

Housing Re-registration and Allocation Scheme



How to complete your application

Housing Re-registration and Allocation Scheme

London Borough of
Redbridge



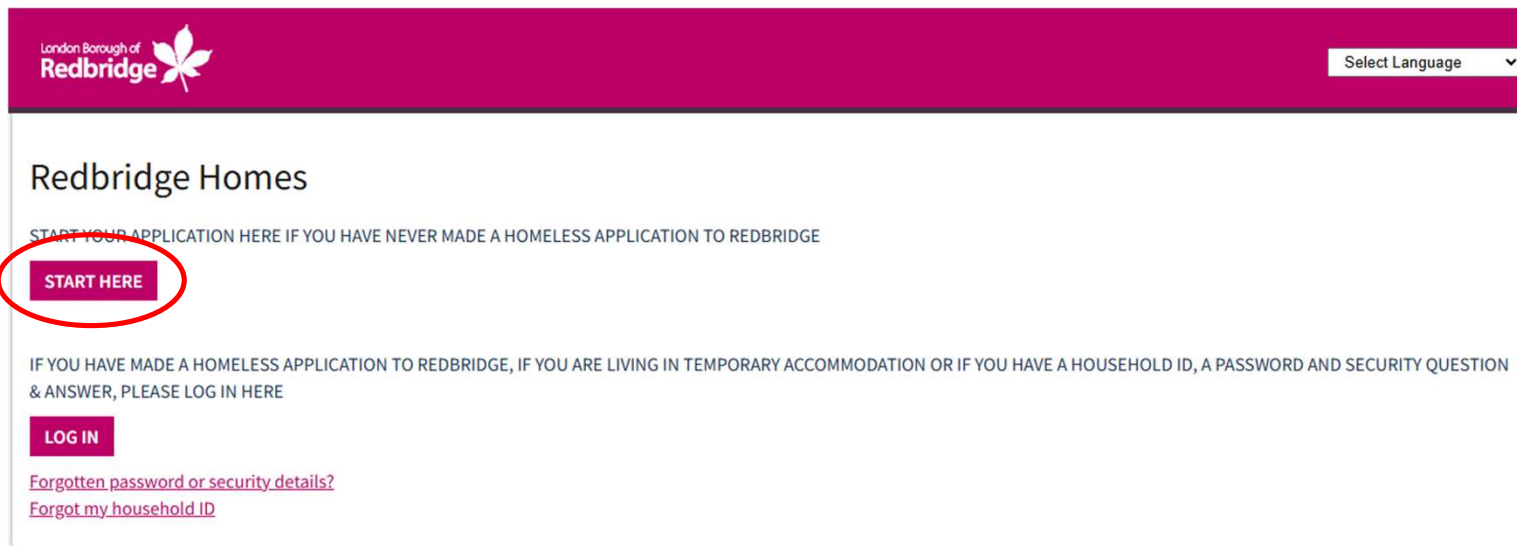
- **The deadline for re-registration has been extended to 31st August 2025**
- You can still apply after 31st August, but you won't be able to bid for any property until your application is reviewed and approved
- Letters are being send to all households with the details of what you need to do.
- It is YOUR responsibility to ensure you submit an application for the housing register. Please ask friends/ family or support networks. The council cannot help you to complete the form
- **It is a criminal offence to obtain social housing through false misrepresentation. Anyone found guilty may be liable to prosecution**
- <https://unity.homeconnections.org.uk/Redbridge/welcome.aspx?pid=110>

Housing Re-registration and Allocation Scheme

London Borough of
Redbridge

New Applications

- If you have not made a homeless application and have not got a Household ID already you **MUST** start a new application.
- Click '**START HERE**'



London Borough of
Redbridge

Select Language ▼

Redbridge Homes

START YOUR APPLICATION HERE IF YOU HAVE NEVER MADE A HOMELESS APPLICATION TO REDBRIDGE

START HERE

IF YOU HAVE MADE A HOMELESS APPLICATION TO REDBRIDGE, IF YOU ARE LIVING IN TEMPORARY ACCOMMODATION OR IF YOU HAVE A HOUSEHOLD ID, A PASSWORD AND SECURITY QUESTION & ANSWER, PLEASE LOG IN HERE

LOG IN

[Forgotten password or security details?](#)
[Forgot my household ID](#)

Housing Re-registration and Allocation Scheme

London Borough of
Redbridge

- Read the details on the screen and make sure you have all of the requested information to hand before you start the application
- Click '**NEXT**'

New Applications – information

London Borough of
Redbridge

Select Language ▼

Housing Registration

Before completing this form you will need to have the following information available to you:

- The NINO (National Insurance Number) for any person in the household over the age of 16
- An email address that we can contact you by
- Full address history for the previous 6 years including any landlord details if applicable

You will also be asked to upload your supporting evidence throughout the form. As a minimum, you will need to provide:

- Proof of ID for each member of the household
- Proof of household income including savings and child benefit
- Proof of your housing history

When uploading your documentation it must meet specific standards, otherwise we may need to contact you for clarification or to ask you to provide further information, which may result in a delay to your application. Supporting documents can be scanned copies or photos of original documents. The supporting documentation you provide:

- must be clear and in focus, not blurry
- must not be too light or dark
- must be legible
- must be unaltered by computer software
- must contain the whole document (you can provide more than one photograph if it will not fit)
- can be in colour or black and white

You may be requested to provide other documents as you complete the form or at a later date by Redbridge
Documents can be provided later, however your application will not be fully assessed until all supporting documents have been provided.

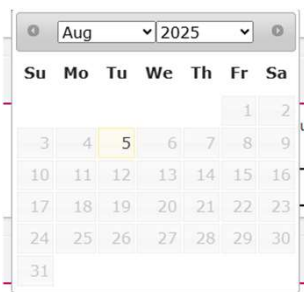
Next ➔

Housing Re-registration and Allocation Scheme

London Borough of
Redbridge

- Read the declaration
- Tick to accept the declaration
- Enter your name
- Enter today's date
- Click 'NEXT'

You will only be able to select the current day's date



New Applications – Declaration

Declaration and privacy notice

DECLARATION

I/We declare that the information I/we have provided on this application form is correct and complete.

I/We know that it is an offence under the Housing Act 1996 to give false or misleading information, or to withhold information relevant to the application as requested by the London Borough of Redbridge.

I/We understand that if I/we give information that is knowingly incorrect or incomplete, the London Borough of Redbridge may take action against me/us, which may include court action.

I/we know that I/we must let you know in writing, or by updating my/our Housing Application, about any change in my/our circumstances which may affect my/our application for housing.

PRIVACY NOTICE

The London Borough of Redbridge is committed to processing all personal information securely and in accordance with current data protection legislation. Further information on how we process your data can be found on our [Website](#), through the [Housing Privacy Notice](#) or you can write to our Information Governance Team at data.protection@redbridge.gov.uk.

If you are unhappy with the way your personal information is being handled you can contact the Independent Information Commissioner at <https://ico.org.uk>

* Tick to accept the above

☐ I accept

* Enter your name

By signing and submitting this application you agree that you have read, understood and accepted the declaration above

* Enter your name

* Date

Enter date in DD-MMM-YYYY format

Next ➔

Housing Re-registration and Allocation Scheme

London Borough of
Redbridge

- The reading pane on the left of the screen will take you through your progress of the form
- You can go back to previous screens at any point



New Applications – information

A screenshot of a web application interface for 'Housing Registration'. At the top is a magenta header with the 'London Borough of Redbridge' logo and a hamburger menu icon. Below the header is a 'SECTION LIST' on the left, showing a vertical list of steps: 'Start Section' (checked), 'Declaration' (checked), 'Eligibility' (checked and highlighted in magenta), 'Applicant validation', 'Security details', 'Prequalification', 'Household member details', 'Medical details', 'Current housing information', and 'Finish Section'. To the right of the list is the main content area for the 'Eligibility' section, titled 'Housing Registration'. It includes a note 'Fields marked with an * must be filled in' and a question 'Are you a UK citizen?' with a red error icon and a radio button for 'Yes'.

Housing Re-registration and Allocation Scheme

London Borough of
Redbridge

- Select whether you are a UK Citizen or not
- If yes, then click '**NEXT**'

New Applications – Citizenship

Housing Registration

Fields marked with an * must be filled in

* Are you a UK citizen?

☒ Yes ☐ No

Previous Next

- If no, select your immigration status
- Click 'Next'

* Are you a UK citizen?

☐ Yes ☒ No

* What is your immigration status?

--Please Select--

Previous Next

Housing Re-registration and Allocation Scheme

London Borough of
Redbridge

- If you are not eligible to be accepted onto the housing Register you will be presented with the following message on the next screen

New Applications – Citizenship

London Borough of
Redbridge

Select Language ▼

Not eligible

You are not eligible to apply for housing through Redbridge Homes 4 U. This is in accordance with the London Borough of Redbridge Housing Allocations Policy and more information can be found here <https://engage.redbridge.gov.uk/>

Housing Re-registration and Allocation Scheme


London Borough of
Redbridge

- Add the following information
 - First name
 - Surname
 - Date of Birth
 - National Insurance Number
 - Email address
- If you were previously on ELLC (Home Choice) please include your bidding reference number. If you do not know this please leave blank
- Click '**NEXT**'

New Applications – Applicant Validation

Housing Registration

Fields marked with an * must be filled in

 Please enter your details

Forename *

Please enter Forename

Surname *

Please enter Surname

Date of birth *

NI number

Email *

If you were previously on our housing register, please enter your bidding reference

Previous

Next

Housing Re-registration and Allocation Scheme

London Borough of
Redbridge

- Select a security question you will be able to remember and provide your answer to this question
- Click '**NEXT**'

New Applications – Security Details

Please choose a security question and answer

You will need this to login

Security question:

--Please Select--

Answer required

Security answer:

Previous Next

Housing Re-registration and Allocation Scheme

London Borough of
Redbridge

- Answer each section with your income and home ownership details



- Click '**NEXT**'



At this point you can click finish later and your application will be saved for you to return to at a later date

New Applications – Pre qualifications

Housing Registration

Fields marked with an * must be filled in

* What is your total household income?

☒ £0 - £48000 ☐ Over £48000

* Does your household have any savings?

☒ Between £0 and £10000 ☐ Over £10000

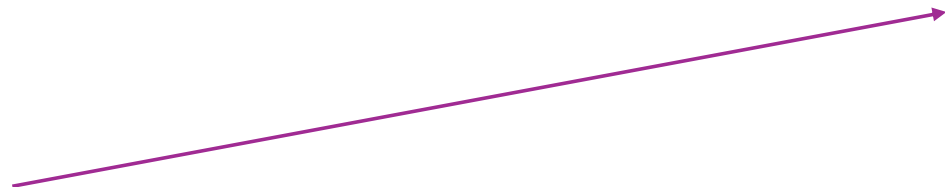
* Does anyone requiring rehousing OWN a property (including abroad) or HOLD the tenancy of a property which hasn't been listed?

☐ Yes ☒ No

* Have you been placed in Redbridge by another authority?

☐ Yes ☒ No

Finish Later Previous Next



Housing Re-registration and Allocation Scheme

London Borough of
Redbridge

- If you select any response that is above the thresholds of the allocations policy and you choose to continue your application your. You may not qualify for the housing register and may have your application rejected.
- If you own another property or have another tenancy you must provide details of this and the reason for not living there
- Click **'NEXT'**

New Applications – Pre qualifications

Housing Registration

Fields marked with an * must be filled in

*** What is your total household income?**

☐ £0 - £48000 ☒ Over £49000

*** Do you wish to continue?**

You have indicated that your total household income is more than £49000.
Your application may not qualify under our current Allocations Policy.

☐ Yes ☐ No

*** Does anyone requiring rehousing OWN a property (including abroad) or HOLD the tenancy of a property which hasn't been listed?**

☒ Yes ☐ No

*** Please give details and the reason for not living there**

* Please give details and the reason for not living there

Housing Re-registration and Allocation Scheme

London Borough of
Redbridge

New Applications – Household member details

- The main applicant details will be shown at the top of the screen
- To amend this click View/Edit
- To add a person click 'Add Person'
- On this screen you will be asked for other information on the applicants,
- Answer all questions
- You will not be able to continue until all household member information is complete
- Click 'NEXT'

Housing Registration

Fields marked with an * must be filled in

Please add details of all household members

Click on the "View/Edit" button next to the person's name to complete their details. Once the person's details are complete the word completed will show. Add more members of your household by clicking on the 'Add Person' button.

Please complete the main applicant's details as well.

Applicant Type	Name	Date Of Birth	Status	Action
Main			Incomplete	View/Edit

[Add Person](#)

Please add details of all household members

Click on the "View/Edit" button next to the person's name to complete their details. Once the person's details are complete the word completed will show. Add more members of your household by clicking on the 'Add Person' button.

Please complete the main applicant's details as well.

You cannot continue until all household members are shown as completed. Please click on any household members below that are shown as incomplete and provide the missing information

Applicant Type	Name	Date Of Birth	Status	Action
Main			Incomplete	View/Edit

Housing Re-registration and Allocation Scheme

London Borough of
Redbridge

- Add the details of the person you wish to add to the housing application

New Applications – Adding Household member

Is this the main applicant?

No

Is this the joint applicant?

No

Please provide details for the additional household member

Forename *

Please enter Forename

Surname *

Please enter Surname

Date of birth *

Enter date in DD-MMM-YYYY format

Please enter Date of birth

NI number

Housing Re-registration and Allocation Scheme

London Borough of
Redbridge

- At various points of the application you will be required to upload documents
- For this include the details of the type of document you are uploading
- Choose file – will open a new file uploader
- Click '**Upload**'

New Applications – Uploading documents

Please upload proof of the National Insurance Number for any household member over the age of 16

Document title (please include the name of the household member it refers to) *

Classification *

--Please Select--

Document description

☐ Is Sensitive

Upload * Choose File No file chosen

Upload

Maximum file size permitted is 10MB

Please ensure each document has a unique Document Title before clicking the "Upload" button. Any documents successfully uploaded will be shown in a table below the upload area.

Housing Re-registration and Allocation Scheme

London Borough of
Redbridge

- Answer all questions included in the remaining form and finally click **'finish'**
- Once you have submitted your application you will see the following screen and receive an email confirming your application has been submitted.
- You will receive an email confirming your application has been received. Please check spam/junk folders if this does not show immediately.

New Applications – Completed application

Finish

London Borough of Redbridge

Select Language

Housing Registration

Thank you for applying for housing with the London Borough of Redbridge.

This email is confirmation of receipt of your application.

Your **User ID/Household ID** is [redacted] and your **password** is [redacted]. Please keep these numbers, and your **SECURITY QUESTION** and **ANSWER** in a safe place - you will need all of this information if you need to go back into your application at any time to make any updates or changes.

You do not need to contact us - we will review your application and we will contact you if we need any information or if we have any questions about your application.

If you have any questions, please refer to the FAQ's on Let's Talk Redbridge <https://engage.redbridge.gov.uk/allocationpolicy>

Thank you for applying for housing with the London Borough of Redbridge.

This email is confirmation of receipt of your application.

Your **User ID/Household ID** is [redacted] and your **password** is [redacted].

Please keep these numbers, and your **SECURITY QUESTION** and **ANSWER** in a safe place - you will need all of this information if you need to go back into your application at any time to make any updates or changes.

We will aim to review your application within 12 weeks of the submission date, and we will contact you if we need any information or if we have any questions about your application.

You do not need to contact us

Re-registration application

If you have received a notification letter/email/contact from us advising you to re-register your housing application, no further action is needed, your application status, banding, effective date will remain the same unless we write to advise otherwise.

You can continue to bid via the current bidding site, Choice Homes, as usual.

New applicants

We aim to assess all housing applications within 12 weeks of receiving your application.

Your application will be assessed in line with the Housing Allocations Policy on the Redbridge website, and a decision letter of your assessment will be sent to you by email.

There is no disadvantage of cases not assessed within a given timeline, as demand for social housing in Redbridge is very high, which means applicants might have to wait a very long time to secure a property.

The housing register and how we allocate properties is underpinned by our Housing Allocations Policy, which can be downloaded by clicking on the following link.

If you have any questions, please refer to the FAQ's on Let's Talk Redbridge <https://engage.redbridge.gov.uk/allocationpolicy>