

Customer Registration Guide

To help you and to help staff at Harrogate Borough Council, we have started using self-registration for Homelessness/Housing Options Advice.

This is done through a website called Housing Jigsaw – all you need is an email address to register.

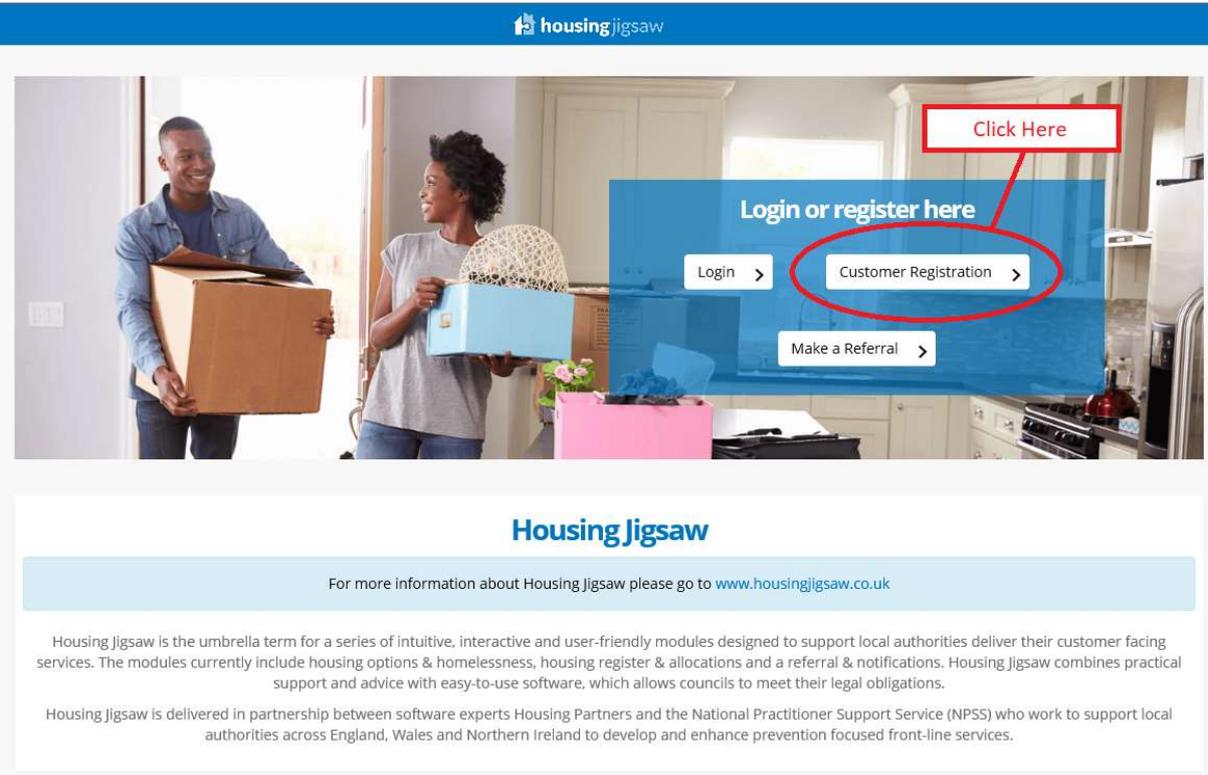
We don't expect you to know any special legal information – it's all about yourself and your situation, in your own words.

Anything you tell us will be confidential and will not be shared without your consent.

You don't need to be a computer expert to apply – it just takes a few clicks, and there are pictures to help you along the way.

Getting Started

First, go to **Live.housingjigsaw.co.uk**. There is also a link on the Council Website to do this.



The screenshot shows the Housing Jigsaw website interface. At the top, there is a blue header with the 'housingjigsaw' logo. Below the header is a large image of a man and a woman moving boxes into a new home. Overlaid on this image is a blue semi-transparent box containing the text 'Login or register here' and three buttons: 'Login >', 'Customer Registration >', and 'Make a Referral >'. A red circle highlights the 'Customer Registration >' button, and a red callout box with the text 'Click Here' points to it. Below the image, the 'Housing Jigsaw' logo is displayed in blue. Underneath the logo, a light blue bar contains the text: 'For more information about Housing Jigsaw please go to www.housingjigsaw.co.uk'. At the bottom, there is a paragraph of text explaining that Housing Jigsaw is an umbrella term for intuitive, interactive, and user-friendly modules designed to support local authorities in delivering customer-facing services. It lists the current modules as housing options & homelessness, housing register & allocations, and referral & notifications. A final paragraph states that the service is delivered in partnership between Housing Partners and the National Practitioner Support Service (NPSS) to support local authorities across England, Wales, and Northern Ireland.

The page will look like this – **click the Customer Registration > button** to go to the next page.

Registration

Next you will come to the Registration page, which looks like this:

Register

Please use this screen if you are registering for one of the services offered. If you are from a public body, please [register for our duty to refer service](#) instead.

Email

Enter Password

Confirm Password

By clicking register you confirm that you agree to our website [terms of use](#), our [privacy policy](#) and consent to [cookies](#) being stored on your device. As part of this service, and in order for you to use this service, we will contact you periodically about your account; if you don't wish to receive these emails then you shouldn't use the service.

Register

Have an account?

Login

Type in the email address you would like to use for your account in the 'Email' section. You will be sent an email to this address, so make sure it works.

Then create a password for your Account. You need a number, a capital letter, a lower case letter, and some punctuation. An example password would be Harrogate2020? – make sure you can remember it.

Then click the **Register** button at the bottom.

Confirming Your Account

After you click Register, you will come to a new page that looks like this.

Confirm your account

Please check your inbox and confirm your account.

[Didn't receive an e-mail?](#)

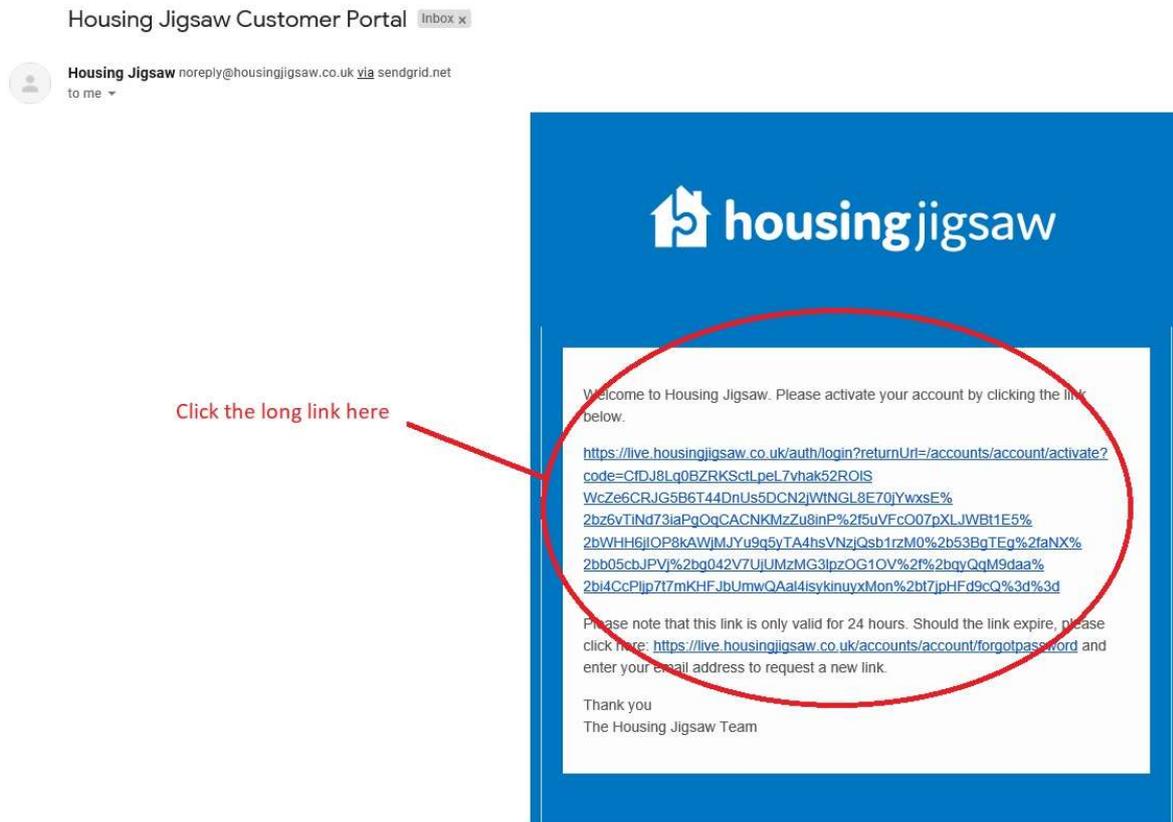
Resend confirmation email

A message will have been sent to your email address when you clicked the button.

Go to your email as normal – it should be in your inbox. If it isn't there straight away, it should be there very soon.

The message comes from “Housing Jigsaw Customer Portal”.

It will have a long link in it – if you use gmail, the email will look like this:



If you use Outlook, Yahoo or another email address, it might look a little different, but there will still be a long link to click – that’s the important bit. You only need to do this once – it’s much quicker after the first time.

After you click the long link, you will be sent to the Login page if you are doing it on a computer.

If you click on the link on your phone email but are using a computer to fill in your application, go to live.housingjigsaw.com and click “Login” on the front page.

Logging In For The First Time

Type in the email address and password you created for your account after clicking on the link. You will be asked to pick a local authority or registered provider on a page that looks like this:

Select a local authority or registered provider

Please select which local authority or registered provider you would like to apply to:

Please select... ▾

Next >

Click the down arrow to open up a long list of options – you want to find Harrogate. We're a little way down the list.

Select a local authority or registered provider

Please select which local authority or registered provider you would like to apply to:

- Cherwell
- Chorley
- City of London
- Corby
- Cornwall
- County Durham
- Coventry
- Craven
- Daventry
- Doncaster
- Dorset Council
- Dudley
- Ealing
- East Devon
- East Northamptonshire
- East Staffordshire
- East Suffolk
- Enfield
- Epsom and Ewell
- Exeter
- Fylde
- Gedling
- Greenwich
- Guildford
- Hackney
- Halton
- Hambleton
- Hammersmith and Fulham
- Haringey
- Harrogate**

Click on Harrogate, and then click Next. You'll come to a page that looks like this.

Select a service

Harrogate offers the following services through this portal, please select one of the following options:

How we can help

If you are experiencing problems with your tenancy, you're homeless or believe that you may become homeless within 56 days please visit:

Housing Options team at the Civic Centre, St Lukes Avenue, Harrogate HG1 2AE. The team provides a drop-in service

Monday, Tuesday & Thursday 8:30am to 12pm and 2pm to 4pm

Wednesday 9:30am to 12pm and 2pm to 4pm

Friday from 8:30am to 12pm and 2pm to 3:30pm

If these times are not convenient for you, please contact the Housing Options team on 01423 500600 and an appointment can be arranged for a time that suits you.

We'll give **free advice** to anyone who is worried about losing their home or has lost their home. We can speak with your landlord on your behalf to help you stay in your current home, or speak with your mortgage lender to understand the steps you might need to take to prevent eviction.

We have funds that could help you if you are having problems with arrears at your current address. Speak to us and we'll complete an assessment to see whether we can help.

We have many other services that we can offer to if you are:

- having problems with benefits and it is affecting your ability to pay rent
- in accommodation but struggling with managing your bills or keeping your property in the manner your landlord expects
- in private accommodation but you are experiencing problems with disrepair. We can refer you to our Private Sector Housing Service who may instruct your landlord to carry out repairs or improvements
- having problems with mortgage arrears. We can assess your situation and make a referral to organisations that could help
- interested in joining the housing waiting list. We can give you information on how to join and discuss the other [rehousing options](#) available to you

We understand that everyone's situation is different and that you may need advice and help on issues other than housing. When you approach our service we will complete a tailored Personal Housing Plan with you and we'll do everything we can to make sure that your other needs are identified. We work alongside many agencies who provide specialist services and who could offer you help.

Select one of the services below [Click here](#)

Homelessness Assistance >

< [Back to Local Authorities](#)

There's a lot of information here, but it's mostly just giving our drop in times and explaining how we can help. Click the big blue button to proceed.

Filling in your details

Next you will start filling in your details. Make sure to fill in as much as possible.

Customer details

So we can help you, we first need to ask a few questions to create an account for you.

Basic information

Title Please select... <input type="text"/>	First name* First name <input type="text"/>	Last name* Last name <input type="text"/>	Date of birth* DD/MM/YYYY <input type="text"/>
Gender* Please select... <input type="text"/>	Pregnancy due date DD/MM/YYYY <input type="text"/>		
Nick / Other / Maiden name Other name <input type="text"/>	National insurance number NI number <input type="text"/>	NHS number NHS number <input type="text"/>	

Address

Postcode*
eg. WR5 2RY [Overseas / NFA address](#)

[Enter address manually](#)

Move in date*
DD/MM/YYYY

Accommodation type*
Please select...

Housing circumstance*
Please select...

Was this settled accommodation?* Yes No

Landlord/Accommodation provider

Phone and email

Please provide at least one contact method

Home phone number Home phone number <input type="text"/>	OK to call on? <input type="radio"/> Yes <input type="radio"/> No	Mobile phone number Mobile phone number <input type="text"/>	OK to call on? <input type="radio"/> Yes <input type="radio"/> No
Work phone number Work phone number <input type="text"/>	OK to call on? <input type="radio"/> Yes <input type="radio"/> No	Email address your email address here <input type="text"/>	OK to email? <input type="radio"/> Yes <input type="radio"/> No
Preferred contact method Please select... <input type="text"/>		Preferred language Preferred language <input type="text"/>	

There is a lot here, so we'll break it down a little bit.

Anything with a * you need to fill in, or it won't let you carry on.

In the "Address" section, if you can't find your property after typing in the postcode, or you are currently homeless, click the "Overseas / NFA address" button. Once you are finished typing in your address, click Save Freetext.

If you are not sure about your Housing circumstance, pick something close to your situation – when we get in touch, we can always fix things if they're not quite right.

For "Was this settled accommodation" – if you have a tenancy agreement, a mortgage, or your own room in a family house, click yes. Otherwise, click no.

In "Phone and email", your email address will be filled in. If it's okay to get in contact with you by email, click the circle under "Yes", and the Save and continue button will turn a darker blue. You can also add your phone number here. Click Save and continue to get to the next section.

Reasons for Approach

Next, you will be asked about the reason you want to ask for housing advice on a screen that looks like this:

Referrals

Homelessness Referral

* Please choose one of the following reasons for approaching for assistance today

Please select

* Detail the reason for approaching for assistance today

* Detail any steps which have already been taken to resolve current housing issues

* Detail any assistance which would be helpful

* Have you been homeless before?

Yes

No

* When are you likely to become homeless

There are a lot of **reasons for approaching for assistance** – like the page before, if you are not 100% sure about the exact reason you need our help, that's okay, just put what's closest to your situation.

If you have been given a Notice to Leave by your Landlord, there are 2 different Sections in the list – if you're not sure which type you've been sent, it's probably a Section 21 (which is a two month notice to quit) – Section 8 notices involve the courts (which the landlord can serve if you are more than 8 weeks in rent arrears)

If you pick the wrong reason, as with everything else, we can fix it later when we call or email to check up, and it won't affect how your application is handled, so don't worry too much.

For **'Details of reason for approaching'**, just put as much as you can about your current situation.

For **'Detail any steps which have already been taken'**, list any landlords you have talked to, any sites you have been using, and if you have a housing waiting list in, put that down too. We understand if you have been busy or stressed – we just want to know if you've done anything so far.

For **'Detail any assistance which would be helpful'**, put how you'd like us to help.

'Have you been homeless before' is something we are asked to keep track of – it won't affect your application, we just report the overall statistics to the government.

For **'When are you likely to become homeless'**, you can enter today's date if you are already homeless, or the end of your notice period or when you've been asked to leave.

Additional Factors

Next come some more questions about your situation.

We are asked to record these statistics and some of them may help us find more types of accommodation or affect how much you are entitled to from the benefits system.

Some of these are sensitive, but please be as honest as possible.

Additional Factors

* Do you have a drug/alcohol problem?

Yes

No

* Are you now, or have you ever been in care?

Yes

No

* Have you served in the Armed Forces?

Yes

No

* Have you been in prison?

Yes

No

* Do you have any health issues?

Yes

No

* Has any member of the household experienced domestic abuse or harassment?

Yes

No

* Please specify your Residential Status

Please select ▼

* Detail current medication and dosage for all household members

* Detail any members of the household who are receiving support including the support provider, nature and frequency of the support

Household

* Do you have dependents?

Yes

No

[Save](#)

Do you have a drug/alcohol problem? – if you feel you have any issues, tick yes.

Are you now or have you ever been in care? This means official care as a child.

Have you served in the Armed Forces? Includes the Reserve forces but not Cadets – even a day of service counts.

Have you been in prison? Includes young offenders' institutions.

Do you have any health issues? This includes any mental health problems

Has any member of the household experienced domestic abuse or harassment? This does not need to be physical violence. In case of emergencies, we recommend contacting IDAS, at info@idas.org.uk

Please Specify your Residential Status – UK residents include UK nationals, EEA area nationals), and those with (Pre-)Settled Status. This also includes refugees.

Detail current medication and dosage for all household members - They don't have to be spelled exactly right – we just need to know in general terms.

Any members of the household who are receiving support including the support provider, nature, and frequency of the support – anything medical or social for yourself and anyone being rehoused with you.

Do you have dependents - Includes children you receive child benefit for and other people you receive carer's allowance for.

Click **Save** to carry on.

Household Members

Next you'll come to a screen that looks like this.

Household members

Name	Other names	Gender	Date of birth	NI number	NHS number	Edit
Your details here						

Add +

Next >

If there are more people in your household, click 'Add New'. The page will open up like this:

Household members

Name	Other names	Gender	Date of birth	NI number	NHS number	Edit
Your details here						

Adding new person

Basic information

Title: Please select...
First name*: First name
Last name*: Last name
Date of birth*: DD/MM/YYYY
Gender*: Please select...
Pregnancy due date: DD/MM/YYYY
Relationship: Please select...
Nick / Other / Maiden name: Other name
National insurance number: NI number
NHS number: NHS number

Phone and email

Home phone number: Home phone number
OK to call on?: Yes No
Mobile phone number: Mobile phone number
OK to call on?: Yes No
Work phone number: Work phone number
OK to call on?: Yes No
Email address: Email address
OK to email?: Yes No

Cancel Save new person >

You need to fill in their first name, last name, Date of Birth, and Gender. You don't have to fill in the rest – but it is useful if you have these details.

For Relationship, just pick the one that's closest to the situation.

Only children you receive child benefit for will count as being part of your household officially.

Once you're finished adding people, click **Next >** to come to the Address History page – the last one before you're finished.

Address History

Address history				
Address	Type	Move in date	Move out date	Edit
Your details here				
Housing circumstance	Was this settled accommodation?	Reason for Leaving	Accommodation provider	
				Add address
				Next >

This page is the last one – if you have not been at the same address for the last five years, you will be asked to fill in more addresses. This is done the same way as earlier in the application.

If you don't remember exact dates, just try to get as close as possible, and if you can't remember postcodes, use the "Overseas / NFA address" button. Once you are finished typing in your address, click Save Freertext.

As a reminder, Settled Accommodation is if you have a tenancy agreement, a mortgage, or your own room in a family house, click **Yes**. Otherwise, click **No**.

Once you're finished, click **Next** >

Finished – Referral Status Pending

At this point you're finished, and we will be told about your application.

Your referral status: Pending
Thank you for registering your details with Harrogate. Once we have reviewed the information you have provided a member of staff will contact you, you may also receive an email regarding next steps.

A Housing Options Officer will get in touch soon and we will help you as best we can!