

Quick Guide

How to register for Housing Jigsaw

Housing Jigsaw is a new and improved website to make it easier for you to find your new home. The site is user-friendly and will guide you through your application, but this guide includes

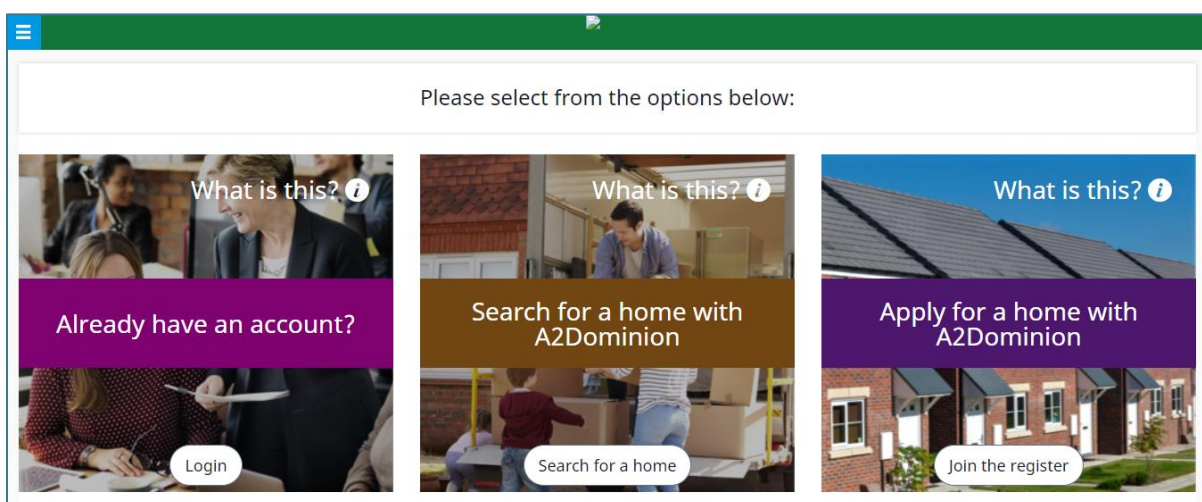


- Step-by-step instructions to help you register, and
- Important information you will need during the registration process

For help bidding for a new home, please refer to our Housing Jigsaw quick guide; 'How to bid'.

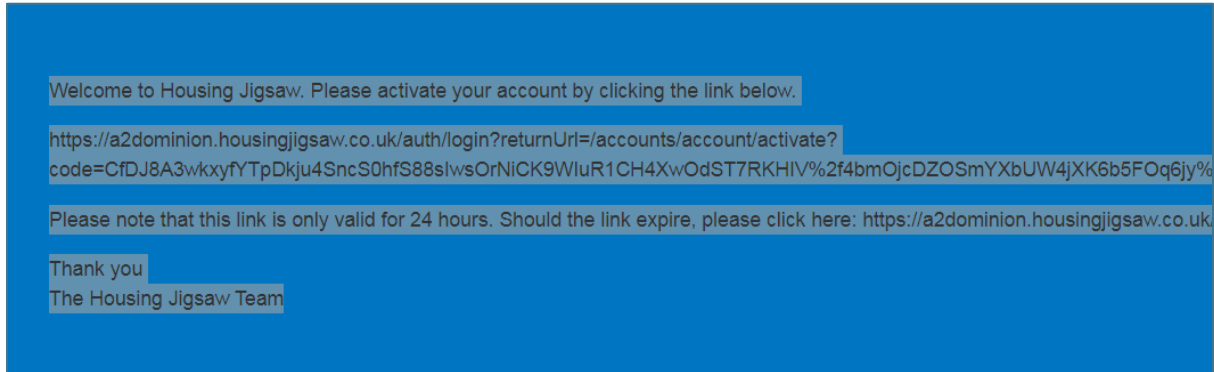
Step 1: Visit the Housing Jigsaw website

- Visit the Housing Jigsaw website at <https://a2dominion.housingjigsaw.co.uk/>
- Click 'Join the register'
- Enter your email address and password of your choice
- Click 'Register'

A screenshot of the Housing Jigsaw registration form. The form has a dark blue header with the word "Register" in white. Below the header, the text "Please register by entering your email and a password" is displayed. A yellow warning box contains the text: "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." The form includes three input fields: "Email", "Enter Password", and "Confirm Password". At the bottom, there is a green box with a disclaimer: "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." Below the disclaimer is a "Register" button.

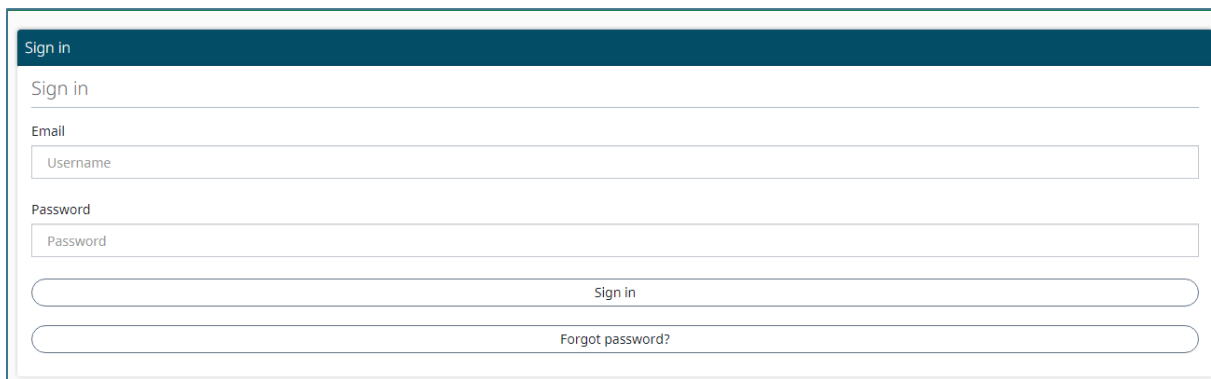
Step 2: Check your email account

After you have clicked register, you will receive an email from The Housing Jigsaw team asking you to activate your account by clicking a link. Here is an example of what the email will look like:



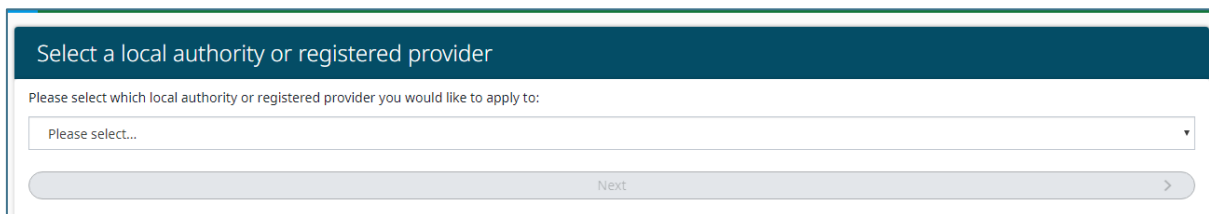
Step 3: Activate your account

Click on the link in the email from Housing Jigsaw to go to a login screen where you will be asked to input your login details (email address and password) to activate and sign in to your account.

A screenshot of a web form titled 'Sign in'. It features a dark teal header with the text 'Sign in'. Below the header are three input fields: 'Email' (with a sub-label 'Username'), 'Password', and another 'Password' field. At the bottom, there are two buttons: 'Sign in' and 'Forgot password?'. The form is enclosed in a thin border.

Step 4: Select your local authority

You will then be asked to select the local authority (LA) or registered provided (RP) you would like to apply for. Please select A2Dominon from this list.

A screenshot of a web form titled 'Select a local authority or registered provider'. It has a dark teal header with the title. Below the header, there is a prompt: 'Please select which local authority or registered provider you would like to apply to:'. This is followed by a dropdown menu with the text 'Please select...'. At the bottom, there is a 'Next' button with a right-pointing arrow.

Step 5: Select Housing register

After selecting A2Dominion you will see the information below. Please click on Housing register.

Select a service

A2 Dominion Housing Group offers the following services through this portal, please select one of the following options:
Select one of the services below

Housing register

Back to Local Authorities

Step 6: Enter your personal details

By clicking the 'Housing register' option, you will see the below screen, where you will be asked to complete some basic information.

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...
First name*: First name
Last name*: Last name
Date of birth*: DD/MM/YYYY

Gender*: Please select...
Pregnancy due date: DD/MM/YYYY

Nick / Other / Maiden name: Other name
NHS number: NHS number
National insurance number *: NI number

Address

Postcode*: eg. WRS 2RY
Find address
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
OK to call on? Yes No

Mobile phone number: Mobile phone number
OK to call on? Yes No

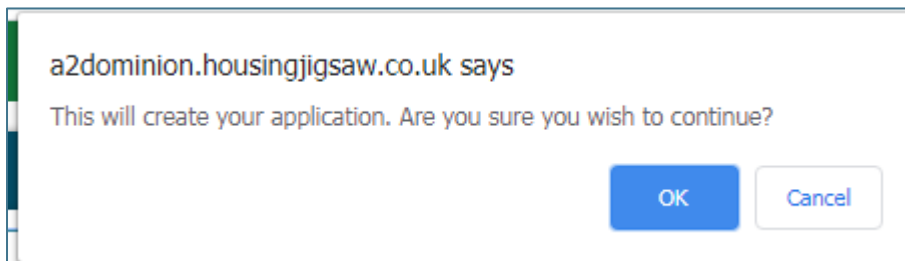
Step 7: Save and select social housing application

Once you have finished entering your details click the 'Save and continue' button at the bottom of the page. You will then be prompted to choose an application type. Please select 'Start A2Dominion Transfers application'.

Please choose an application type to proceed

Start A2 Dominion Transfers application

Once you have selected to complete the social housing application, a message will appear at the top of the screen to confirm your choice:



Step 9: Your household members

By clicking "OK" you will be asked to provide details about any other household members that will be moving in with you. If you have no other household members simply select next.

A screenshot of a web form titled "Please add details of any household members that will be moving with you." The form is divided into three sections: "Lead applicant", "Joint applicant", and "Other household members".
1. "Lead applicant" section: A dark blue header. Below it, a table with two columns: "Name" and "Other names". The "Name" column contains "Andrea Smith", "Date of birth" contains "23rd Jul 1987 (33)", and "Current/last address" is redacted with a black bar. An "Edit" button is in the top right corner.
2. "Joint applicant" section: A dark blue header. Below it, a white box contains the text "No joint applicant" and an "Add" button with a plus icon.
3. "Other household members" section: A dark blue header. Below it, a white box contains the text "No other household members" and an "Add" button with a plus icon.
At the bottom right of the form, there is a "Next >" button.

Step 10: Your current address

Once completed, click 'Next' and provide details about your current accommodation:

Current address

Lead applicant

Address*
[Redacted] Change address

Room number
[]

Move in date*
03/07/2016

Accommodation type*
Flat

Housing circumstance*
Registered Provider tenant

Was this settled accommodation?* Yes No

Number of bedrooms for exclusive use of your household? (Persons that will be moving with you)*
2

How many living rooms are for the sole use of your household? (Persons that will be moving with you)*
1

Accommodation provider
A2Dominion

Cancel Save

Step 11: Save and review your registration

Click 'Save' once you have completed your form. You will then be asked to review the information you have provided. Click 'Edit' to change information or 'Next' to continue with your application:

Lead applicant

Address	Type	Move in date
[Redacted]	House	12/03/1996
Housing circumstance	Is this settled accommodation?	Accommodation provider
Council tenant	Yes	A2Dominion
Bedrooms	Living rooms	
3	1	

Edit

Joint applicant

No joint applicant

Step 12: Supplementary Questions

You will then be asked to provide additional information that will help us match you to the right accommodation for you and your household and provide you with any support you might need. Click 'Save' once completed.


Supplementary Questions

Eligibility

* Are you an A2 Dominion Tenant?

Yes

No

Have you been awarded a management transfer status? 

Yes

No

Is your home due to be demolished or redeveloped by A2 Dominion?


Yes

No

Are you moving from a home with significant adaptations which are no longer required?

Yes

No

Are you subject to A2 Dominions new generation scheme? 

Step 13: Choose where you want to live

After clicking 'Next' you will be asked to select where you want to live. Click 'Next' after you have selected the areas you would like to live in:

Where I Want To Live

Would you like to live in the following area: Barnet Council

Yes

No

Would you like to live in the following area: Basingstoke & Dean BC

Yes

No

Would you like to live in the following area: Bexley DC

Yes

No

Would you like to live in the following area: Bracknell Forest

Yes

No

Would you like to live in the following area: Brent

Yes

No

Would you like to live in the following area: Bromley Council

Yes

No

Step 15: Sign your application

The next step will take you to the following screen. Every member of your household over the age of 18 must sign the application in the *'Declaration and consents'* section.

Carefully read through the declaration and consent statement, provide a signature at the bottom of the screen and click *'Save'* if you wish to proceed with your application. Once you have signed and saved your application it will be submitted to A2Dominion for review.

Declaration + Consents

Client Authorisation for Release of Confidential Information

Housing Jigsaw Declaration

I declare that the details I have given are true, and I have not left out any information that may affect my application. I understand that giving false or misleading information may result in registration being refused, offers of housing being withdrawn, or action being taken to terminate any tenancy granted. I will inform Housing Jigsaw of any changes of circumstances.

I understand that if I refuse 3 reasonable offers of accommodation, within a 12 month period either verbally or written, I will drop down a band for 1 year unless there are exceptional circumstances.

I consent to the information I have provided on this form being processed as detailed within Housing Partners' privacy policy which can be found here.

I confirm that neither I nor anyone who will reside with me as a member of my family are subject to immigration control within the meaning of the Asylum and Immigration act 1996.

I understand that completing this form does not commit any member organisation of Housing Jigsaw to offering a tenancy. I understand that if I, or a member of my household, have any connection with any Housing Jigsaw member employee or board member, or any company, organisation, or individual with whom Housing Jigsaw partners do business, I should declare this.

I have checked the information on this form and accept it is correct.

Name: Andrea Smith
Date of birth: 23/07/1987

Signatures

Andrea Smith signature *
Sign in the box below:



Signed and agreed by Andrea Smith on this date: *

What happens next?

Your application will now go to the back office for verification and activation. This will be completed as soon as possible, and you will receive a confirmation email advising that you have a new notification on your account and that your application is now live.

Notifications		
Activity	Created date	Seen
Your application has been made live	05/01/2021 18:49	06/01/2021 11:18

Questions?

If you have questions about how to register and bid for a property or questions about your current application, please call the Central Lettings Team on 0208 825 1981.

*Please note any information used as an example to create this form is not factual information and has been created for the purpose of this guide.