



Quick Guide - The Customer Portal

Self-Referring through the Customer Portal

The council have introduced a new housing allocations system which will allow you to edit and control your application and receive up to date information from the council regarding your housing.

If you have approached the council's Housing Solutions Team (Homelessness Team) you will likely already have an account with us so there is no need to complete sections 1 & 2.

If you are applying to be on the Housing register for the first time or you are renewing your application please follow all the steps in this guide.

1. The Customer should go to: **tendring.housingjigsaw.co.uk** click "Customer Registration", then enter an email address and a password of their choice and click "Register"

The screenshot shows the registration page for the Tendring District Council Housing Solutions Team. The page has a dark blue header with the council's logo and name. Below the header is a dark blue bar with the word "Register" in white. The main content area is white and contains a registration form. The form has three input fields: "Email", "Password", and "Confirm Password". Below the input fields is a green box with a disclaimer: "By clicking register you confirm that you agree to our website [terms of use](#), our [privacy policy](#) and consent to [cookies](#) being stored on your device. As part of this service, and in order for you to use this service, we will contact you periodically about your account; if you don't wish to receive these emails then you shouldn't use the service." Below the disclaimer is a "Register" button. Below the registration form is a dark blue bar with the text "Have an account?". Below this bar is a "Login" button. At the bottom of the page, there is a footer that says "Powered by housingjigsaw" with the logo and "© Housing Jigsaw 2021. All Rights Reserved".

Register

Please register by entering your email and a password

Email

Enter Password

Confirm Password

By clicking register you confirm that you agree to our website [terms of use](#), our [privacy policy](#) and consent to [cookies](#) being stored on your device. As part of this service, and in order for you to use this service, we will contact you periodically about your account; if you don't wish to receive these emails then you shouldn't use the service.

Register

Have an account?

Login

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2. You will receive an email from The Housing Jigsaw Team asking you to activate Your account by clicking a link



Welcome to Housing Jigsaw. Please activate your account by clicking the link below.

<https://tendringtesting.hpdev.co.uk/auth/login?returnUrl=/accounts/account/activate?code=CfDJ8ITlc76cQPBPpyY9kbTjgYkebeJaN4JCq%2fgtI6y8WhHw%2b%2bgKn79XafRtRc%2bZBT%2bAFDCldFIRzcVtMx3oN77%2bb9scfOyGoLFulieQIK9gtJYiB%2bq95FX9TuttmVfEiZPUazj5VN%2beWLEAJGjNm%2bLURPeySAG3pFcaqL%2fUgyW1DBF%2b%2bpgv0Kc03frQJdpIRM5ngkpi519Xsz4xIGSjQcVcZHvpBg1sCgnxB7%2bZkoAzGBF%2bUuq%2blmr9dalZDLJW54s0A%3d%3d>

Please note that this link is only valid for 24 hours. Should the link expire, please click here: <https://tendringtesting.hpdev.co.uk/accounts/account/forgotpassword> and enter your email address to request a new link.

Thank you
The Housing Jigsaw Team

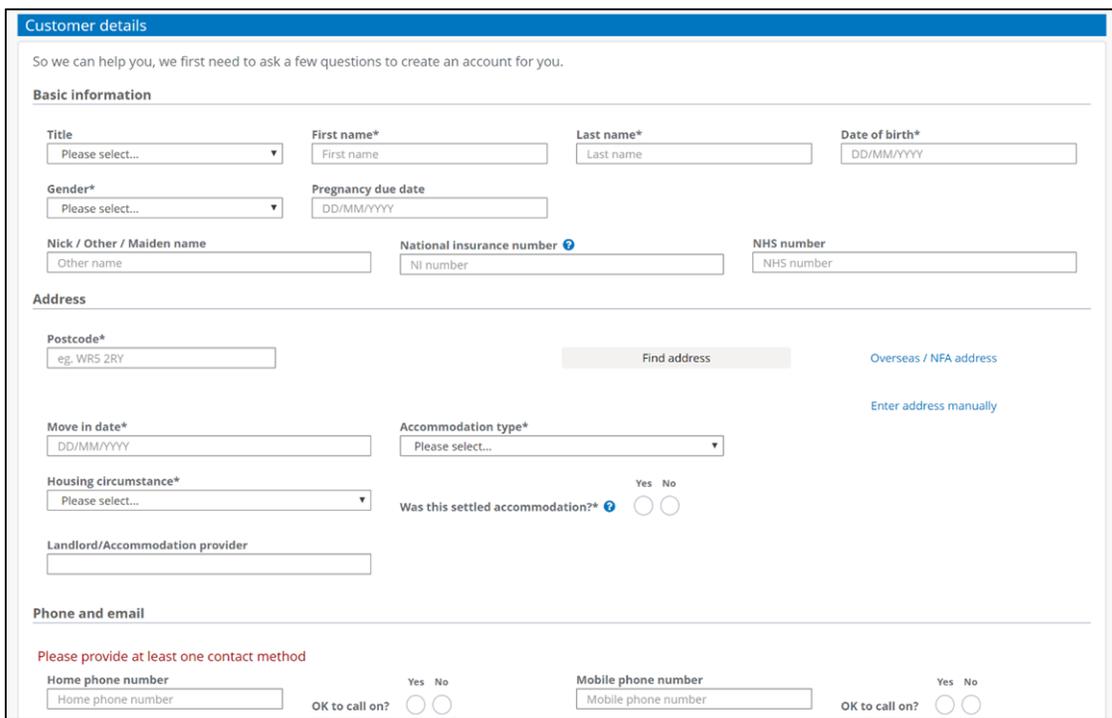
- By clicking the link, you will be taken to the login screen where you will be asked to input Your login details to access the portal:



- The customer will then be asked to select Tendring District Council from the drop down list.



- By clicking the "Housing register" option, you will be taken to the "Customer details" page where you will be asked to complete some basic information:



Please note, if you are not currently homeless please, answer YES to the question "Was this settled accommodation"

- Once you have completed this part of the form, you will need click the “Save and continue” button at the bottom of the page. You will then be asked to choose an application type to proceed to:

Select a service

Tendring offers the following services through this portal, please select one of the following options:

Application to be on the Housing Register

The housing register opened to new applicants from 1 March 2021.
The council is in the process of upgrading the housing allocations system and soon we will be writing to all those that have applied to be on housing register to invite them to re-new their interest online.
For more information please visit this page regularly.

Apply For Housing

If you would like to apply for Council accommodation you will need to join the housing register.
Applicants should note that due to a high demand for housing in the district, many people who are eligible to join the housing register may not obtain an offer of a home. Only those with an urgent housing need will have the highest priority and will be considered for any available council properties, or be nominated to a registered housing provider.
There are currently over 1700 households on our Housing register.
To see the amount of properties we own in each part of the district please read ["A guide to council accommodation"](#) here.

Select one of the services below

Housing register >

Homelessness Assistance >

< Back

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- Once an application type has been chosen, a message will appear at the top of the screen to confirm this action:

demo.housingjigsaw.co.uk says

This will create your application. Are you sure you wish to continue?

OK Cancel

- By clicking “OK” you will be asked to provide details about any other household members that you wish to include in the application with you:

Tendring

Application Progress and Navigation

- Add Household Members
- Your Household
- Household Members
- Addresses
- Current Address
- Address History
- Tendring Housing Register
- Declaration and Consents

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

Terry Tosting 14th Jul 1990 [M]

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

Save and continue

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- Once completed, click "Next". You will then be asked to provide details about their current accommodation:

The screenshot shows the 'Lead applicant' section of a housing application form. On the left is a navigation menu with steps: 'Add Household Members', 'Your Household', 'Household Members', 'Addresses', 'Current Address', 'Address History', 'Tendring Housing Register', and 'Declaration and Consents'. The main form area contains the following fields:

- Address:** [Redacted] (with a 'Change address' link)
- Room number:** [Text input field]
- Move in date*:** 20/06/2019
- Accommodation type*:** House
- Housing circumstance*:** Private rented sector: self-con
- Was this settled accommodation?***: Yes (selected), No
- Number of bedrooms for exclusive use of your household? (Persons that will be moving with you)*:** Please select...
- How many living rooms are for the sole use of your household? (Persons that will be moving with you)*:** Please select...
- Accommodation provider:** Mrs Landlady

At the bottom of the 'Lead applicant' section is a 'Save' button. Below this is the 'Joint applicant' section with the question: 'Does the joint applicant live at the same address as the lead applicant and did they move in on the same date?' with 'Yes' and 'No' radio buttons.

- Click "Save" once completed. You will then be asked to review the information you have provided. Click "Edit" to change the information you have provided, or "Next" to continue with the application:

The screenshot shows the summary section for the 'Lead applicant'. It contains the following information:

Address	Type	Move in date
Plumpton Park Hookstone Chase Harrogate HG2 7LD	Flat	01/01/2001
Housing circumstance	Is this settled accommodation?	Accommodation provider
Living with family	Yes	not provided
Bedrooms	Living rooms	
7	6	

An 'Edit' button is located at the bottom right of this section. Below this is the 'Joint applicant' section, which contains the text 'No joint applicant' and a 'Next >' button at the bottom right.

11. All applicants must have been living in the Tendring for at least 3 years from the date of application. Although 3 years mandatory we request that an applicant complete 5 years address history. Click “Add address” to add previous address information or “Next” to continue with your application.

The screenshot shows the Tendring District Council application interface. On the left is a vertical navigation menu titled "Application Progress and Navigation" with a list of steps: Add Household Members (green checkmark), Tendring Housing Register (red X), Tendring Housing Register Eligibility - General (green dot), Qualifying - Circumstances (orange dot), Current Circumstances (white dot), Current circumstances - Facilities (white dot), Household information - Employment (white dot), Household information - Other Information (white dot), Household information - Pets (white dot), Homelessness (white dot), Health and medical (white dot), Financial assessment (white dot), Reasonable preference (white dot), Household preference (white dot), Where I want to live (white dot), Additional preference (white dot), Risk assessment (white dot), Equalities (white dot), Declaration (white dot), and Declaration and Consents (red X). The main content area is titled "Local Connection - Terry Testing" and contains a question: "* Have you been living in the district for the past 3 Years?" with radio button options for "Yes" and "No". A second identical question is visible below. A "Save and continue" button is located at the bottom right of the main content area.

12. Please continue answering the questions, all questions with a * must be filled in and answered before proceeding to the next page. Click “Save” once completed.

The screenshot shows the "Customer facing questions" section of the application. It is divided into two parts: "Housing register" and "Shared questions across applications". Under "Housing register", there are three questions with radio button options for "Yes" and "No": "* Have you uploaded your identification evidence?", "* Do you have a medical condition that is impacted by your current housing?", and "* Are you homeless or threatened with homelessness within 56 days?". Under "Shared questions across applications", there are three questions with radio button options for "Yes" and "No": "* Do you have any pets?", "* Do you have a local connection with Walford?", and "* Have you been evicted from a council or social housing tenancy previously?".

13. The applicant will then have to complete the question on the ir housing preference:

The screenshot shows a web-based application form. On the left, a vertical progress bar consists of 16 circles. The first 14 circles are green, the 15th is orange, and the last two are white. Below the progress bar is a dropdown menu labeled 'Declaration and Consents' with a red 'x' icon and a downward arrow.

The main content area on the right contains the following questions and options:

- Maisonette
- Studio Flat
- Sheltered Housing
- Extra care accommodation
- * What is the maximum floor level you would consider?
 - Any Floor
 - Ground Floor
 - First Floor
 - Second Floor
 - Third floor
- * Would you accept a flat above ground floor if the property was serviced by a lift?
 - Yes
 - No
- * Many Sheltered properties are studio flats, would you accept a studio flat in sheltered housing?
 - Yes
 - No
- * Are you happy to have your details shared with a Housing Provider?
 - Yes
 - No
- * Would you consider a low cost home ownership scheme in the district?
 - Yes
 - No

A vertical label 'ENR 2016' is visible on the right edge of the form.

14. After clicking “Next” you will be asked to select where you want to live. Click “Next” after you have selected the areas you would like to live in:

15. You are strongly urged to read carefully through the declaration and consent statement and provide a signature at the bottom of the screen and click “Save & Continue” if you wish to proceed with your application. Once saved the application will go to the Tendring Council for review.

The screenshot shows the Tendring Council online application interface. On the left, a navigation menu lists: 'Add Household Members' (checked), 'Tendring Housing Register' (checked), 'Declaration and Consents' (checked), and 'Declaration + Consents' (active). The main content area is titled 'Client Authorisation for Release of Confidential Information'. It contains several paragraphs of text regarding consent to the Council's Housing Department accessing confidential information and sharing it with relevant agencies. Below the text is a 'Customer Details' section with fields for 'Name' (Robert Goswell) and 'Date of birth' (12/11/1988). A 'Signatures' section follows, with a box for 'Robert Goswell signature' containing a handwritten signature.

16. The next step is to upload copies of the Photo ID for all the members of your household, proof of residence, birth certificates for children and proof of employment. If you have any other supporting documents such as medical documents please upload them as well.

To do this click “Things I need to supply” you will then be prompted to upload a document you have stored on the device you are completing the application on. Once you have selected the relevant document you will be prompted to select document type and which household member it refers to.

The screenshot shows the 'Your application status: Proofs outstanding' section of the Tendring Council online application. A red warning banner at the top states: 'The application is incomplete and will be closed in 14 days if no proofs are uploaded.' Below this, a list of items with progress indicators is shown: 'Application form' (complete), 'Household' (complete), 'Current address' (complete), 'Address history' (complete), 'Appointments' (complete), 'Letters' (complete), and 'Things you need to supply' (incomplete, with a blue circle icon). A 'View need assessment' link is visible below the list. At the bottom, the page is powered by 'housingjigsaw' and includes copyright information and links for 'Change password', 'Change email address', and 'Contact us'.

When ready click the upload button to attach the picture to your application.

Tendring
District Council

Upload document

Terry Testing
Proof of ID
Evidence of employment
Supporting medical document
Proof of Residency
Environmental Report
Medical Data

Terri Testing
Proof of ID
Proof of Residency
Medical Data

Toni Testing
Proof of ID
Medical Data

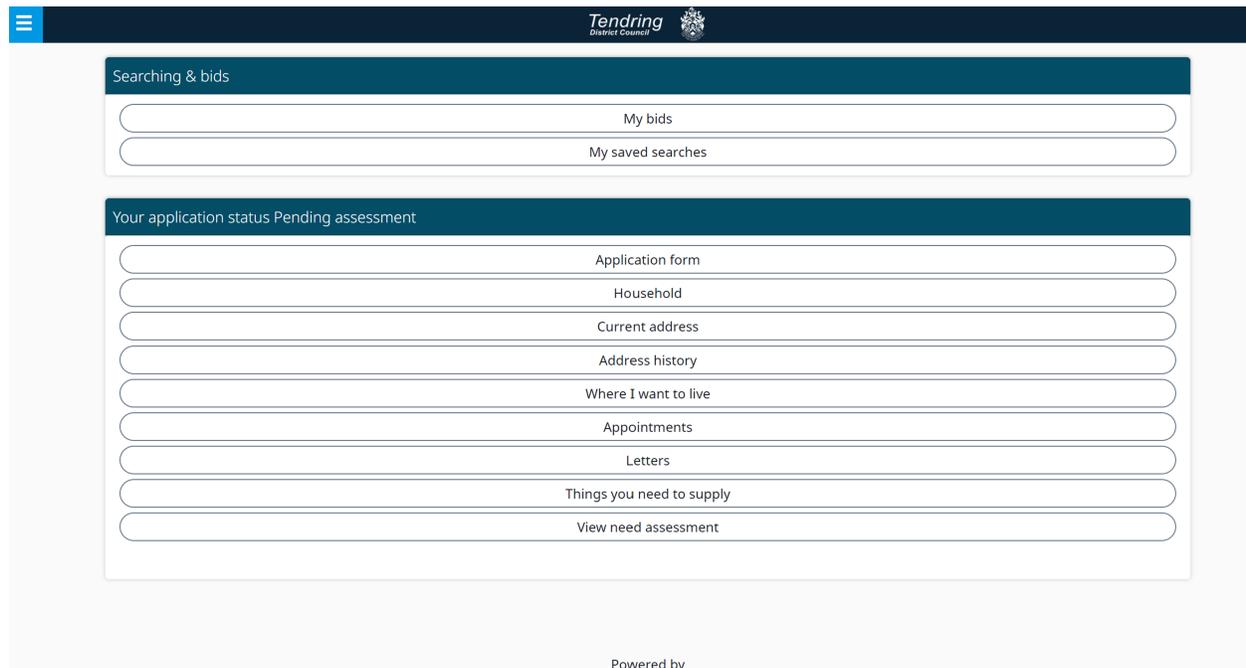
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Understanding the Customer Portal View

Once you have completed your application you will be presented with the following screen. This will allow you to view and update your application. When we send you a letter a copy will also be stored on this page.

Lastly, when you are successful and offer a property the details of the offer will also be available from this menu.



Here is a breakdown of the menu and a brief description of what each section is.

Application form – customers can review and update the information contained within their application

Household – customers can review and update details of any household members that will be moving with them

Current address – customers can review and update their current address details

Address history – customers can review and update their address history

Where I want to live – customers can select the area that they'd like to live in

Appointments – customers can see appointments made for them by the Council and view previous appointments

Letters – customers can view letters sent to them from the Council

Things you need to supply – customers can see documents requested by the Council and can upload their documents here

View need assessment – customers can view their assessed housing priority and Band awarded.