

St Albans City & District Council

Applying to the Housing Register

Please read all the information below

To apply to the housing register, please go to www.stalbanshomechoice.co.uk and create an account. If you do not have access to a computer, you can use the computers in our reception, where customer services may be able to assist you, or you may need to book an appointment.

You will need an email address to register and start an application. If you need help creating an email account for this, please book an appointment with our customer services team (see details below).

You must remember the account password you create and login details to fill out and access your application, view your application status and bid on properties.

As part of the application you will need to supply five years of address history.

In order to qualify to join St Albans District Council's Housing Register, you will need to prove you have a local connection and a recognised housing need in accordance with the Council's Allocations Policy. Full details are in our Allocation Policy on our website at stalbans.gov.uk/housing. You may wish to check you are eligible before proceeding in completing the online form.

You will also need to upload the supporting documents below. These can be uploaded directly to your application via the 'things you need to supply' tab on screen. Please ensure you categorise your documents accurately.

Please provide:

- 1 passport size photograph for the main applicant and any joint applicant or household member over the age of 18. This must have been taken in the last three months and have your name and address on reverse.
- Birth certificate or valid passport for the main applicant and any joint applicant.
- Full birth certificate or valid passport for each child
- 1 form of recent identification from your current address for each applicant eg bank statement, driving licence, utility bill, insurance certificate
- Tenancy Agreement / Licence for Housing Association / Private tenants/ Hostel residents
- 1 form of identification showing your National Insurance number
- Proof of child benefit
- Confirmation of income for all household members – for example, 3 months' wage slips, certified accounts, private pension etc
- Confirmation of all welfare benefits received by each applicant eg Universal Credit, Personal Independent Payments, Job Seeker's Allowance (JSA), State Pension

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- Latest 3 months bank statements for all current and savings accounts held for the main applicant and any joint applicant
- If you are applying on medical grounds you will need to provide medical evidence. For example: Hospital/Consultant/GP letter that confirms diagnosis and the impact on your housing requirement

If you experience difficulties in uploading your documents, alternatively you can send your documents to us in one of the following ways, quoting your housing application number:

By email	stalbens.homechoice@stalbens.gov.uk Quote your application number on all documents that are supplied.
In person	Please call Customer Services to book an appointment 01727 819450

PLEASE NOTE: If we do not receive these documents within 14 days from the date of registration, your housing application will be deleted.

Helpful tips:

If you are unable to upload the documents you can instead take a photograph of them with a smartphone or digital camera and email them to stalbens.homechoice@stalbens.gov.uk (please include your application number on or with any documents or emails). Please make sure any photos and documents are readable. If you are using a phone to fill in the application, please ensure you can access your email via this device.

If we have asked for documents which you receive electronically, such as bank statements or wage slips, you can upload these directly to your application.

If you book an appointment for help registering and completing your application, please note that your appointment will be with a Customer Service Advisor, not the Housing Options team. Please bring all the required documents listed above to the appointment and if you have not already created an account with your email address, make sure you bring your phone or another device that can access your email account. Alternatively, make sure you know your email address and password to access your email account.

If you require this information in another format eg in large print, Braille, audio or in a language other than English, please email stalbens.homechoice@stalbens.gov.uk.