

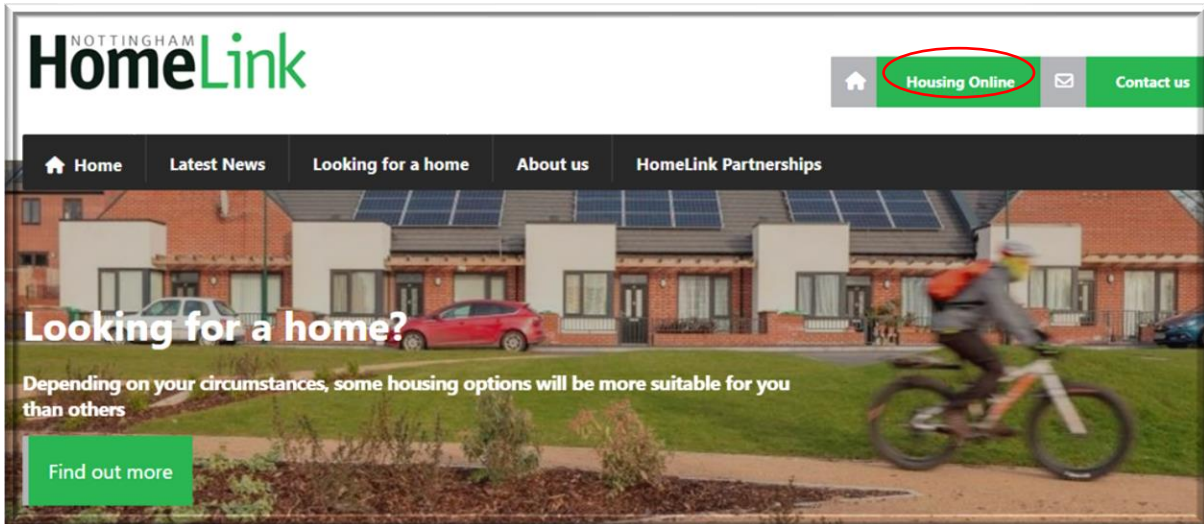


## Nottingham HomeLink Registration Guide

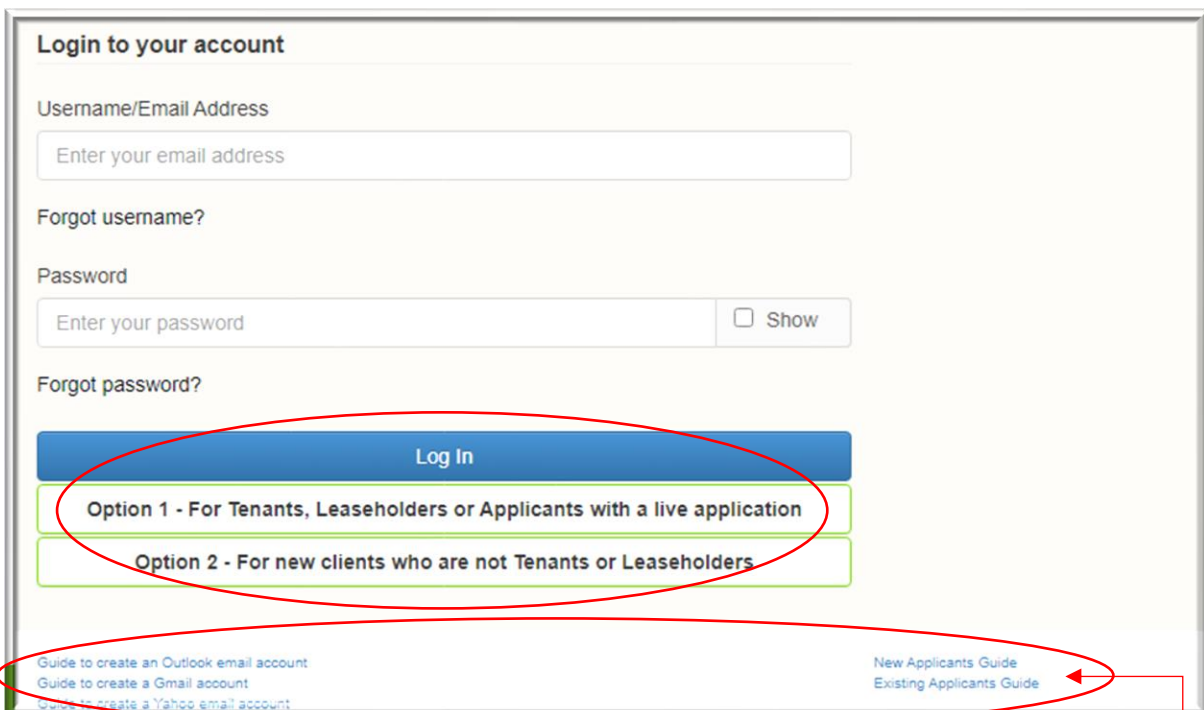
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### Registering for a Housing Online account

1. You need to click on the Housing Online link (circled below) on the Nottingham HomeLink website: [www.nottinghamhomelink.org.uk](http://www.nottinghamhomelink.org.uk)



2. This will take you to the below login page.



3. You need to make sure you have a valid email address and a password of your choosing. If not strong enough, it will not allow you to proceed and you will be prompted to change it.
4. Look at the separate guides available on these links if you need help to create a 'Housing Online account'

**Log in and create account** carefully choosing one of the following options:

**Option 1 - I don't have a Housing Online Account and I am a Nottingham City Council / Nottingham City Homes Registered Provider Ltd tenant / leaseholder OR I don't have a Housing Online Account, but I do have a 'live' HomeLink application.**

This option is for current Nottingham City Council / Nottingham City Homes Registered Provider Ltd tenants or leaseholders. This also includes Nottingham City Council / Nottingham City Homes Registered Provider Ltd tenants who want to register a housing application for a transfer OR for current HomeLink applicants with a 'live' active application and you want to place weekly bids.

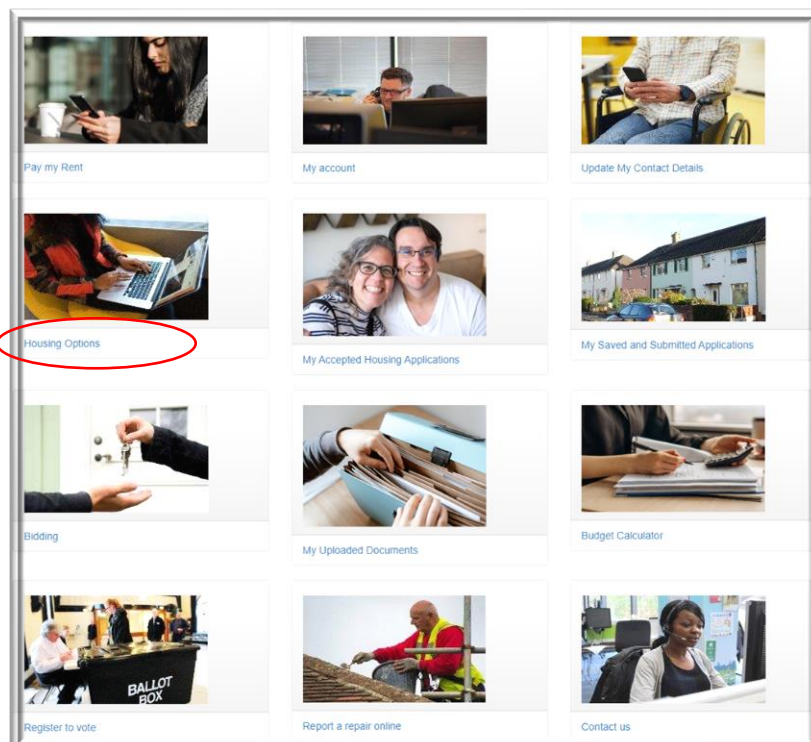
**OR**

**Option 2 - I don't have a Housing Online Account and I'm not a Nottingham City Council / Nottingham City Homes Registered Provider Ltd tenant / leaseholder or an existing Homelink applicant.**

This is for anyone who is NOT a Nottingham City Council / Nottingham City Homes Registered Provider Ltd tenant or leaseholder or an existing Homelink applicant.

Once fully verified, you can go back into Housing Online and log in using your email and password.

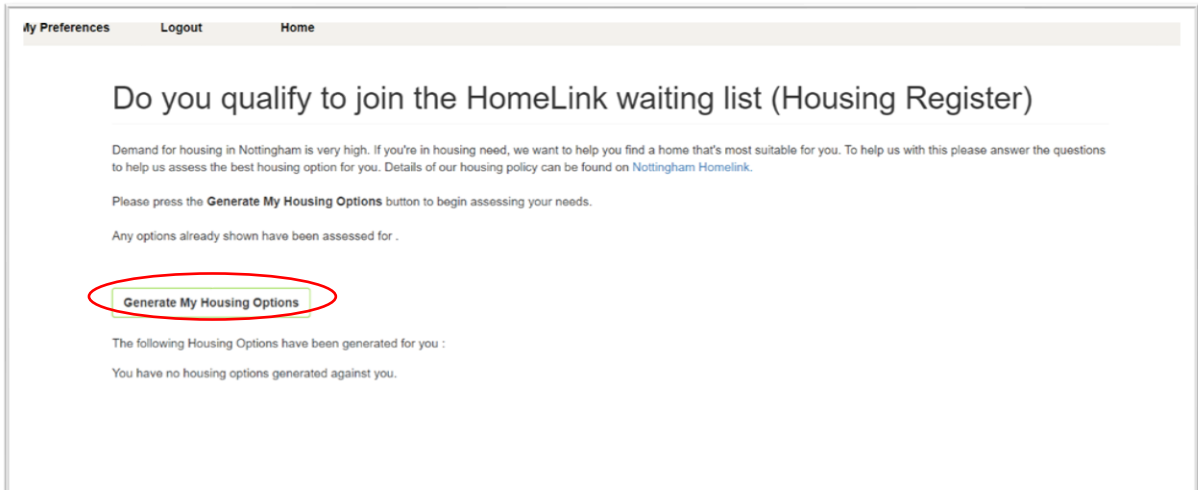
5. Once you have successfully created a Housing Online account you can then log back in and complete the series of question to see if you are eligible to progress your housing request by clicking the **Housing Options** tile.



## Customer Journey Registration

### Eligibility Checker

1. The 'Housing Options' tile takes you into the mandatory Eligibility Checker questions. Press 'Generate My Housing Options'



My Preferences Logout Home

### Do you qualify to join the HomeLink waiting list (Housing Register)

Demand for housing in Nottingham is very high. If you're in housing need, we want to help you find a home that's most suitable for you. To help us with this please answer the questions to help us assess the best housing option for you. Details of our housing policy can be found on [Nottingham Homelink](#).

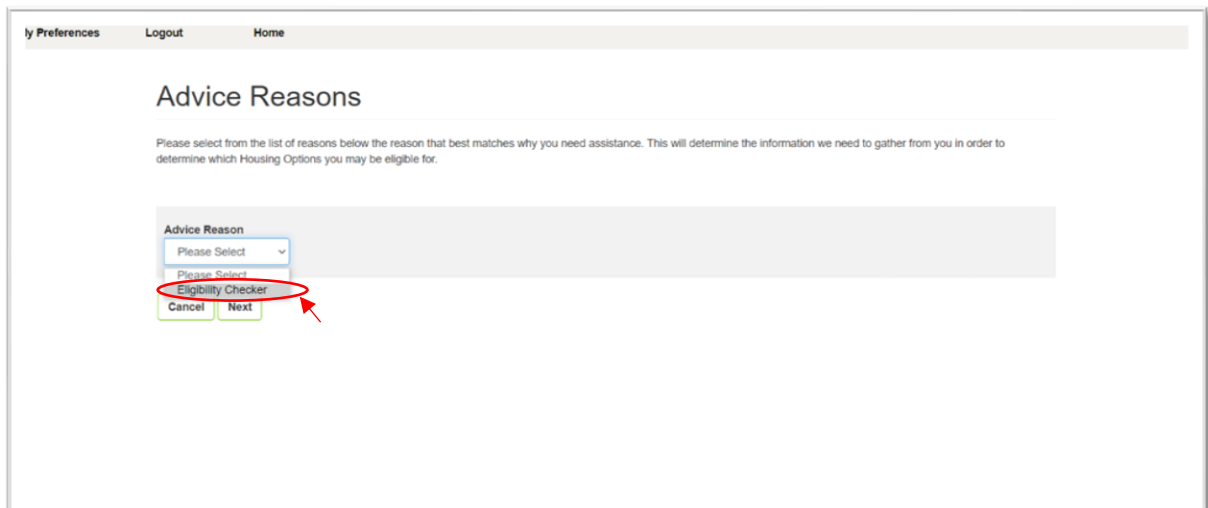
Please press the **Generate My Housing Options** button to begin assessing your needs.

Any options already shown have been assessed for .

**Generate My Housing Options**

The following Housing Options have been generated for you :  
You have no housing options generated against you.

2. Choose 'Eligibility Checker' from the drop down menu and click next



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### Advice Reasons

Please select from the list of reasons below the reason that best matches why you need assistance. This will determine the information we need to gather from you in order to determine which Housing Options you may be eligible for.

Advice Reason

Please Select

Please Select

Eligibility Checker

Cancel Next

3. This is an example of an eligible applicant and the questions summary.

### Question Summary

This is a summary of the answers you have provided. Take a minute to check these through before generating your housing options by clicking on the 'Submit Answers' button. Please be patient whilst the assessment process is taking place as this can take up to 60 seconds. There is no need to refresh this page or go back. If any of the information you have provided is incorrect this could affect the options that are generated.

The answers you have given us will be used to calculate your housing options. If you think you need to change these select Cancel and Resubmit Answers. This will enable you to enter the information correctly. Your previous answers will not have been saved and you will need to answer all the questions before resubmitting

What is your main reason for applying for rehousing?	Asked to leave by family or friends
Are you a UK Citizen? If you are not a UK / EU / EEA citizen, we will ask you to provide more information before we tell you if you may qualify to join the housing register	Yes
Are you 18 years of age or Over?	Yes
Have you lived in Nottingham City for three out of the last five years?	Yes
Are you applying as a Single or Joint Applicant?	Single Applicant
As you are a single applicant which category is your gross household income in?	£15,001 - £25,000
If you have any savings which category are your savings in?	£1 - £10,000
Are you a Homeowner or do you have a financial interest in a property?	No

4. Once answers to your current housing circumstances are submitted it will tell you if you qualify or not.

If you do you will be asked to complete the mandatory tenancy training by clicking the link [circled in blue](#).

My Preferences   Logout   Home

### Do you qualify to join the HomeLink waiting list (Housing Register)

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Please press the **Generate My Housing Options** button to begin assessing your needs.

Any options already shown have been assessed for:

Generate My Housing Options

The following Housing Options have been generated for you:

Housing Option	Comments	Status	Actions
Eligible	Based on the information you have provided you may qualify to join the Housing Register. Please complete the mandatory <span style="border: 1px solid blue; border-radius: 50%; padding: 1px;">Training</span> prior to submitting your application. Once you have completed the training make a note of the number you will be given and come back to this page and you will be able to complete a housing application form	Assessed	<span style="border: 1px solid #ccc; padding: 2px 5px;">Actions</span>

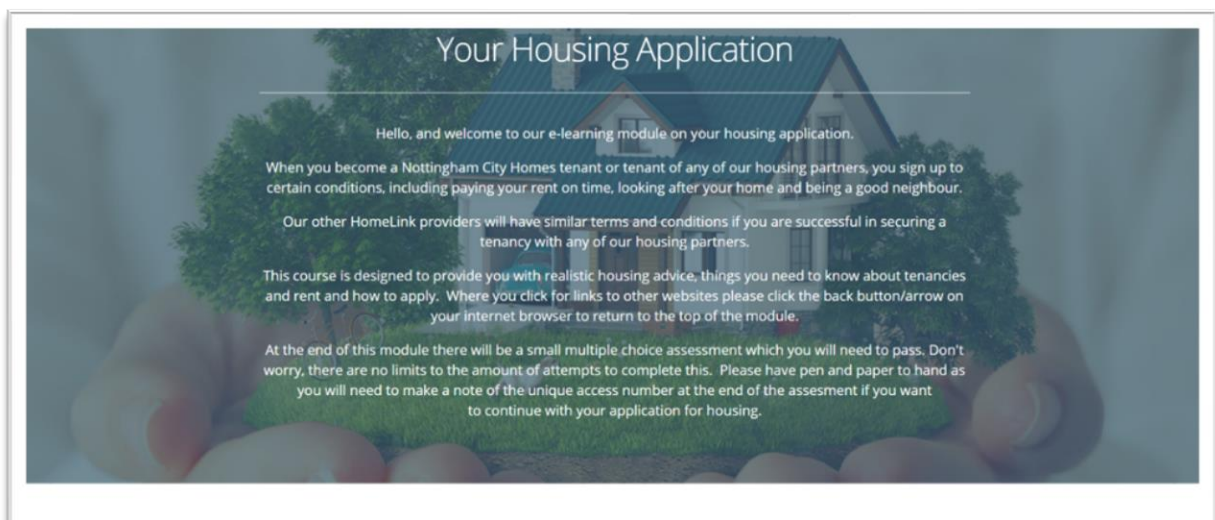
5. If you are not eligible to progress to the Housing Application form you will not be able to progress any further and will be advised of any suitable Housing Options based on the answers to your questions.

Not Eligible	<p>If you are a joint applicant, including couples, you must have a gross income of less than £60,000 (before deductions), including any adult member of your household or be in one of the exception categories to be able to join the housing register.</p> <p>You can find a private rented home by looking on the internet and searching for 'private landlords' or 'letting agents in Nottingham'. Letting websites such as Rightmove and Zoopla provide properties listed by both letting agents and landlords. You can filter your results by price range and location.</p> <p>You can also rent a home through <a href="#">Living</a> who the market rent arm of Nottingham City Homes, who are able to offer flexible tenancies so you feel secure in your home. You may be eligible for a <a href="#">Mutual Exchange</a> - where you can swap houses with another tenant with our permission</p> <p><b>**As you are not eligible to join the housing register there are no actions for you to complete**</b></p>	Assessed	Actions ▾
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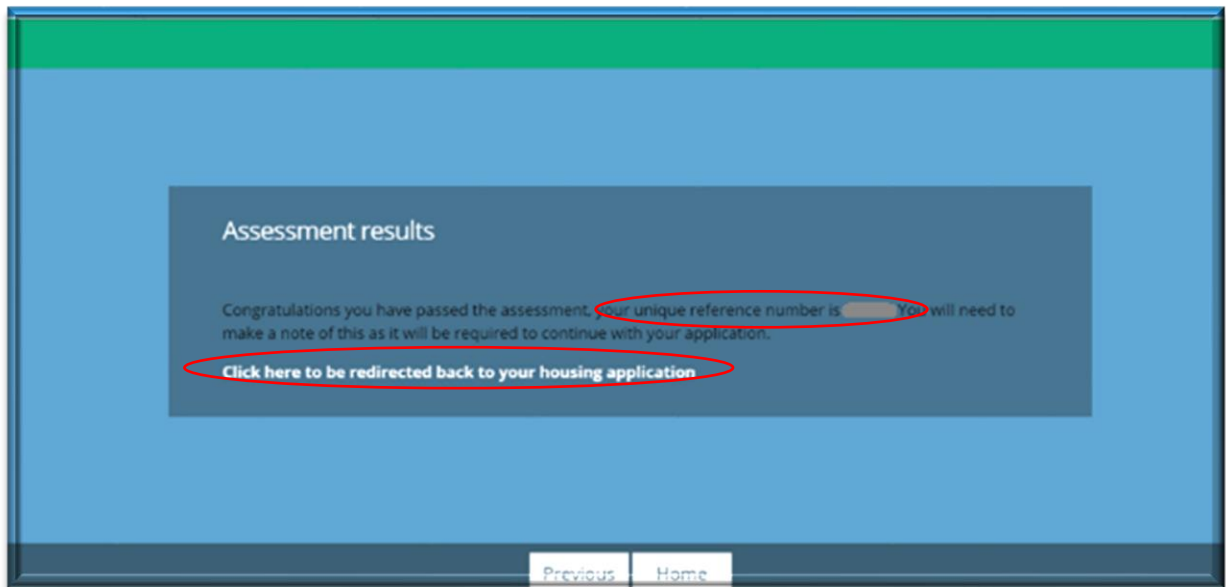
## Customer Journey Registration

### Mandatory Training Session

1. You should click on 'Your Housing Application' and complete the training session in full.



2. Your unique reference number is displayed on the last page of the training session, make a note of it as you will **not be able to access the Housing Application form without it.**
3. Click the link circled below to be redirected back to your Housing Online account.

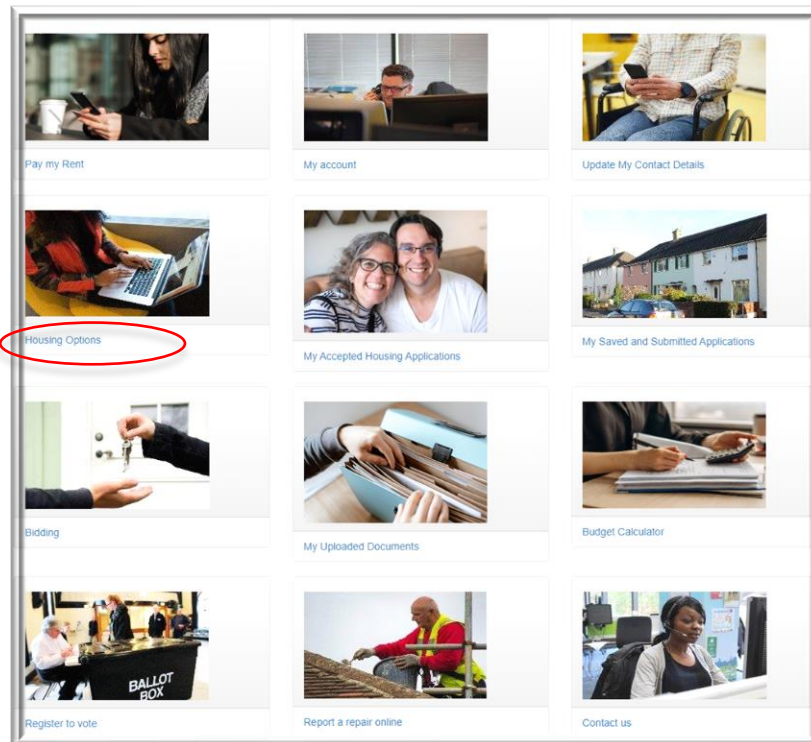




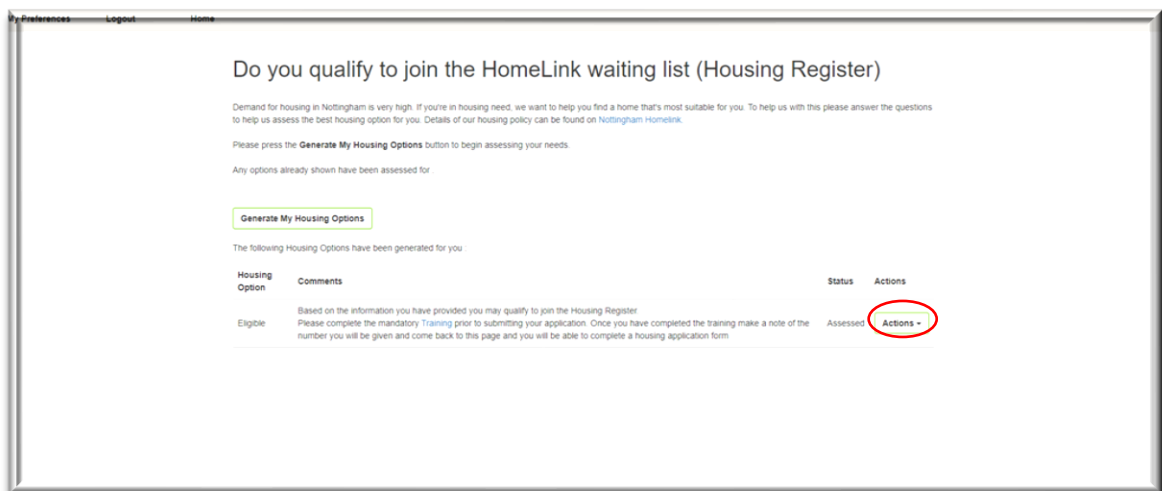
## Customer Journey Registration

### Housing Online Application Form

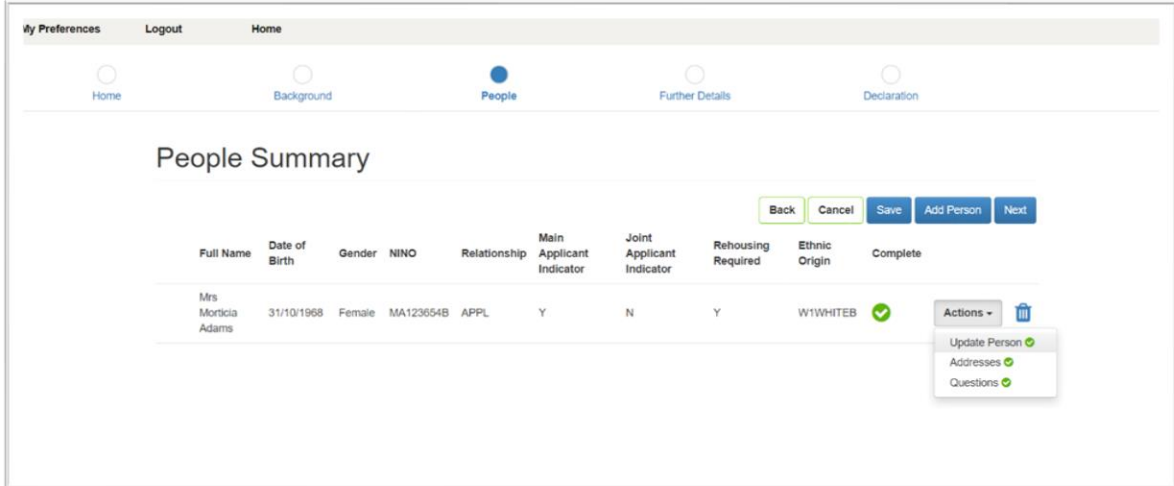
1. You will be redirected back to your Housing Online account to start a Housing Application Form. Click on 'Housing Options'.



2. Click on the 'Actions' button



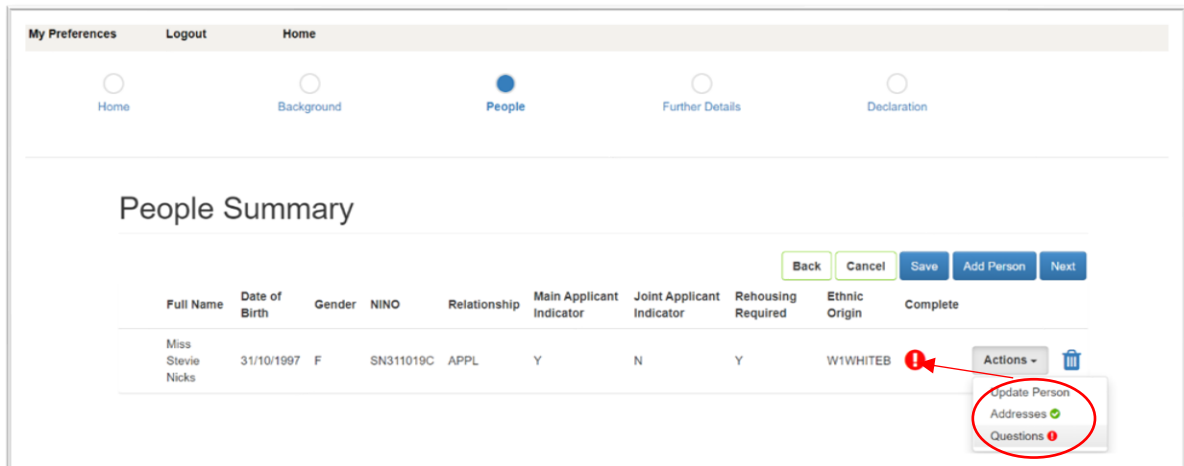
3. You now need to add household details for everyone moving with you.



4. All the family need to be added. The red exclamation mark below lets you know if there is more information required. By clicking on the Actions menu you can update person details, person questions and address history.

If you have added someone twice or made an error in the set up, you can delete and start again by clicking on the dustbin icon at the end of the person row.

Once all the household are added, you can start the main application form questions about your current housing circumstances.

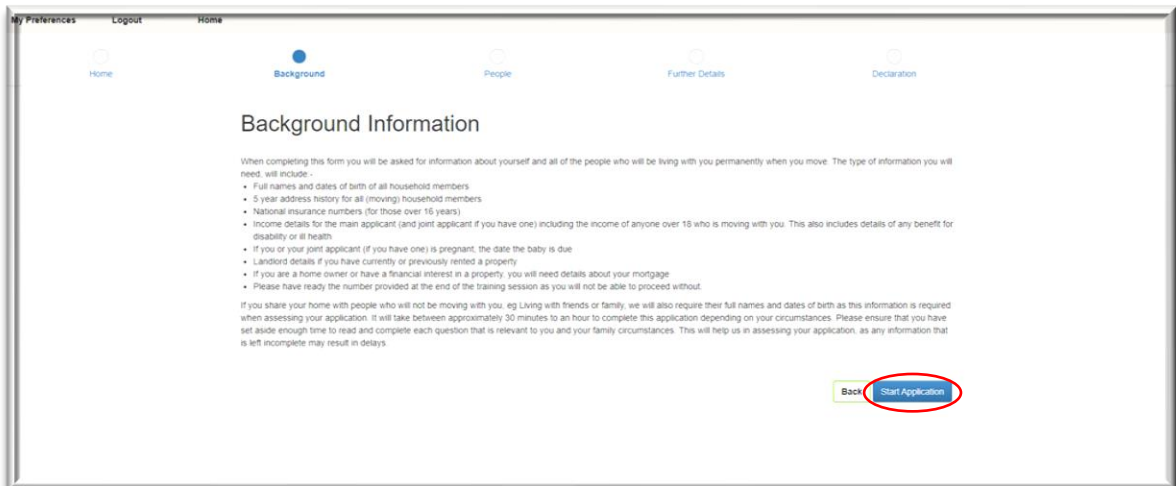


### Start of the application form

1. Please check the list of information you will now need to have available to help you. You will be asked in this next section for the unique reference number from your mandatory training session.

You will be prompted to answer mandatory questions \* if you forget to fill them in.

Click on 'Start Application'



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Home Background People Further Details Declaration

### Background Information

When completing this form you will be asked for information about yourself and all of the people who will be living with you permanently when you move. The type of information you will need, will include -

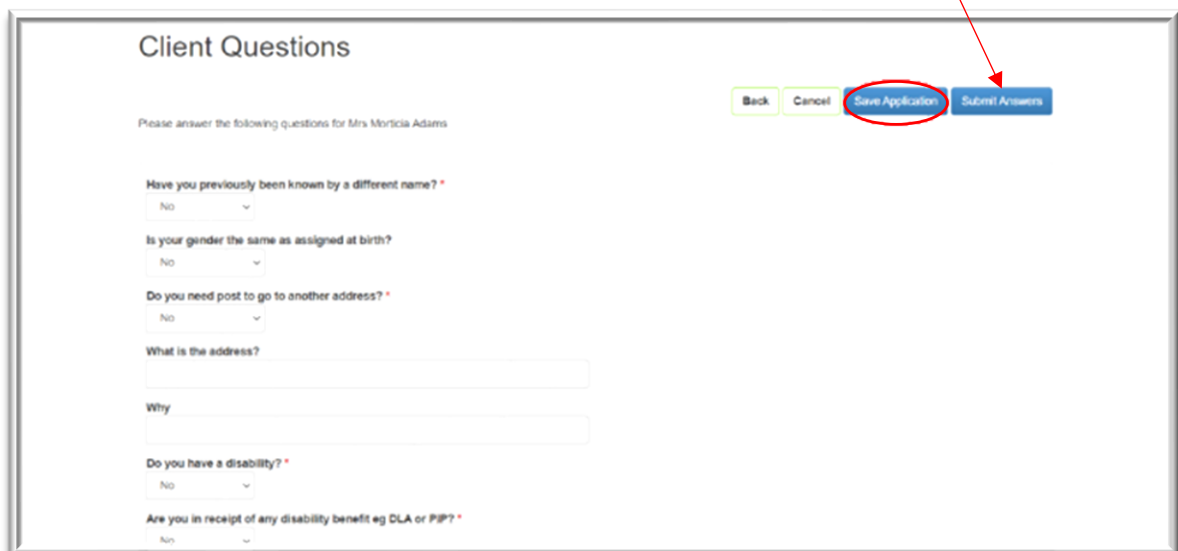
- Full names and dates of birth of all household members
- 5 year address history for all (incoming) household members
- National insurance numbers (for those over 16 years)
- Income details for the main applicant (and joint applicant if you have one) including the income of anyone over 16 who is moving with you. This also includes details of any benefit for disability or ill health
- If you or your joint applicant (if you have one) is pregnant, the date the baby is due
- Landlord details if you have currently or previously rented a property
- If you are a home owner or have a financial interest in a property, you will need details about your mortgage
- Please have ready the number provided at the end of the training session as you will not be able to proceed without.

If you share your home with people who will not be moving with you, eg Living with friends or family, we will also require their full names and dates of birth as this information is required when assessing your application. It will take between approximately 30 minutes to an hour to complete this application depending on your circumstances. Please ensure that you have set aside enough time to read and complete each question that is relevant to you and your family circumstances. This will help us in assessing your application, as any information that is left incomplete may result in delays.

Back Start Application

2. If at this point onwards you click the 'Save Application' button as circled below the application number will be generated but the form is **not** complete. You would then have to go into the 'My Saved & Submitted Application' tile on your log-in page to complete it.

If you have time to continue you should click on Submit where highlighted below.



### Client Questions

Please answer the following questions for Mrs Morticia Adams

Have you previously been known by a different name? \*

No

Is your gender the same as assigned at birth?

No

Do you need post to go to another address? \*

No

What is the address?

Why

Do you have a disability? \*

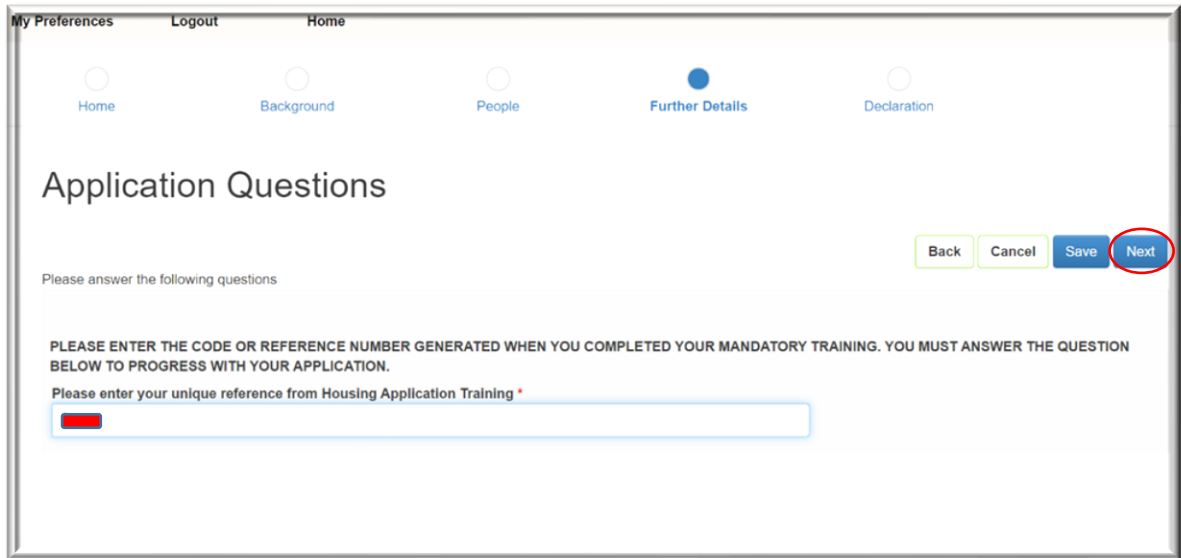
No

Are you in receipt of any disability benefit eg DLA or PIP? \*

No

Back Cancel Save Application Submit Answers

3. You now need to enter the unique reference number and select 'Next' to be taken to a series of questions. This next section will only be seen by you if you have completed the Mandatory Eligibility Checker process and the Mandatory Training session.



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Home Background People Further Details Declaration

## Application Questions

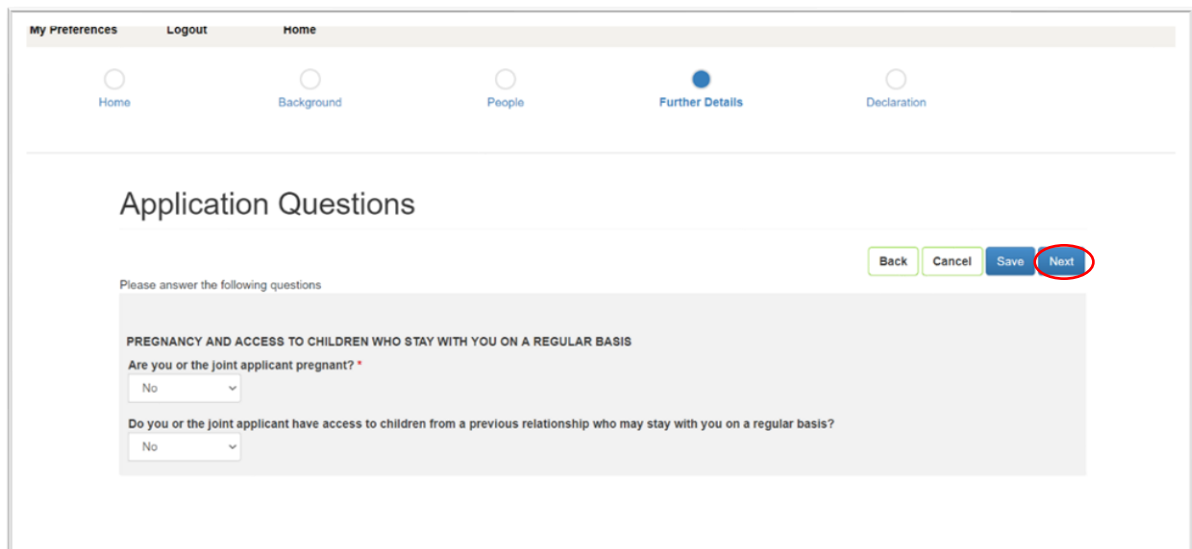
Back Cancel Save **Next**

Please answer the following questions

PLEASE ENTER THE CODE OR REFERENCE NUMBER GENERATED WHEN YOU COMPLETED YOUR MANDATORY TRAINING. YOU MUST ANSWER THE QUESTION BELOW TO PROGRESS WITH YOUR APPLICATION.

Please enter your unique reference from Housing Application Training \*

4. Screen shots below are what you will see when answering the housing questions



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Home Background People Further Details Declaration

## Application Questions

Back Cancel Save **Next**

Please answer the following questions

**PREGNANCY AND ACCESS TO CHILDREN WHO STAY WITH YOU ON A REGULAR BASIS**

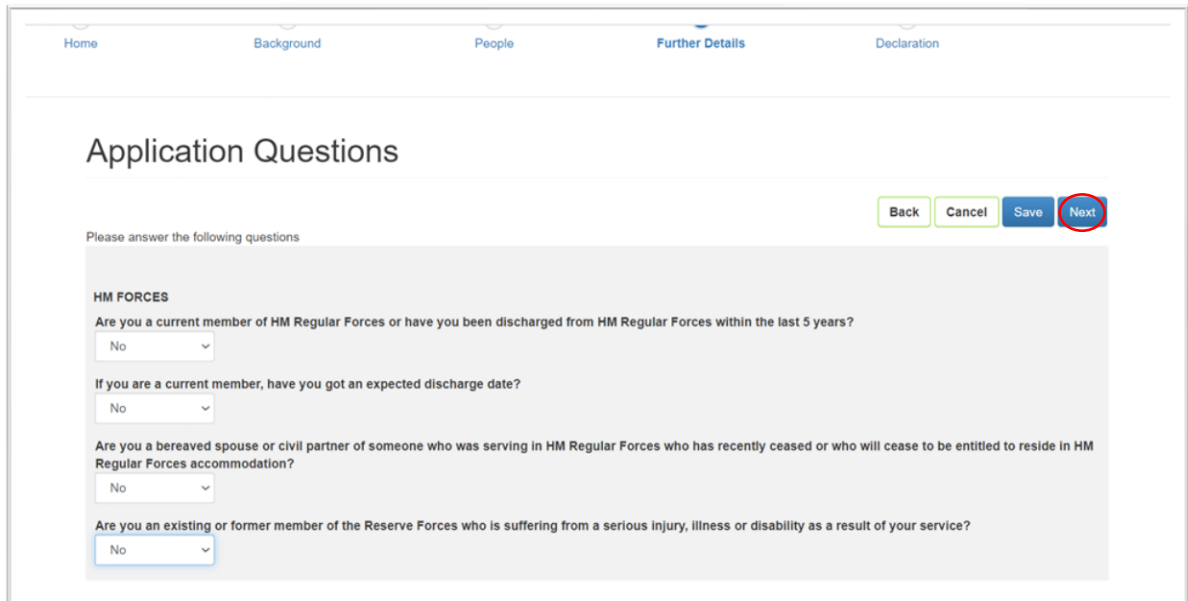
Are you or the joint applicant pregnant? \*

No ▾

Do you or the joint applicant have access to children from a previous relationship who may stay with you on a regular basis?

No ▾

5. Click on next to move to the next question.



Home Background People Further Details Declaration

## Application Questions

Back Cancel Save Next

Please answer the following questions

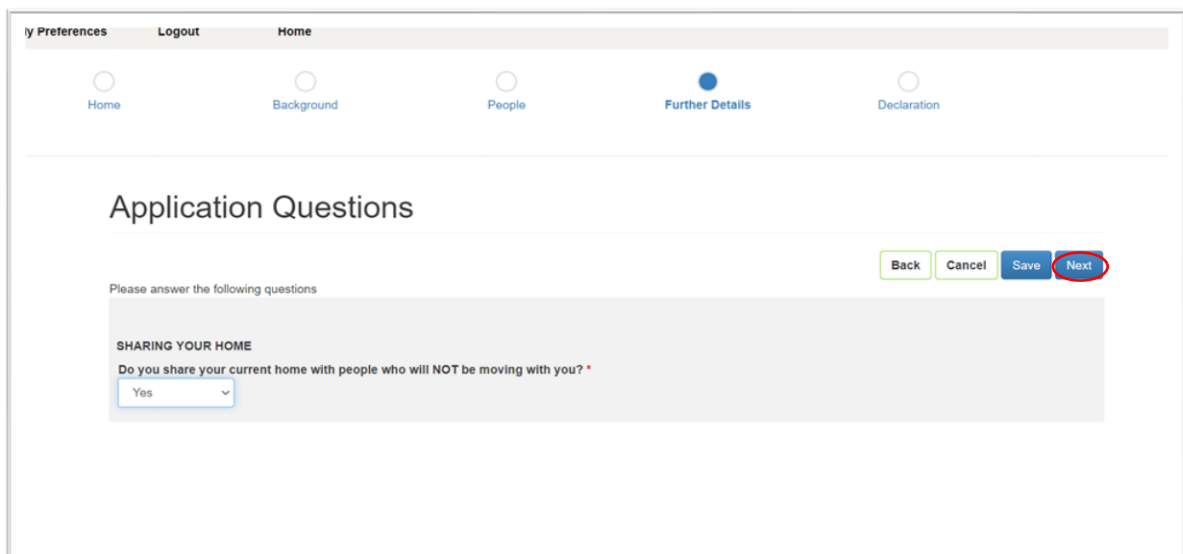
**HM FORCES**

Are you a current member of HM Regular Forces or have you been discharged from HM Regular Forces within the last 5 years?  
No

If you are a current member, have you got an expected discharge date?  
No

Are you a bereaved spouse or civil partner of someone who was serving in HM Regular Forces who has recently ceased or who will cease to be entitled to reside in HM Regular Forces accommodation?  
No

Are you an existing or former member of the Reserve Forces who is suffering from a serious injury, illness or disability as a result of your service?  
No



My Preferences Logout Home

Home Background People Further Details Declaration

## Application Questions

Back Cancel Save Next

Please answer the following questions

**SHARING YOUR HOME**

Do you share your current home with people who will NOT be moving with you? \*  
Yes

6. Keep answering all the question and click next to continue, you will be prompted to answer mandatory questions \* if you forget to fill them in.

If you click the 'Save Application' button the application number will be generated but the form is not complete. You would then have to go into the 'My Saved & Submitted Application' tile on the log in page to complete it.

You will finally reach the Privacy Notice page.

7. You must read the Privacy Notice and select the confirm button as 'yes' to say that the information you have entered is accurate, truthful and gives permission for Nottingham City Council to use your data for unintended purpose as per the privacy notice.

**Homelink Short Form Privacy Notice**

We will use the information provided by you for the administration of housing applications. The basis under which the Council uses personal data for this purpose is that this is necessary for the performance of a task carried out in the public interest by the Council or in the exercise of official authority vested in the Council.

The information provided by you includes the following special categories of personal data: racial, ethnic origin, religion, philosophical beliefs, health, sexual orientation and criminal offences.

Information in these categories is used by the Council on the basis that such use is necessary for reasons of substantial public interest, and in accordance with the provisions of the General Data Protection Regulation and Data Protection Act 2018.

You are not obliged by statute or by contract to provide the information that is specified here.

The information that you have provided will be kept during the period your application is active until such time a tenancy is granted, or the application is terminated, and during the life of a tenancy until 6 years after the tenancy is terminated.

The information provided by you may also be used for the purpose of any other function carried out by the Council. Information about these functions and the legal basis on which information is used for them can be found at [Nottingham City Council privacy statement](#).

The Data Controller is Nottingham City Council, Loxley House Station Street Nottingham NG2 3NG

The Data Protection Officer is Naomi Matthews. You can contact the data protection officer at Nottingham City Council, Legal Services, Loxley House, Station Street, Nottingham NG2 3NG or [data.protectionofficer@nottinghamcity.gov.uk](mailto:data.protectionofficer@nottinghamcity.gov.uk)

The new data protection law known as the General Data Protection Regulation provides for the following rights as prescribed by the legislation:

- A right to request a copy of your information
- A right to request rectification of inaccurate personal data
- A right to request erasure of your data known as 'the right to be forgotten'
- A right to in certain circumstances to request restriction of processing
- A right in certain circumstances to request portability of your data to another provider
- A right to object to processing of data in certain circumstances
- A right regarding automated decision making including profiling

Please note that if you are unhappy with a decision regarding the handling of your data you have the right to complain to the Information Commissioners Office at Wycliffe House Water Lane Wilmslow, Cheshire SK95AF and also see the [Information Commissioners website](#)

For more information about these rights please refer to our detailed privacy statement at [Nottingham City Council privacy statement](#)

8. Then click on 'Submit'.

**Declaration**

I declare that the information I have given is correct and complete

I undertake to inform the Council / housing association of any changes in my circumstances as soon as they take place

I understand that if I give any information that is false or incomplete, I am committing an offence and that legal action may be taken to bring my tenancy to an end, resulting in my eviction

I give permission for the Council or their data processor to contact any social worker, probation officer, community psychiatric nurse, or other similar worker to discuss my application in order to assess my housing need

I give permission for the Council or their data processor to make any enquiries necessary to verify and / or assess my housing application.

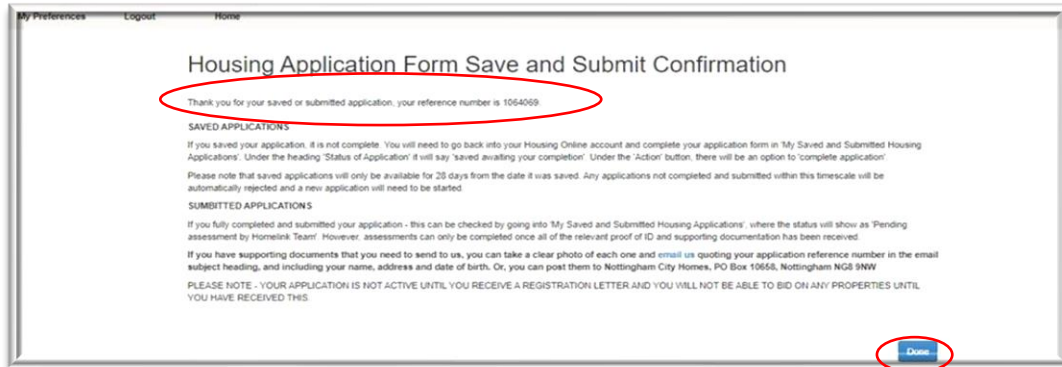
The electronic submission of this application containing printed names will be accepted as a valid housing application.

**Confirm**

Please Select

Back Cancel **Submit**

9. The questions are now completed. Your reference number is now generated.  
Click on 'Done' as circled below.



When you apply to join the Housing Register, we need you to send us various identification documents, so we can process your application. You must send us your identification immediately so that we can use it to help us to process your application.

Documents are uploaded as part of the online application process through your Housing Online Account 'My Uploaded Documents' tile go to this page on the HomeLink website to help you: <https://www.nottinghamhomelink.org.uk/section/advice-and-support/useful-links-and-documents/documents-youll-need/making-it-easier-to-provide-identification/>

To check what documents you need to send in, go to this page on the HomeLink website to help you: <https://nottinghamhomelink.org.uk/section/advice-and-support/useful-links-and-documents/documents-youll-need/>

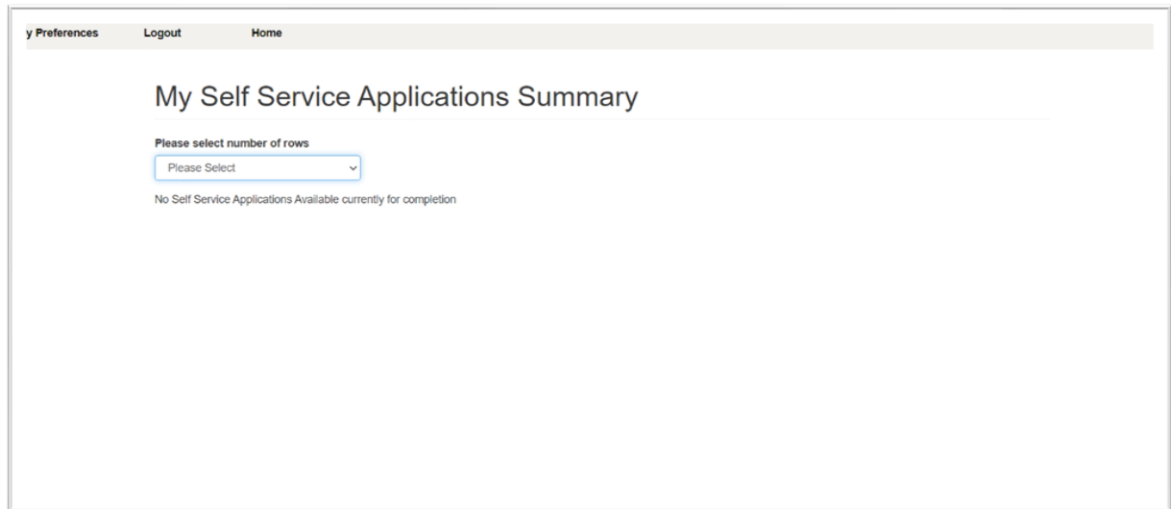
Once your application is submitted, it'll be assessed in date order to see if you qualify to join the Housing Register and what priority you're given. Due to the number of applications we receive, this may take a number of weeks. We will confirm the decision to you in writing once it's been assessed.

Please refer to our Frequently Asked Questions on the HomeLink Website if you have any questions about the process: <https://www.nottinghamhomelink.org.uk/housingservices/header-links/contact-us/frequently-asked-questions/>

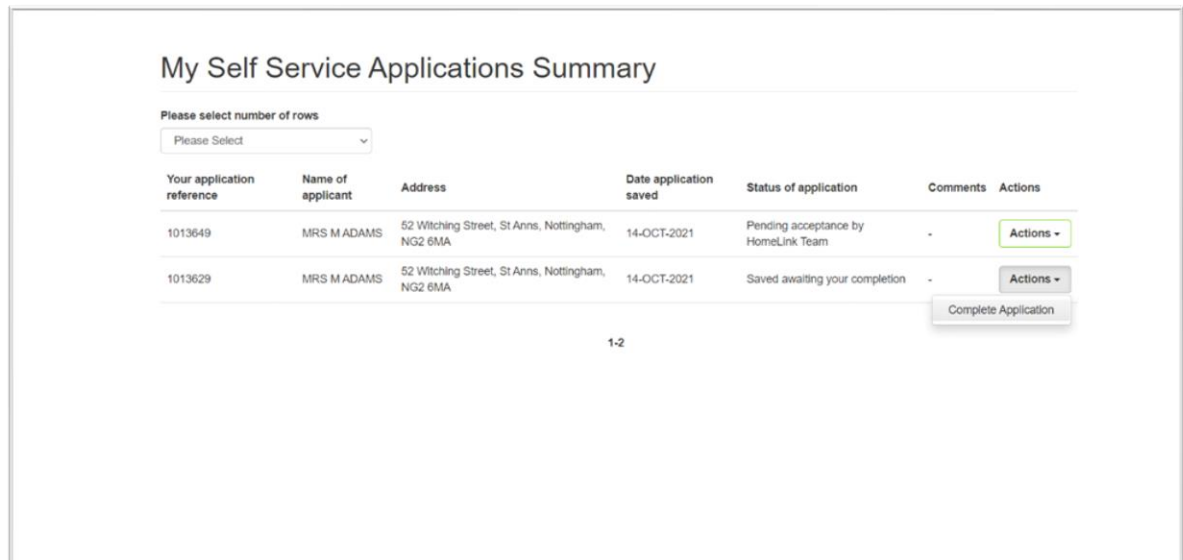
## Customer Journey Registration

### Tips to help you

1. If you try to log in on 'My Saved & Submitted Applications', and you have not completed one this is what you will see.



2. You also have the option to save the application so you can come back and complete it later. See examples below. The top one is fully completed and pending assessment and the second one needs finishing off by you and submitting to the Homelink team

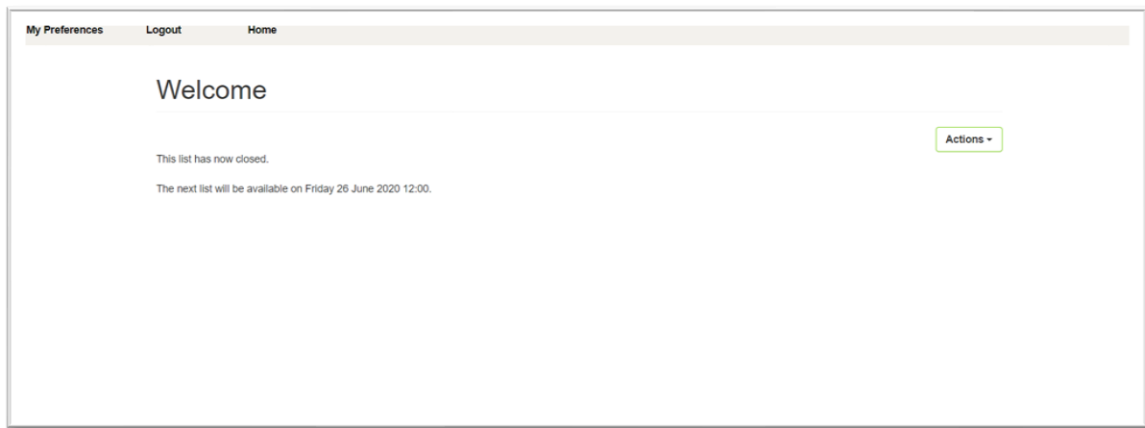




After logging back in to your Housing Online Account, go into 'My Saved & Submitted Applications', click actions then complete application.

You will have to keep pressing next through all screens already done to reach the point where you left it. It does not take you back to the point you saved and exited the application.

3. You will be prompted during the Housing Application Form to answer mandatory questions \* if you forget to fill them in.
4. This is what you will see when the advert is not live, provided you have an approved Housing Online account and Housing Application form.



5. Take a photo on your phone of your registration number it will help you to remember it.
6. Housing Online Account – Take a photo on your phone of the screen to keep a record of your memorable question and date information.