

## Watford Borough Council's Housing Customer Portal



**This document tells you what's in Watford Borough Council's (WBC's) Housing Customer Portal and how to use it after making an online housing enquiry or application.**

Once you have made an online housing enquiry or application you will be able to access it and any others you have made through your customer portal.

You can access the customer portal by clicking on the following link:

<https://unity.homeconnections.org.uk/SharedPartnerOLR/StartPage.aspx?pid=113>

To log onto the portal you will need the ID and Password you were given when you registered and the answer to the security question that you set during the registration process. The log on ID and Password will have been sent to the email that you gave when you registered.

Within the customer portal you will be able to:

- See any applications that you made.
- Tell us of a change in circumstances
- Amend your contact details
- See any appointments that have been made between yourself and WBC housing
- See any email messages we have sent to you.
- See copies of any letters that we have sent you
- View any documents you have uploaded
- Upload documents concerning your application
- View and update your personal housing plan (if one has been produced)
- Download any applications or plans relating to you
- View bidding details relating to the Housing Register


It is important that you familiarise yourself with the customer portal as this will be the primary way we communicate with you and the primary way for you to let us know of any changes in your situation.

### *Enabling pop-up windows*

Any windows you open up from some screens in the customer portal tend to open in a pop up window so you will need to make sure you have pop-up windows enabled in the internet browser you are using. Examples of internet browsers include Internet Explorer, Safari, Firefox, and Google Chrome. To find out how to enable pop-up windows in the internet browser you are using, search on the internet for "enable pop-up windows for (insert name of your internet browser)" and follow the instructions given.

## Understanding the Customer Portal

When you log in to the customer portal you will see the following screen

**WATFORD  
BOROUGH  
COUNCIL**

Text size: Increase / Decrease Select Language ▼

My DocumentsMy AppointmentsMy MessagesMy LettersMy Plan

Name	National Insurance Number	Date of Birth	Relationship
Mrs Julia Jules	NS819834D	11/08/1980	

Housing Register

Reference ID	Start Date	Date of Submission	Current Status	Continue My Application	Change of Circumstance	Update Contact Information	Download
1700119	25/04/2018	25/04/2018	Live(REG)	N/A	Click Here	Click Here	Click to download PDF

Bidding Reference ID	Registration Date	Priority Band	Review Date
----------------------	-------------------	---------------	-------------

Housing Advice

Reference ID	Start Date	Date of Submission	Current Status	Continue existing application	Download
--------------	------------	--------------------	----------------	-------------------------------	----------

Homelessness

Reference ID	Start Date	Date of Submission	Current Status	Continue existing application	Download
1700120	25/04/2018	25/04/2018	HSO-Assigned(HMF)	N/A	Click to download PDF

Fields marked with an # must be filled in

LogOut

In the top right of the screen you will see the ability to change the language you are using (this uses Google Translate and is limited to the ability of google translate). You will also be able to increase or decrease the text size to make the screen easier to read.

Beneath this you will see buttons for

- My Documents
- My Appointments
- My Messages
- My Letters
- My Plans

These buttons take you into the relevant sections which are described in more detail later.

Underneath this you will see the Name, National Insurance Number, Date of Birth and Relationship of anyone on your application.

Below this you will see a list of applications you have made and your bidding details if you have made an application to the Housing Register.

## My Documents

When you click into My Documents it will bring up the My Documents screen as a pop up window. It is within this screen that you can view any documents that you have uploaded as part of your application. You will also be able to see whether the officer responsible for your application has verified your document.

You can also upload any further documents that you need to upload relating to your application.

The My Documents screen

The screenshot shows a web interface titled "My Documents". It contains a form with the following fields:

- Person's Name \***: A text input field.
- Document Description**: A text input field.
- Classification \***: A dropdown menu with "--Please Select--" as the selected option.
- ☐ Mark document as sensitive (this restricts who can view it)
- Upload \***: A section containing a "Browse..." button and an "Upload" button.

Below the form, a red text message states: **Maximum file size permitted is 10 MB**.

At the bottom, there is a table with the following columns: Name, Description, Classification, Is Sensitive, Is Verified, Uploaded By, Uploaded Date, and Action. The table is currently empty.

## Uploading a new document

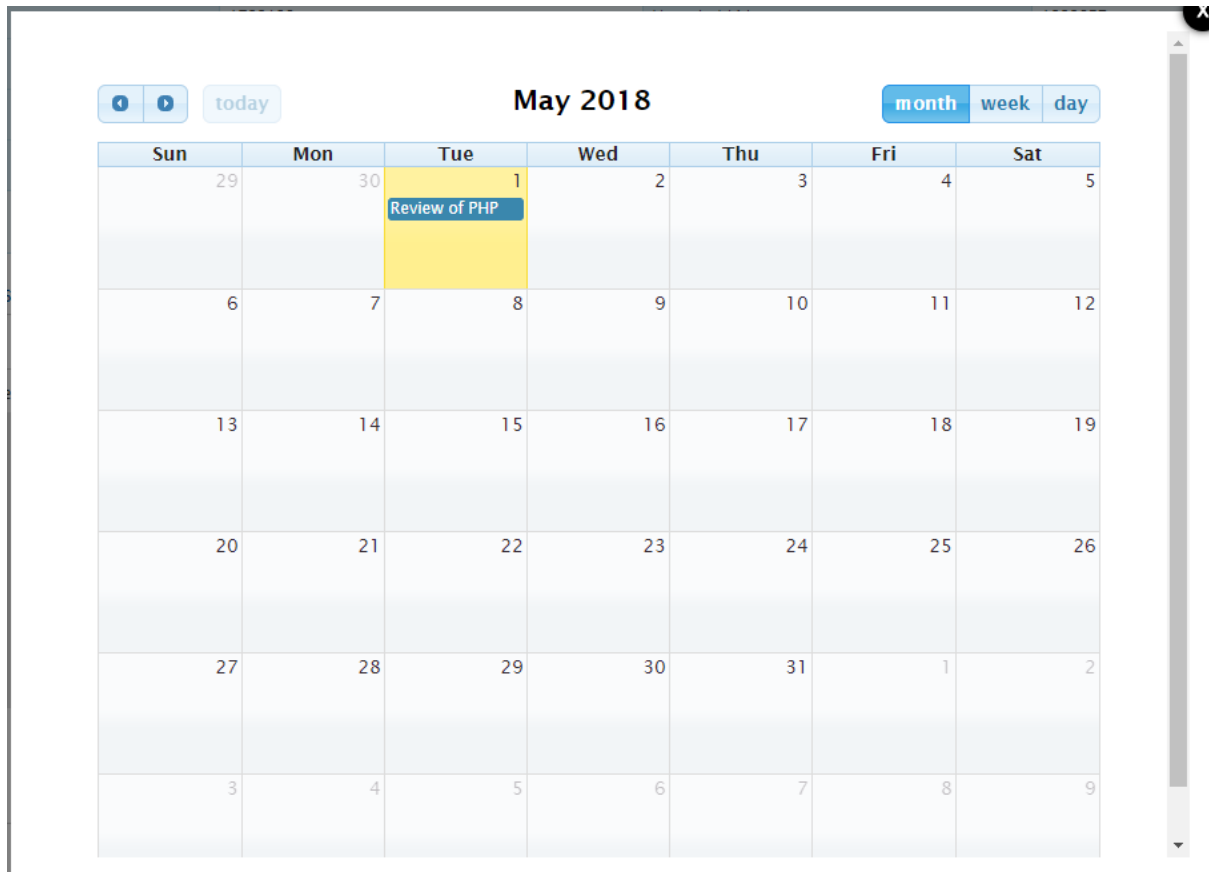
To upload a new document follow the steps below.

1. In the Person's name field type in the name of the person on your application to whom the document is relevant.
2. In the Document Description box type in a description of the document that you are uploading
3. In the classification box, use the drop down list to select the option most relevant to the type of application you are making.
4. If the document is sensitive and you wish to limit access to who can view it, such as a medical record, tick the "Mark document as sensitive" box.
5. Use the Browse button to locate the document on the device you are using (if you are using a phone or other mobile device you will be able to access your gallery or photo library, this allows you to take photographs of documents and upload them)

6. Click upload.
7. Once the document is uploaded you should see it on the document list at the bottom of the My Documents screen.

### My Appointments

This screen allows you see any appointments that have been made between yourself and WBC's Housing Team. Clicking on this button will bring up a calendar. Any appointments made will appear in the day that the appointment is for.



You can double click on the appointment in question to bring up further details of the appointment.

## My Messages

Within the My Messages screen you will see any communication from the housing officer working on your case. Next to each communication you will see the type of application that the communication was relevant for, the subject of the mail, who sent it, when it was sent and you can open up and view the communication in full.

Mail History				
Application Type	Subject	Created By	Created Date	Action
Housing Registration	Welcome to Watfords Housing REGISTER	DPrice	01/05/2018 16:40:08	<a href="#">View</a>
Housing Registration	Issue with Birth Certificate provided	DPrice	01/05/2018 16:44:44	<a href="#">View</a>

## My Letters

Within My Letters you will see any letters that have been sent to you by the housing officer dealing with your case. You will be able to both view and acknowledge the letters that have been sent you.

My Letters			
Application Type	Created By	Created Date	Action
Housing Registration	DPrice	01/05/2018 16:50:40	<a href="#">View</a> <a href="#">Acknowledge</a>

## My Plan

If you have made a homelessness application, this is where you can access and update any Personal Housing Plans that have been created with you.

[Download Pdf](#)

Plan Progress:  Day 8 of 56 (14%)

Do you agree with the plan?  
--Select--

**Assessment**  
Circumstances that caused the applicant to become homeless or threatened with homelessness  
Housing Needs of the applicant  
Housing Wishes of the applicant  
Support needs of the applicant to acquire and maintain accommodation

Category	Action	By Whom	Complete Within	Action Date	Required	Target Date	Review Date	Progress	Notes	Edit/Delete
Generic /All	Look for housing outside of Borough	Applicant	20 Days	24/04/2018 17:45:44	Required	14/05/2018 17:45:44	28/05/2018 17:45:44	Open		
Financial	Make a referral to CAB for support	Officer	5 Days	24/04/2018 17:46:01	Required	29/04/2018 17:46:01	13/05/2018 17:46:01	Open		
Generic /All	Make an application to join the Housing Register	Applicant	10 Days	25/04/2018 13:37:19	Required	05/05/2018 13:37:19	19/05/2018 13:37:19	Open	Application live on the housing register and have made first set of bids	
Loss of rented accommodation	Check validity of notices and legal proceedings	Officer	20 Days	25/04/2018 13:37:42	Required	15/05/2018 13:37:42	29/05/2018 13:37:42	Open	Check validity of Section 21 notice	
Loss of rented accommodation	Negotiate with the Landlord to try and keep applicant in the property	Officer	10 Days	25/04/2018 13:38:18	Required	05/05/2018 13:38:18	19/05/2018 13:38:18	Open	Contact Landlord to see if the applicant can stay in the property until it is sold.	
Ad hoc	Supply information about how the deposit has been protected by the landlord. This will be useful for checking the validity of the section 21 notice	Applicant	5 Days	25/04/2018 13:39:30	Required	30/04/2018 13:39:30	14/05/2018 13:39:30	Open		


[Add Action](#) [Submit for Review](#)

Within this screen you can see your Personal Housing Plan, update your caseworker on the progress of actions you are taking to resolve your housing situation, download a pdf copy of your Personal Housing Plan, agree or disagree with your plan and see the progress of the plan.

## Change of Circumstances

This is where you can let us know of any changes in your circumstances which may affect your application.

The Change of Circumstances only applies to your Housing Register application and can be found on the line for your Housing Registration. (see below)

 **WATFORD BOROUGH COUNCIL** Text size: Increase / Decrease Select Language

[My Documents](#) [My Appointments](#) [My Messages](#) [My Letters](#) [My Plan](#)

Name	National Insurance Number	Date of Birth	Relationship
Mrs Julia Jules	NS819834D	11/08/1980	

**Housing Register**

Reference ID	Start Date	Date of Submission	Current Status	Continue My Application	Change of Circumstance	Update Contact Information	Download
1700119	25/04/2018	25/04/2018	Live(REG)	N/A	<a href="#">Click Here</a>	<a href="#">Click Here</a>	<a href="#">Click to download PDF</a>

Bidding Reference ID	Registration Date	Priority Band	Review Date
----------------------	-------------------	---------------	-------------

**Housing Advice**

Reference ID	Start Date	Date of Submission	Current Status	Continue existing application	Download
--------------	------------	--------------------	----------------	-------------------------------	----------

**Homelessness**

Reference ID	Start Date	Date of Submission	Current Status	Continue existing application	Download
1700120	25/04/2018	25/04/2018	HSO-Assigned(HMF)	N/A	<a href="#">Click to download PDF</a>

Fields marked with an # must be filled in

[LogOut](#)

If you need to inform us of a Change in Circumstances then clicking on this link will take you back in to the original application that you made. You can then step through the application changing the details relating to your Change of Circumstance. These changes will then be submitted to your Housing Officer for review.

Note: whilst your Change In Circumstance is being processed your application will be suspended and you will not be able to bid for properties. Once your change in circumstances has been verified (confirmed) your application will be made live and you will be able to bid for properties again.

If the change is about your contact details only you can use the Update Contact Information link. This will not suspend your application and will not need to be confirmed by your caseworker.

If you have difficulty with the customer portal, get in touch with the Housing Team on 01923 226400 who will be able to help you further.

May 2018