

# Housing Re-registration and Allocation Scheme



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

## Housing Re-registration and Allocation Scheme

London Borough of  
Redbridge

# 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**

London Borough of  
Redbridge

Select Language ▼

## Redbridge Homes 4 U

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](#)

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- 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

London Borough of  
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### Reset your password / security details

Please enter one of the options below (email, household ID or application ID) only.

Email ID

Household ID

Application ID

66C837 

Captcha \*

## Housing Re-registration and Allocation Scheme

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- 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**

# Forgotten Password and/or Security Details

London Borough of  
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Reset your password / security details

☐ Reset using Email ID / Household ID / Application ID ☒ Reset using personal details

To reset your password please complete the below form and click "reset details". Password will be reset and you will be able to login using the updated password.

Forename \*

Surname \*

Date of birth \*

Enter date in DD-MMM-YYYY format

Security question \*

--Please Select--

Security answer \*

8989E6

Captcha \*

## Housing Re-registration and Allocation Scheme

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- 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](mailto:Redbridge@homeconnections.org.uk). **PLEASE CHECK SPAM/JUNK FOLDERS too.** Click on the link.

## Forgotten Password and/or Security Details

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

Reset details

Log in

redbridge@homeconnections.org.uk

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

## Housing Re-registration and Allocation Scheme



- 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**

# Forgotten Password and/or Security Details

A screenshot of a web form titled "Change your password / security details" from the London Borough of Redbridge. The form has two main sections. The first section, "Reset my password", is selected with a checked checkbox and contains two text input fields: "New password\*" and "Confirm password\*". The second section, "Reset my security question & answer", is unselected with an unchecked checkbox and contains a dropdown menu for "New security question" (showing "--Select--") and a text input field for "New security answer". At the bottom of the form are two buttons: "Update" and "Login". A red rectangular box highlights the entire form area. Two green circles are placed on the checkboxes for "Reset my password" and "Reset my security question & answer", with green lines pointing from the text "You must select which you want to change" in the list on the left to these circles. The "Update" button is also highlighted with a red box.

## Housing Re-registration and Allocation Scheme

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**Redbridge**

- 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

# Forgotten Password and/or Security Details

Update Login

Password and security question & answer have been updated successfully

R

redbridge@homeconnections.org.uk

To: [redacted]



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 [redacted] and Password is [redacted]

Thanks,  
Redbridge Team

Reply

Forward

## Housing Re-registration and Allocation Scheme

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- 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

# Forgotten Password and/or Security Details

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Select Language ▼

Redbridge Homes 4 U

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



**Completing your application if you are in  
Temporary accommodation**

## Housing Re-registration and Allocation Scheme

London Borough of  
Redbridge

# Completing your application if you are in Temporary accommodation

- Log in to the application form using
- Click on **LOG IN**

London Borough of  
Redbridge

Select Language ▼

### Redbridge Homes 4 U

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

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- 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

The screenshot shows the 'Login details' page of the application form. At the top, there is a purple header with the 'London Borough of Redbridge' logo and a 'Select Language' dropdown menu. The main content area is white with a light blue border. It contains the following fields and instructions:

- Login details** (Section header)
- Household Id**: \*Enter your Household ID. Input field contains '2015510'.
- Password**: \*Enter your password, if you do not remember your password click on 'Reset login information'. Input field contains '\*\*\*\*\*'.
- Security question**: \*Please select the security question. Dropdown menu shows 'Memorable year'.
- Security answer**: \*Please enter the security answer. Input field contains '2021'.
- Footer text**: If you have forgotten your password, or want to change your password, please click the 'Reset login information' button below.
- Buttons**: Login, Reset login information, Forgot my household ID, Back.
- Footnote**: Fields marked with an \* must be filled in.

## Housing Re-registration and Allocation Scheme

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- 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

London Borough of Redbridge

Select Language ▼

My documents My appointments My messages (1) My letters (0) My plan Previous plan

Name	National insurance number	Date of birth	Relationship
MY HOMEHA35 TEST/6	ML438714D	01/12/2000	

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

Application ID Start date Date of submission Current status Continue my application Change of circumstance Update contact information Download

Housing Advice - Please click here to submit a housing advice request

Application ID	Start date	Date of submission	Current status	Continue existing application	Change of circumstance	Download
30055763	22/04/2024	22/04/2024	HAF - New Assigned (HAF)	N/A	<a href="#">Report a change of circumstances</a>	<a href="#">Download application answers as a PDF</a>

Logout

## Housing Re-registration and Allocation Scheme



- 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.*

# Completing your application if you are in Temporary accommodation

**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

# 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

Redbridge

SECTION LIST

- Start Section
- Declaration
- Eligibility
- Applicant validation
- Security details
- Prequalification
- Household member details
- Medical details
- Current housing information
- Finish Section

Housing Re-registration

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 [ig@redbridge.gov.uk](mailto:ig@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

Test Application

Date

27-Jul-2025

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*

## Housing Re-registration and Allocation Scheme

London Borough of  
Redbridge

# 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**.

London Borough of Redbridge

Page 2 of 8 (25%) Select Language

SECTION LIST

- Start Section
- Declaration
- Eligibility**
- Applicant validation
- Security details
- Prequalification
- Household member details
- Medical details
- Current housing information
- Finish Section

Housing Registration

Fields marked with an \* must be filled in

Are you a UK citizen?

☐ Yes ☐ No

Previous **Next**



## Housing Re-registration and Allocation Scheme

London Borough of  
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# 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**.

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Page 3 of 8 (38%) Select Language

SECTION LIST

- ✓ Start Section
- ✓ Declaration
- ✓ Eligibility
- ✓ Applicant validation
- Security details
- Prequalification
- Household member details
- Medical details
- Current housing information
- Finish Section

Housing Registration

Fields marked with an \* must be filled in

Please enter your details

Forename \*

AUTOHA35

Surname \*

Test76

Date of birth \*

01-Dec-2000

NI number \*

ML 43 87 14 D

Email \*

sarah.piercy@redbridge.gov.uk

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

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

Previous Next



## Housing Re-registration and Allocation Scheme

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- **Security Detail Page**
- This information is already filled in for you.
- Click on **NEXT**

# Completing your application if you are in Temporary accommodation

## Housing Re-registration and Allocation Scheme

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- 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**

# Completing your application if you are in Temporary accommodation

London Borough of Redbridge

Page 5 of 6 (32%)

Select Language

SECTION LIST

- Start Section
- Declaration
- Eligibility
- Applicant validation
- Security details
- Prequalification**
- Household member details
- Medical details
- Current housing information
- Finish Section

Housing Registration

Fields marked with an \* must be filled in

What is your total household income?

☐ £0 - £40000 ☐ Over £49000

Does your household have any savings?

☐ Between £0 and £16000 ☐ Over £16000

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

- *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*

## Housing Re-registration and Allocation Scheme

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

# Completing your application if you are in Temporary accommodation

The screenshot shows the 'Housing Registration' form. On the left, a 'SECTION LIST' sidebar contains several items, with 'Prequalification' highlighted in pink. A red box encloses the 'Prequalification' and 'Household member details' sections in the sidebar. A green arrow points from this box to the 'Finish Later' button in the bottom right corner. The main form area contains several questions with radio button options, such as 'What is your total household income?' and 'Does your household have any savings?'. The bottom right corner features three buttons: 'Finish Later', 'Previous', and 'Next', with 'Finish Later' and 'Next' highlighted by red boxes.

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

The screenshot shows a white pop-up message box with a grey border. The text inside reads: 'If you have answered any questions on this page please press Next, then press Finish Later on that page.' At the bottom of the box are two buttons: a grey 'Cancel' button and a pink 'Yes' button.

## Housing Re-registration and Allocation Scheme

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- 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.

# Completing your application if you are in Temporary accommodation

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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/>

## Housing Re-registration and Allocation Scheme

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# 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](mailto:Redbridge@homeconnections.org.uk). PLEASE CHECK YOUR SPAM/JUNK FOLDER IF YOU HAVEN'T RECEIVED ANYTHING.

