the text box back to the 'West Chillington' checkbox. At the bottom are 'Previous' and 'Save and continue' buttons. The footer includes the 'housing jigsaw' logo and copyright information: '© Housing Jigsaw 2021. All Rights Reserved'.

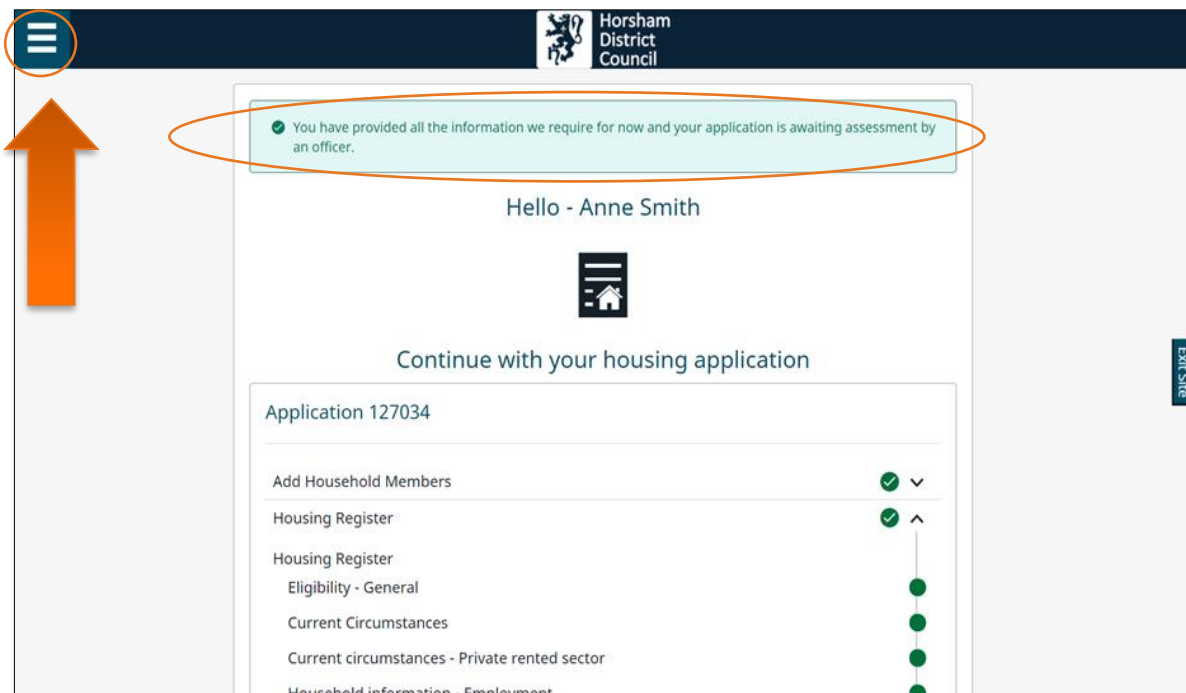
18. The Pre-Declaration page is a simple question asking if you are related to anyone at Horsham District Council or to a Registered Provider. Please provide details if necessary, then click save and continue to go to the final page of the application form.

19. The last stage of the application form is the Declaration and Consents section. On the navigation menu on the left, everything should now have a green dot next to it which means those sections have been completed. If there is anything you need to change before submitting the application, simply click on the section on the left and amend the details.

Please read the information on this page, and sign your name in the box below to confirm that the information you have provided in this form is correct. Click save.

20. This should now return you to the main homepage, with a box popping up to acknowledge that your application has been submitted. This does not mean your application is live and you will immediately be considered for properties. Our housing team will now assess your application and we will contact you if we need any further details or to clarify anything. You will be notified in due course when your application is live and to confirm what band you have been awarded. To log out, click on the three

lines to top left of the screen and select log out.



21. Read our user guide on [how to create a user account on the Customer Portal](#).

22. Read our user guide on [how to use the rest of the Customer Portal](#).