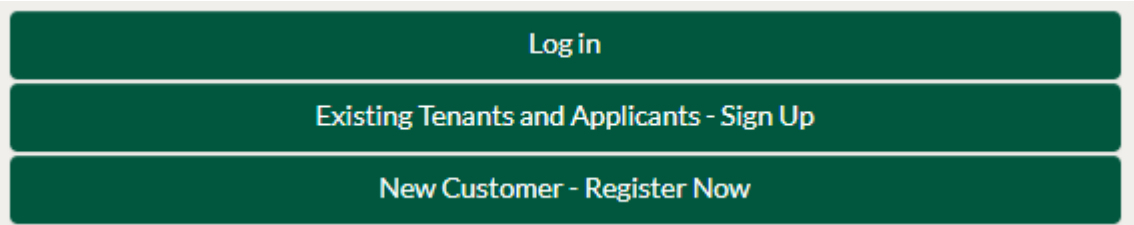


Instructions for applying to South Holland District Council's Housing Register



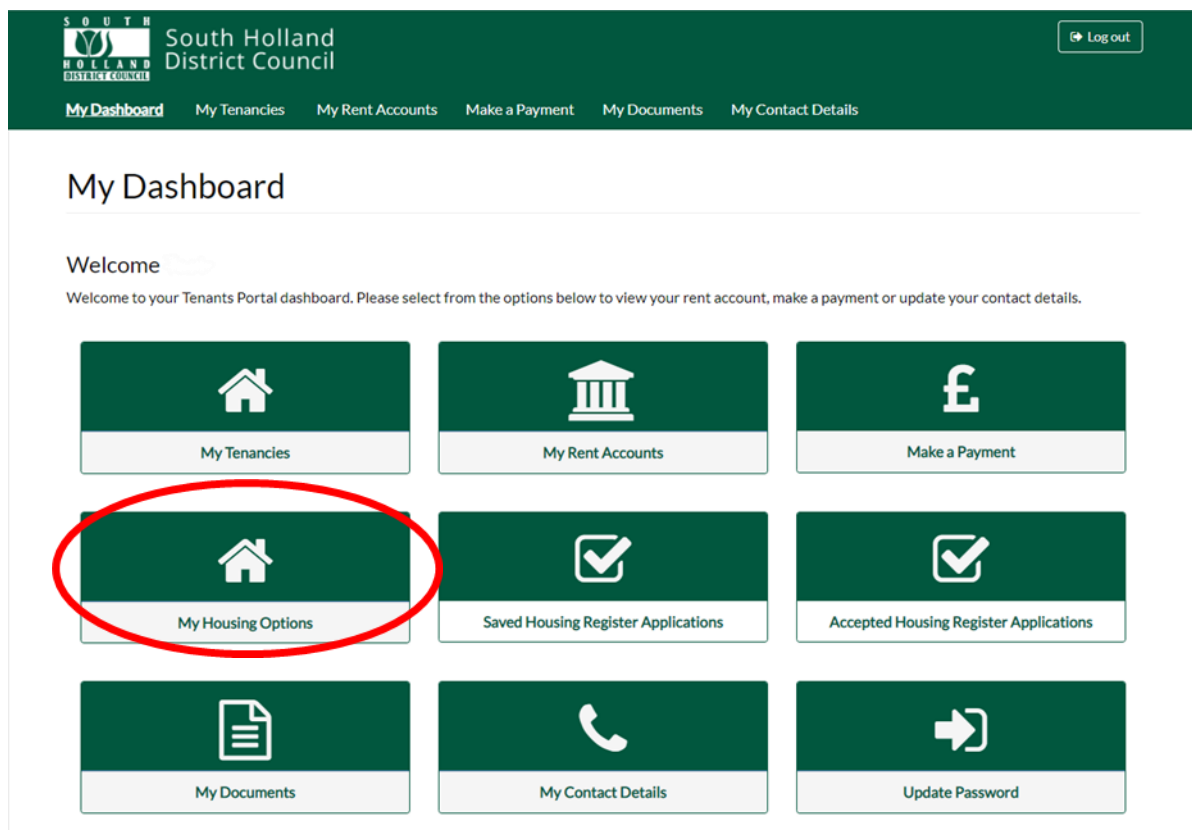
Registering for your Housing Online Account

- Please register using one of the following options:



- Log in is for those who have already registered using the housing online portal.
- New Customer registration is for people who have never previously given South Holland Housing their details.
- Existing tenants and applicants sign up is for those whose details are already in our system- this includes existing tenants, anyone who has previously had a housing application with us (included those which are now closed) and anyone who may have been on someone else's housing application. If this applies to you, to make an account you will need your tenancy reference number (current tenants) or please contact hadmin@sholland.gov.uk for your person reference number.

Generating your Housing Options



- To begin your Housing Register Application, please click on the “My Housing Options” link on your tenants portal dashboard. (This dashboard can be accessed via the “My Dashboard” button at the top of the page at any time.)
- You will be taken to a screen where you are given three options:
 - Current Tenant Transfer – This is the option for **current** SHDC tenants wishing to move to a different property within the district.
 - Housing Register Enquiry – This option is for those who would like to complete a housing register application but do not need any further advice or assistance. [This guide is for those who are making a housing register enquiry.](#)
 - Housing Advice – If you are homeless or being threatened with homelessness, or have another issue you require housing advice for, please use this option.
- Once you have decided which option is the best for you, please click on “Generate My Housing Options”

SOUTH HOLLAND DISTRICT COUNCIL South Holland District Council Log out

My Dashboard My Tenancies My Rent Accounts Make a Payment My Documents My Contact Details

My Housing Options

My Housing Advice allows you access advice on housing issues online. This short assessment will allow us to advise on the options available to you based on your personal circumstances. You can choose from three options:

Current Tenant Transfer
This option is for current SHDC tenants wishing to move to a different SHDC property within the district.

Housing Register Enquiry
This option is to complete a Housing Register application if you do not need further assistance or advice on your housing situation. If you are homeless or threatened with homelessness, please do not complete this section

Housing Advice
This option is for households in need of advice on housing problems including homelessness or being threatened with homelessness. Please click the next button below to begin your assesemnt.

Generate My Housing Options
South Holland District Council privacy Policy (Opens in a new window)

- Please select your advice reason from the drop down menu:

Advice reason

Please Select

1. Current SHDC tenant looking to transfer

2. Housing register enquiry

3. Housing Advice - Pre-assessment

Making a Housing Register Enquiry – Pre-Assessment

- Once you have begun your enquiry you will be taken to our pre-assessment questionnaire to establish if you are eligible to join the housing register. Please select an answer to all of the questions on the page, and then click the “select next to complete further questions” page.

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Housing Assessment

Are you over the age of 18? Please Select ▾

[SELECT CANCEL TO DISCARD ANY QUESTION](#) [SELECT NEXT TO COMPLETE FURTHER QUESTIONS](#)

South Holland District Council privacy Policy (Opens in a new window)

- If any of your answers mean you are ineligible for the housing register, there will be a message explaining you are currently ineligible. You do not need to submit your answers in this case.
- For some answers you may be given different advice messages. Please follow the guidance given to you on the page. You do not need to submit your answers in this case.
- If you are deemed to be eligible you will be shown the below message. Please select “confirm” from the drop down menu and “select next to complete further questions”

SOUTH HOLLAND DISTRICT COUNCIL South Holland District Council [Log out](#)

[My Dashboard](#) [My Tenancies](#) [My Rent Accounts](#) [Make a Payment](#) [My Documents](#) [My Contact Details](#)

Housing Assessment

Thank you for confirming, you will now be given access to our online Housing Register Application. Please confirm you wish to proceed. * Confirm ▾

[SELECT CANCEL TO DISCARD ANY QUESTION](#) [SELECT NEXT TO COMPLETE FURTHER QUESTIONS](#)

South Holland District Council privacy Policy (Opens in a new window)

- There will be no more questions, Please select either submit or “select next to review answer summary.” If you select to view the answer summary, please check your answers and click “submit answers”

Question Summary

This is a summary of the answers you have provided. Take a minute to check these through before generating your housing options. If any of the information you have provided is incorrect this could affect the options that are generated.

Question	Answer
Are you over the age of 18?	Yes
Are you homeless or about to become homeless?	No
Do you have a local connection with South Holland?	Yes
Is your household income greater than £50,000?	No
Does your household have more than £16,000 in savings?	No
Do you own your own home? If yes, do you have an overwhelming need or social housing or are you applying for sheltered housing?	No
Have you or a member of your household been found guilty in a court of law for any of the following within the last 2 years	No
Do you have a housing related debt greater than £250?	Yes
Are you an existing social housing tenant in South Holland? If yes, please note that you will be required to supply a reference from your landlord before your application can be made active.	Yes
Thank you for confirming, you will now be given access to our online Housing Register Application. Please confirm you wish to proceed.	Confirm

1-10

SELECT CANCEL TO DISCARD ANY ANSWER | **SUBMIT ANSWERS** ▶

- Once your answers have been submitted, the option to complete a housing application will become available for you. Please select "Create New Housing Application form" in the actions drop down.

My Housing Options

My Housing Advice allows you access advice on housing issues online.

This short assessment will allow us to advise on the options available to you based on your personal circumstances.

You can choose from three options:

Current Tenant Transfer

This option is for current SHDC tenants wishing to move to a different SHDC property within the district.

Housing Register Enquiry

This option is to complete a Housing Register application if you do not need further assistance or advice on your housing situation. If you are homeless or threatened with homelessness, please do not complete this section

Housing Advice

This option is for households in need of advice on housing problems including homelessness or being threatened with homelessness.

Please click the next button below to begin your assessemnt.

Generate My Housing Options

The following Housing Options have been generated for you :

Housing Option	Housing Options Description	Housing options comments	Status	Actions
Housing Register Enquiry HOL	Housing Register Enquiry HOL	Please complete your housing application within Actions.	Current	Actions ▼ Create New Housing Application Form Upload Document

South Holland District Council privacy Policy (Opens in a new window)

Applying to the Housing Register

- You will then be taken to the “apply for council housing page” Please select “next”

South Holland District Council Log out

My Dashboard My Tenancies My Rent Accounts Make a Payment My Documents My Contact Details

○ The Housing Register ● People ○ Further Details ○ Areas ○ Declaration

Apply for council housing

Please complete this online form to apply for social housing. Please note, we no longer accept paper applications. If you are unable to complete the application online or require assistance, please call the Housing Allocations Team on **01775 761161**.

Do not use this form if you are already on the housing register. If you need to tell us about any changes in your circumstances or to discuss your application, please call the Housing Allocations Team on **01775 761161** or email us at allocations@sholland.gov.uk

Back Next

South Holland District Council privacy Policy (Opens in a new window)

- Please read the information provided on the next page, especially the details on the evidence you will need to provide. You will need to upload this for your application to be valid. Once you have read the information, please select “next”
- If you need to leave your application at any time please click “save progress” as this will allow you to come back to it later.**
- The next page will be a people summary. To complete the details for yourself, please select the “actions” dropdown menu. You will need to complete each section for each person involved in your application. Once a section has been completed, the red exclamation mark will change into a green tick.

South Holland District Council Log out

My Dashboard My Tenancies My Rent Accounts Make a Payment My Documents My Contact Details

○ Home ● The Housing Register ○ Further Details ○ Areas ○ Declaration

People Summary

Please add details for all people within the household who will be moving with you. Please ensure each persons details are complete, address history for at least 5 years is entered and each person has completed the declaration.

Back Cancel Application Save Progress Add Person Next

Full Name	Date of Birth	National Insurance Number	Main Applicant?	Joint Applicant?	Details Complete?	Please complete Person, Address & Declaration below
			Y	N	!	Actions <ul style="list-style-type: none"> Update Person ! Address History ✓ Declaration !

South Holland District Council privacy Policy (Opens in a new window)

- Once you select “Enter person details” You will have a pop up which has a series of fields relating to that individual person. Please complete the details about any other people in your household accurately. Once you have completed the details for that household member, click submit.

Are you going to be a joint tenant? *

Confirm you will be living with them? *

Address Information

Contact information


Mobile Phone Number *

Email *

Landline

[Housing Register Privacy Notice \(Opens in a new window\)](#)

- You should now be back on the “People Summary” page. Clicking on “Address History” in the actions drop down menu will take you to a new page. Please click on the actions drop down and “update address” this will allow you to add an address. Please add addresses for each person for at least the last 5 years. Please do not add an end date for your current address. You can add more addresses using the “add address” button.
- Once you have added addresses for the last 5 years please click “done”



South Holland District Council

My Dashboard My Tenancies My Rent Accounts Make a Payment My Documents My Contact Details

Address Details

Address details recorded for Mr Test Test . Please note you must supply a minimum of 5 years of addresses.

Address	Start Date	End Date

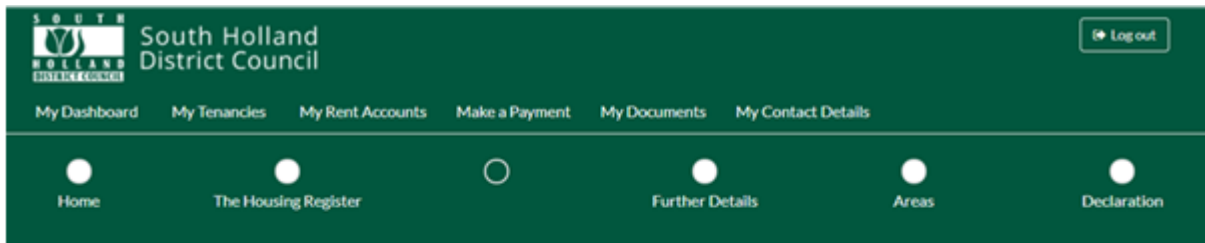
- Back on the “People Summary” page, clicking on the “declaration” in the drop down menu will take you to another page. You will need to confirm the person details are correct for each person on the application. Select “Agree” from the drop down then “submit”

Please confirm all your personal information is correct? (Incorrect data can cancel your assessment) *

Please Select ▾

Details Complete?

- Once the details are complete for each person there will be a green tick under “details complete” next to their name.
- Once you have added all the people who will be living with you in the property you are applying for, select the “next” button.



People Summary

Please add details for all people within the household who will be moving with you. Please ensure each persons details are complete, address history for at least 5 years is entered and each person has completed the declaration.

Full Name	Date of Birth	National Insurance Number	Main Applicant?	Joint Applicant?	Details Complete?	Please complete Person, Address & Declaration below
						Actions ▾

Back Cancel Application Save Progress Add Person Next

- The next few pages have questions that are about you. Please select an answer to each question from the drop down menu, and select “next” on each page. Questions with a red asterisk (*) require an answer.

Application Questions


Please answer the following questions

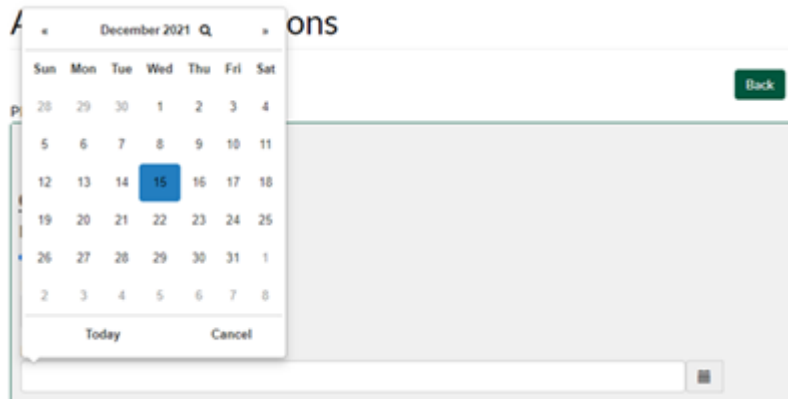
Back Cancel Application Save Progress Next

About You
Progress: 10%

Which of these best describes you? *

Please Select ▾

- Some questions may not have drop down menus for answers. If the question requires a calendar answer, please enter this using the  button and the pop up calendar, or enter the date in the format DD/MM/YYYY.



- Some questions may also have text fields. If the question applies to you, please type in the field a description answering the question. For example, to answer “what type of pets?” you may state “two medium border collies and a large ragdoll cat.” Please make sure to answer these questions if they apply to you.
- When entering monetary values, please enter these simply as the number, for example “10000” do not include commas or pound signs, these are not necessary.
- When you reach the “Area Preferences” please select the areas of the district that you would be happy to live in. If you are happy to live in any area of the district, please select “All Locations” – there is then no need to select any of the other areas.

[Back](#)
[Cancel Application](#)
[Save Progress](#)
[Next](#)

Please select where you would like to live.

All Locations		
Cowbit	Crowland	Deeping St Nicholas
Donington	Fleet	Gedney Hill
Gedney North	Gedney South	Gosberton
Gosberton Clough and Risegate	Holbeach	Holbeach Bank
Holbeach Drove	Holbeach Hurn	Holbeach St Johns
Holbeach St Marks	Long Sutton	Lutton
Moulton	Moulton Chapel	Moulton Seas End
Pinchbeck East	Pinchbeck West	Quadring
Spalding East	Spalding West	Surfleet
Sutton Bridge	Sutton St Edmonds	Sutton St James
Tongue End	Tydd	Weston
Weston Hills	Whaplode	Whaplode Drove
Whaplode St Catherines		

- When you reach the “Housing Application form Declaration” please read the declaration and select “Agree” from the drop down menu. You can then select “submit”

You must upload documents supporting your application. If no documents are received after 28 days of your application it will be cancelled.

Declaration - please read carefully To the best of my knowledge and belief, the information that has been provided on this form is true, complete and correct. I understand it is an offence to give false or misleading information, or to hold back relevant information. I also understand that you will check this information and if any information is found to be false, I may be prosecuted and you may repossess my home. If I am prosecuted and found guilty, I understand that I could be ordered to pay a fine of up to £5000.

It is my duty to make sure that the information I have given to complete my application form is honest. Failure to do so could lead to my landlord evicting me from any tenancy I obtain illegally, through deception and/or dishonesty. I will immediately declare any changes to the information I have provided while I am waiting to be offered accommodation.

I give you my permission to obtain information from individuals or agencies referred to on this form. I consent to you contacting agencies such as the health authority, social, education or housing services, the Probation Service, the police, courts and other local authority directorates in order to process my application. I also give you permission to verify the information provided with a credit reference agency and carry out land registry searches where necessary.

I/we confirm that I/we have read, understand and agree to the terms laid out in this declaration. *

Agree

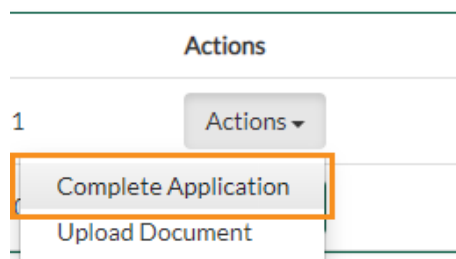
Please Select

Agree

Back Cancel Application Submit

Saved Applications

- If at any point you saved your application, you can complete it by selecting the “Saved Housing Register Applications” button in the very centre your dashboard. Here you will see a list of incomplete applications.



- You can complete your application by selecting the drop down “actions” menu next to the application you would like to complete, and clicking “complete application”

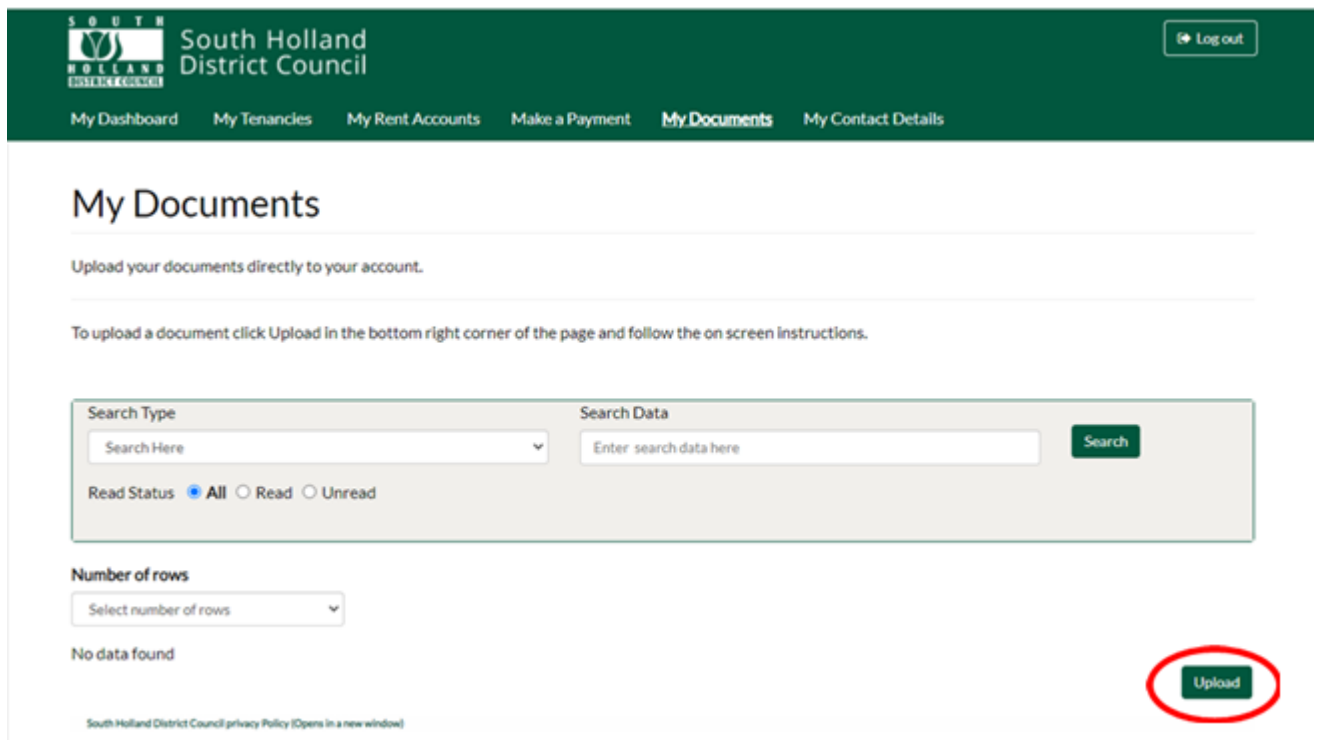
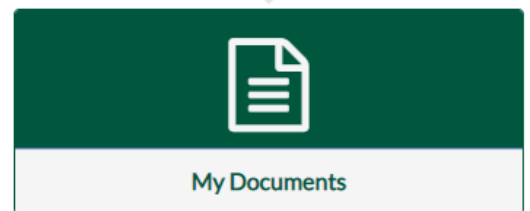
- This will take you back to the “People Summary” Screen, where you will need to complete the declarations again. You can do

this the same way as described above.

- The application will then take you through the same questions, but your answers will have been saved. You can check your answers and continue through to the point you saved your application by clicking “next”

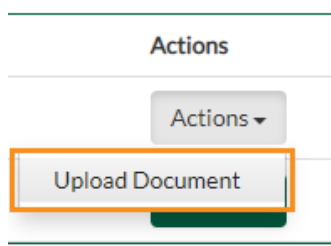
Uploading Documents

- Please make sure you upload all the required documentation for your application, **otherwise your application is incomplete.**
- You will need to upload the following:
 - Proof of identification for each member of the household, including children.
 - Proof of National Insurance Number
 - EEA nationals need to provide proof of settled or pre-settled status
 - Non-EEA nationals need to provide proof of immigration status
 - Proof of financial status
 - Proof of employment status
 - Proof of living circumstances.
- More information on what we accept for the above is on the first page when you make a new application.
- To upload these documents from the dashboard please click on the “My Documents” button.
- To upload a document click Upload in the bottom right corner of the page.



- You will need to choose your file from your computer. Once this has been done please select the document type for the file you have selected from the drop down menu.
- Once you have chosen your document and document type click “upload”
- From this screen you will then be able to see which documents you have uploaded, and can select “upload” the upload more.

- You can also upload documents through “My Saved Applications.”



- Click on the “My saved applications” button in the middle of your dashboard. On the “My Saved Applications Screen” you can then select the “actions” drop down menu next to the relevant housing application, and “upload document”

- You will then come to the “upload documents and files” page. You will need to choose your file from your computer.

Once this has been done please select the document type for the file you have selected from the drop down menu.

- Once you have chosen your document and document type click “upload”
- This will take you back to the “my saved applications” page, where you can follow the steps again to upload more documents. To see the documents, return to your dashboard and select the “my documents” button. You will then have a list of your uploaded documents.
- **Once your application has been accepted you will see it in the “My Accepted Applications” page.**

Forgotten your password or memorable information?

If you don't know your password or security question answer you can reset them following our guidance below:

- **Forgotten your password?**
You can reset your password using your memorable information. To re-set your password, select 'Forgotten password?' on our housing registration page. On the next page, enter your email address. Once you have received an email from hadmin@sholland.gov.uk, follow the link to reset your password. You have 2 hours to do this, so make sure you check your junk folder for the email. You will need to enter your memorable answer, which will then allow you to reset your password.
- **Forgotten your memorable information?**
If you cannot remember your memorable information, please email hadmin@sholland.gov.uk. We can send you a link to reset your memorable question and answer.