

**Before you can apply for properties, there is certain information we need to know about you, we call this your 'Core' profile. Your 'Core' Profile includes the following information about you and anyone who is moving with you;**

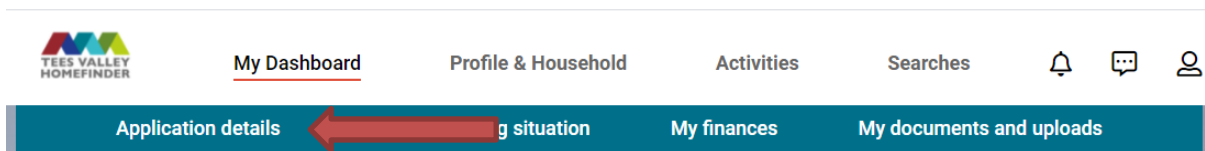
- Your full name (Title, First Name and Last Name)
- Your date of birth
- Your National Insurance Number
- Your Sex
- Your Housing History
- A Local Authority

To complete this information, follow the steps below.

### **From the top of the screen, click on 'Profile & Household'**

This area allows you to add details about you and your household. Information here is split into sections and what is entered will determine your eligibility for properties and your banding.

When 'Profile & Household' is clicked, several further options are displayed;

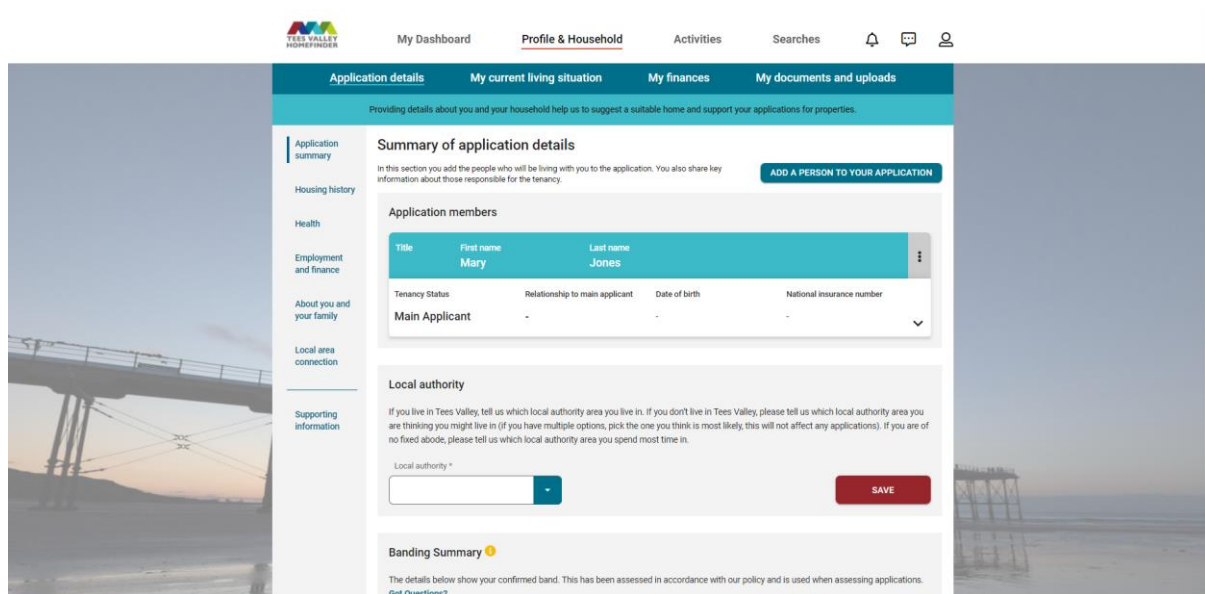


### **Application Details**

This page will display with options down the left-hand side of the screen. The first option is **Application Summary**.

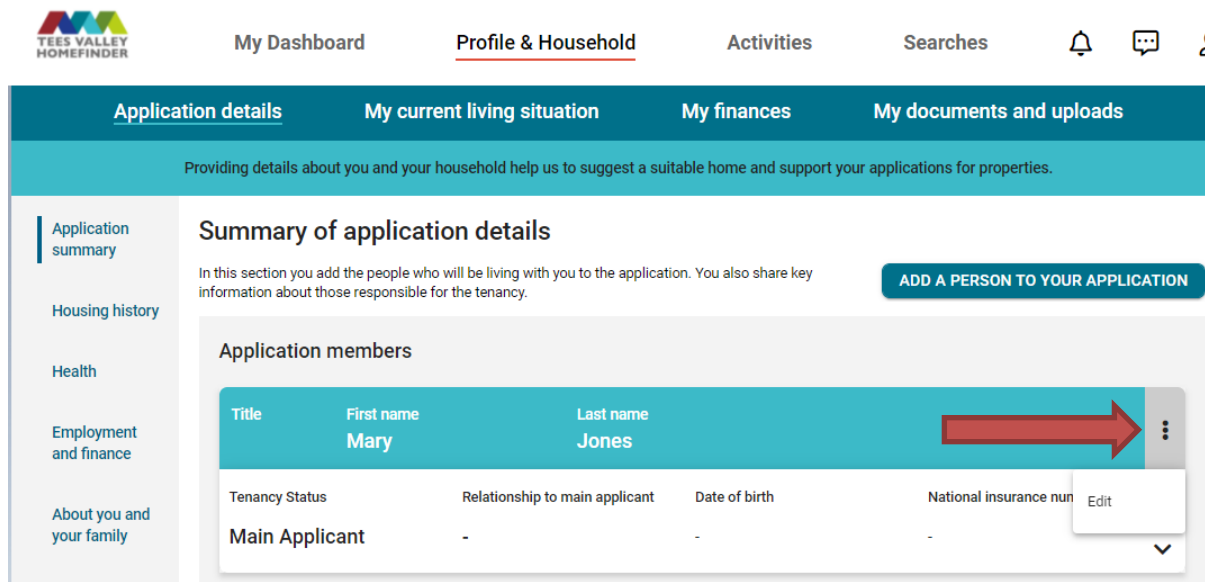
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1.0	2021	Original

## Completing your 'Core' Profile



This section will allow you to add details of the people who will be moving with you. On registration, the Main Applicant name will be displayed only as this is the only information you have supplied to us.

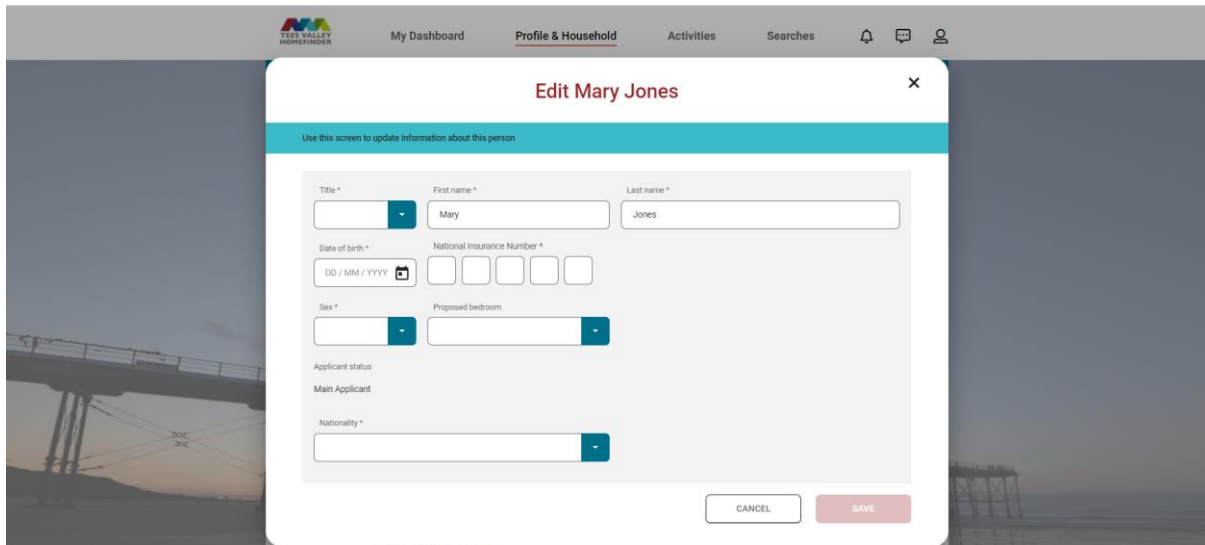
To edit the Main Applicants details, click on the '3 dots' beside their name. The option to 'Edit' will display.



Click 'Edit'. This will open the Main Applicants details for you to complete.

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## Completing your 'Core' Profile



**You need to complete all fields marked with \* before the 'Save' button is activated. This is the 'Core' information we need from you.**

Proposed bedroom is designed to allow you to tell us which bedroom each household member will sleep in when you are rehoused.

Once the fields marked with \* are complete, you can save your details.

To add other household members, click the button to 'Add a person to your application'.

**ADD A PERSON TO YOUR APPLICATION**

This will bring up a black screen to add the details into. Again, any field marked with \* is mandatory/core and must be completed before the 'Save' button is activated.

There are some additional fields that need to be completed for anyone other than the Main Applicant;

- Relationship to Main Applicant
- Applicant Status (this will be either Joint Applicant or Resident)

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## Completing your 'Core' Profile

Continue these steps until everyone who will be moving with you has been added to your account.

**If you do not add all people who are moving with you here, the number of bedrooms you are calculated for will be incorrect.**

### Local Authority

You need to select a Local Authority option from the drop-down list. If you live in one of the Tees Valley areas, this is the one you should choose. If you DO NOT live in any of the Tees Valley areas, choose the area you are looking to move to.

There are 5 Local Authority areas to choose from;

- Darlington

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- Hartlepool
- Middlesbrough
- Redcar & Cleveland
- Stockton-on-Tees

Once you have selected a Local Authority, click the 'Save' button.

### Banding Summary

**When you register, you will have no confirmed Band until you have provided all 'Core' details, provided your verification and had this approved by an officer.**

#### Banding Summary ?

The details below show your confirmed band. This has been assessed in accordance with our policy and is used when assessing applications.  
[Got Questions?](#)

Confirmed Band: No band

Band Effective Date: No band

### Application Characteristics

There are some additional fields that you can complete here relating to how many pets you have and whether you feel you need more bedrooms that we have calculated for you. These fields are not mandatory.

#### Application characteristics

How many pets do you have?

How many bedrooms do you think you need?

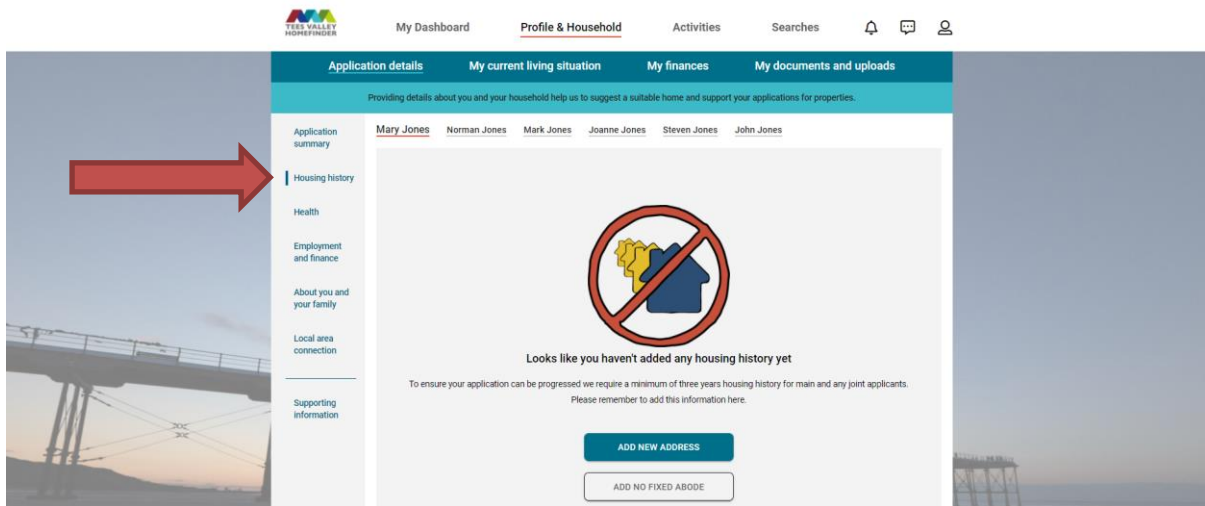
Tell us why you need these bedrooms

Completing the 'How Many Bedrooms do you think you need' field will need to be verified by an officer if you are asking for more that we have calculated that you need.

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## Your Housing History

This page will allow you to add your housing history, we are asking for 5 years for both the Main and Joint Applicant. **Housing history is part of your core profile and needs to be completed before you can apply for a property.**



To add Housing History records, click on the 'Add new address' option or 'Add No Fixed Abode' option.

## Add New Address

Add new address ✕

Use this screen to add addresses that are missing from your housing history

**About the property**

<small>House Number *</small> <input type="text" value="House Number"/>	<small>Building Name</small> <input type="text" value="Building Name"/>	<small>Street Name *</small> <input type="text" value="Street Name"/>
<small>Town/City *</small> <input type="text" value="Town/City"/>	<small>County</small> <input type="text" value="County"/>	<small>Postcode *</small> <input type="text" value="Postcode"/>
<small>No. of bedrooms</small> <input type="text" value="No. of bedrooms"/>	<small>Property Type</small> <input type="text" value="Property Type"/>	

**About your time at the property**

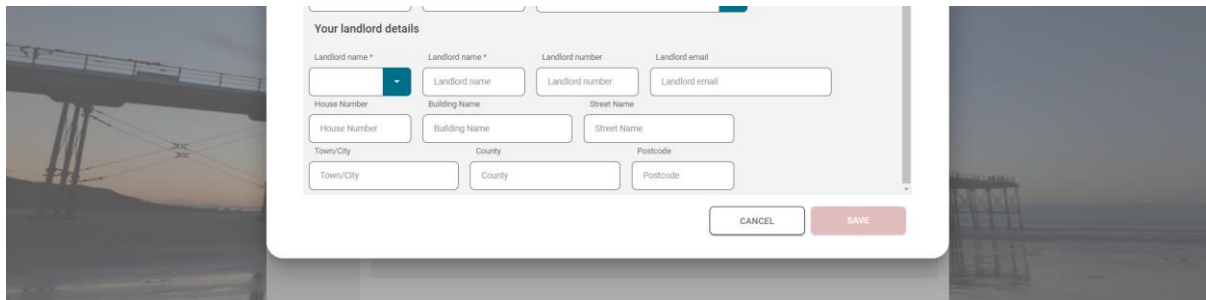
<small>Start Date *</small> <input type="text" value="DD / MM / YYYY"/>	<small>End Date</small> <input type="text" value="DD / MM / YYYY"/>	<small>Tenure</small> <input type="text" value="Tenure"/>
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A window will open to allow you to enter your address details, property type and size, start (and end date) and tenure.

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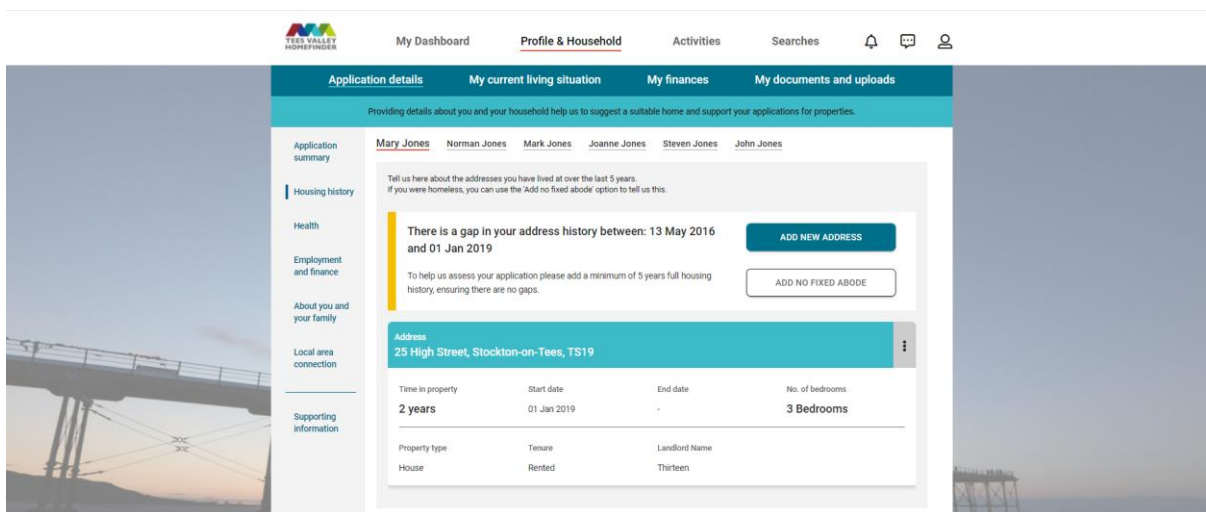
## Completing your 'Core' Profile

If the property is/was rented, you will also be presented with fields to enter Landlord details. If you select a Beyond Housing, Darlington Borough Council, Hartlepool Borough Council, Home Group, North Star or Thirteen from the drop down, contact details will automatically populate.



Once all fields marked \* are complete, the 'Save' button will activate. Once saved, a summary of the address details will display on the housing history page.

**If the you have not added 5 years of housing history, the screen will display a warning.**

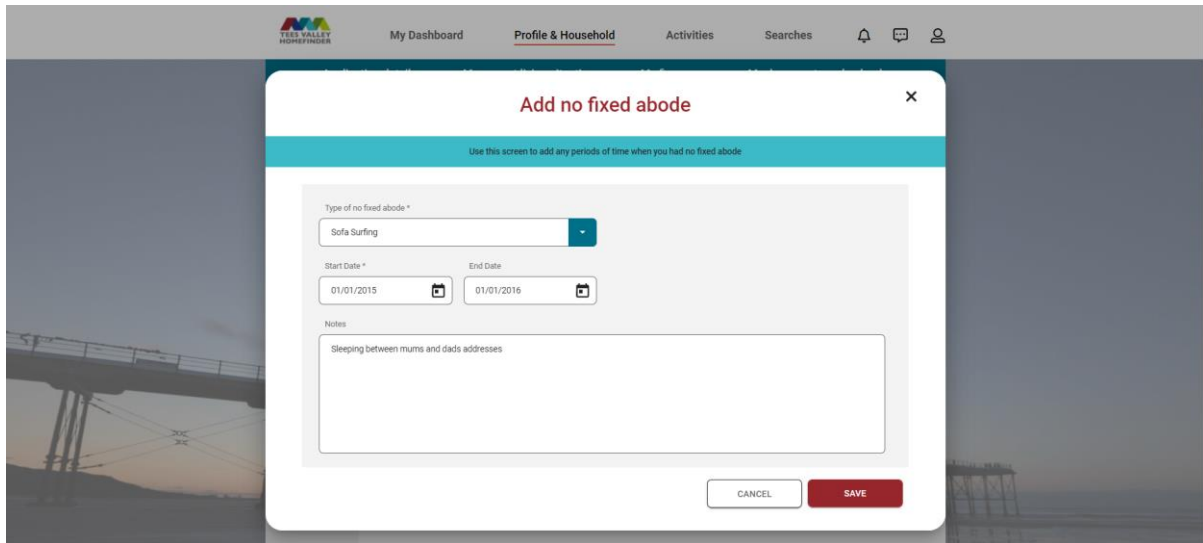


### No Fixed Abode

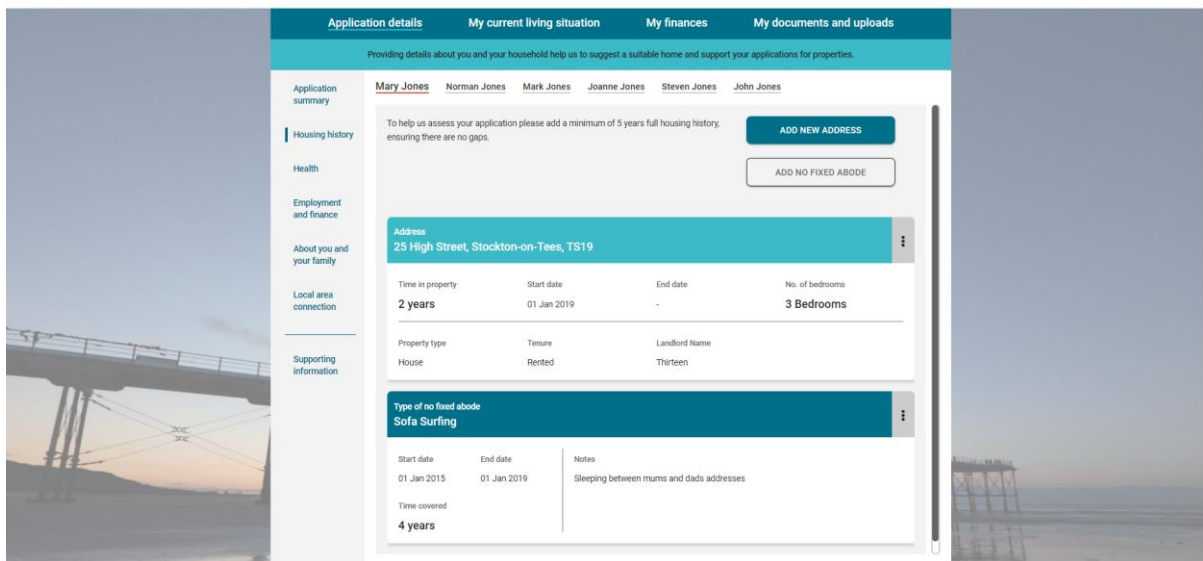
The Add No Fixed Abode button will allow you to enter period of homelessness/sofa surfing. A window will open to allow you to enter the nature of NFA, dates and any notes.

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## Completing your 'Core' Profile



Once all fields marked \* are complete, the 'Save' button will activate. Once saved, a summary of the details will display on the housing history page.



This will need to be completed for the Main (and the Joint) applicant. To add details for the Joint applicant, you need to click on the Joint Applicants name and complete the same process.

Once you have completed these sections, you will be able to apply for a property, however, you will not have a 'Band' until you have provided some documents to prove what you have told us. We have added a guide on uploading your documents on our help page.

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