Housing Re-registration and Allocation Scheme

London Borough of Redbridge

How to change your password and security details if you are in Temporary Accommodation

Forgotten Password and/or Security Details

- If you don't know your password or security details, click on **FORGOTTEN PASSWORD OR SECURITY DETAILS**

- If you don't know your household ID, click on **FORGOTTEN MY HOUSEHOLD ID**

Forgotten Password and/or Security Details

- Add your Household ID only (this is provided on the letter sent)

- Add in the **CAPTCHA** information

- Select **RESET DETAILS**

Forgotten Password and/or Security Details

- You can also reset using personal details. **If you select this option, you will need to fill in all boxes.**

- Add in the **CAPTCHA** information

- Select **RESET DETAILS**

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Forgotten Password and/or Security Details

- When you select **RESET** you will get a message at the bottom of the screen

- The rest of the screen will stay the same. You do not have to press anything else. Now check your email.

- You will receive an email from **Redbridge@homeconnections.org.uk**. **PLEASE CHECK SPAM/JUNK FOLDERS too.** Click on the link.

'if those details match the details in our database we will send you an email to reset your password'

Reset details   Log in

R   redbridge@homeconnections.org.uk   ☺ ↩ Reply ↩ Reply all

Start reply with:

Please use the link below to reset your password. http://unity.homeconnections.org.uk/Redbridge/login/ResetPassword.aspx?sid=268c6436-9121-4b83-b2da-a76ea2a943cf&pid=110&ExpiryDateTime=638892473086132831

↩ Reply   → Forward

Forgotten Password and/or Security Details

- You will be taken to the CHANGE YOUR PASSWORD page

- You must select which you want to change

- Update your password with a minimum of 12 characters, including lower case, upper case, numbers and a special character, such as !,$,&

- OR

- Select the security question and update your answer

- Click on **UPDATE**

- **KEEP YOUR DETAILS SAFE AND MAKE SURE IT IS SOMETHING YOU WILL REMEMBER**

Change your password / security details

☑ Reset my password

New password*

Confirm password*

☐ Reset my security question & answer

New security question

--Select--

New security answer

Update   Login

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Forgotten Password and/or Security Details

- You will receive a notification to confirm your details have been updated

- You will also receive an email to your registered email address with your password and household ID

Update | Login

Password and security question & answer have been updated successfully

R redbridge@homeconnections.org.uk
To: ●▮▮▮▮▮▮

Tue 17/06/2025 10:39

Start reply with: | Thank you! | Great, thank you so much! | Thank you very much! |

Hi,

Please find your Login credentials below:
Your LoginID is ▮▮▮▮ and Password is ▮▮▮▮

Thanks,
Redbridge Team

↩ Reply   ↪ Forward

Forgotten Password and/or Security Details

- Return to the Redbridge Homes application form here:

- https://unity.homeconnections.org.uk/Redbridge/welcome.aspx?pid=110

- **Select LOGIN**

- From here you will be taken to the full application form

Completing your application if you are in Temporary accommodation

Completing your application if you are in Temporary accommodation

- Log in to the application form using

- Click on **LOG IN**

Completing your application if you are in Temporary accommodation

- You will see the LOGIN DETAILS page of the application form

- Add
  - HOUSEHOLD ID,
  - PASSWORD
  - SECURITY QUESTION and ANSWER

- Press **LOGIN**

- If you have forgotten your log in details, please select **RESET LOGIN INFORMATION** or **FORGOT HOUSEHOLD ID**

Completing your application if you are in Temporary accommodation

- You will see the PORTAL with information about any applications you have made for housing, including homeless applications

- Select **Housing Register**

- **Please click here to submit a Housing Register request**

Completing your application if you are in Temporary accommodation

- You will be taken to the Housing Application Form

- Read through the guidance

- press NEXT at the bottom of the screen

- *This page tells you what you will need to do you fill in the application and what documents you need to provide*

- *Make sure you have these available before you start.*

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 ➔

Completing your application if you are in Temporary accommodation

- **Declaration Page**

- Read through the declaration

- Press check the I AGREE box if you want to continue.

- Add your name,

- Click on NEXT

- *To select the date, click on the date box and calendar will be shown. It will only show the present date – you cannot change this date*

Completing your application if you are in Temporary accommodation

- **Eligibility Page**

- Read the question

- answer **YES** or **NO**.

- If NO, you will be given options.

- Select the status that applies to you.

- Select **NEXT**.

Completing your application if you are in Temporary accommodation

- **Applicant Validation Page**

- Check that the information that is pre-populated is correct.

- If you know your Choice Homes reference number, add this at the bottom of the page.

- Select **NEXT**.

Completing your application if you are in Temporary accommodation

- **Security Detail Page**

- This information is already filled in for you.

- Click on **NEXT**

Completing your application if you are in Temporary accommodation

- You will be taken to the Housing Application Form – Pre-Qualification Page

- Answer the questions and be prepared to provide supporting information for your answers. Click on **NEXT**

- *This is the main part of the application and from this page onwards, you can select **FINISH LATER** and go back to your application later*

Completing your application if you are in Temporary accommodation

- If you want to finish your application later, click on **FINISH LATER**

- You will get a pop-up message telling you to save any questions you have answered on the page before clicking on **YES**

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Completing your application if you are in Temporary accommodation

- You will get a message with your HOUSEHOLD ID and PASSWORD.

- **PLEASE KEEP THIS SAFE!** You will need this information to log in to your account again, using the same instructions

- **YOU DO NOT NEED TO CONTACT US!** We will be in touch with you if we need any more information for your application.

London Borough of Redbridge

Select Language

Thank you for starting your application for housing within Redbridge with Redbridge Homes 4 U.

You have decided to finish your application later.

To complete your application, please use this log in information
User ID/Household ID: 2015510
Password: 411509970

Your application will not be live until you have submitted it in full and provided all necessary documents in support of your application.

You do not need to contact us – We will review your application once you have finished and submitted it in full, 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/

Completing your application if you are in Temporary accommodation

- You will also get an email with your HOUSEHOLD ID and PASSWORD from Redbridge@homeconnections.org.uk. PLEASE CHECK YOUR SPAM/JUNK FOLDER IF YOU HAVEN'T RECEIVED ANYTHING.