

# Resident's Guide: How to apply to the Council's Housing Register



**Housing  
Needs**



THE ROYAL BOROUGH OF  
KENSINGTON  
AND CHELSEA

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## What is the Housing Register?

The Housing Register is a record or list of every household that we agreed should be rehoused to social housing — a home you can rent that is owned and managed by the Council or by a housing association.

### **Our Housing Register is a register of households who:**

- a.** can apply for social housing in Kensington and Chelsea, and
- b.** have a priority for moving to a better home.

It is not a waiting list, though sometimes people call the Housing Register the ‘Council waiting list’. It is not like a queue. Being offered a new home does not just depend on when you joined the Register.

This means that we prioritise some reasons for needing to move above others. Different reasons for needing a better home — different ‘housing needs’ — are given different priorities for rehousing. Where you are on our Housing Register is based mainly on your priority for rehousing.



## Who can apply?

Our **Housing Allocation Scheme** explains who can apply to be rehoused to social housing. It sets out the rules for:

- who can apply
- what priority for rehousing we give to residents who need a more suitable home — for example, because they need to move for health reasons, because they are overcrowded, or because they are homeless
- how we let available Council and housing association homes to residents on our Housing Register.

There will never be enough available, affordable homes, so we need to restrict who can apply for rehousing.

Only residents who have a significant housing problem can join our Housing Register. There are far more households in need of a better, affordable place to live than there are available Council and housing association homes.

However, if you wish to move to housing for older people, you do not need a housing need to qualify.

You can find our Housing Allocation Scheme and our Frequently Asked Questions here:

<https://www.rbkc.gov.uk/2023housingallocationscheme>

## How to apply?

You can start to apply to our Housing Register by completing the online Housing Assistance form at <https://www.rbkc.gov.uk/homelessness/housing-assistance-online-form>. The form will ask you about where you are living now and why you need a better home.

**Do not complete this form if your situation is an emergency and you require an urgent response.**

For example, if:

- you are at risk of violence
- you have nowhere to sleep tonight
- you need to leave your temporary accommodation
- you are a victim of a flood or fire.

If you need emergency help with housing, please contact the **Housing Solutions Team immediately by calling 0207 361 3008 or emailing [housingsolutions@rbkc.gov.uk](mailto:housingsolutions@rbkc.gov.uk).**

If you cannot use the online form, or prefer to contact us in another way to talk about joining our Housing Register, you can:

Email us: **[HousingSolutions@rbkc.gov.uk](mailto:HousingSolutions@rbkc.gov.uk)**

**If you are not at risk of becoming homeless, you can**

Email us: **[HousingOpportunities@rbkc.gov.uk](mailto:HousingOpportunities@rbkc.gov.uk)**

Call us: **0207 361 3008**

**Write to us:**

**Housing Solutions  
Royal Borough of Kensington and Chelsea  
Kensington Town Hall  
Hornton Street  
London W8 7NX**

## What happens next?

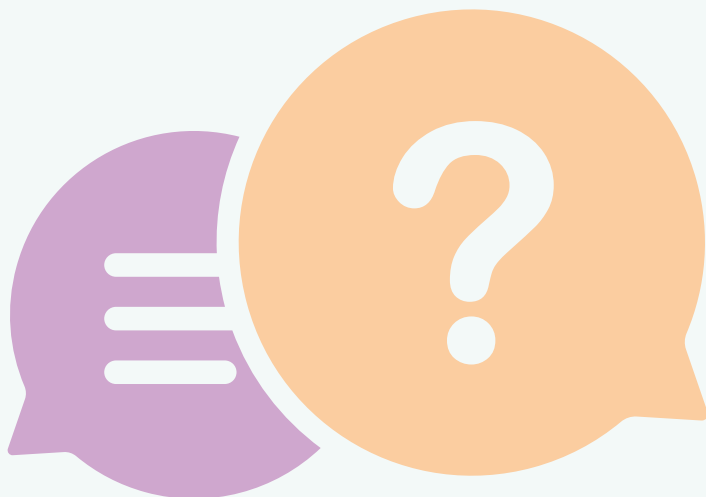
Your application will be allocated to a Housing Officer who will contact you and talk to you about why you need a Council or housing association home.

You'll be asked to complete a Housing Register application form, a form that will give us permission to make enquiries to confirm your circumstances, and an equalities form for each family member.

If you are struggling in your current home due to medical or health reasons, you may be asked to complete a Housing Health and Disability Assessment form.

You will be able to tell us about your health problems and why you struggle in your current home and provide evidence, such as a GP patient summary for the past 12-18 months, plus any other medical reports from any other health professionals who are helping you.

Once we have looked at the information you have given us on the form(s), we will let you know whether you qualify to join our Housing Register.



## What happens if I'm told I cannot join the Housing Register?

As explained earlier, not everyone can apply to our Housing Register. For example, the housing problems you are experiencing may not be severe enough to allow you to register, even if they are causing you difficulty. Or you may not have been living in Kensington and Chelsea long enough to apply.

If you cannot join the Housing Register, we will let you know why.

You will have the right to challenge, or seek a review of a decision that you cannot join our Housing Register. Our decision letter will explain how you can do this.

Alternatively, **Section 31 of our Housing Allocation Scheme** also explains how you can ask for a review.

## What happens next if I'm told I can join the Housing Register?

If you do qualify, we will ask you to provide supporting documents about your circumstances. This can include:

- proof of identity for you and all family members
- proof that you, and your family members, are living at your address
- proof of your income and savings
- other information needed to support your application.

Once we have all the information we need, we will write to you with details of your **Housing Register application**.

This will include:

- the number of points and type of housing priority you have been given
- your **Housing Register reference number** — sometimes called your ‘User ID’
- your pin number, so you can log into our choice-based lettings website, Home Connections

**Remember** - our Housing Allocation Scheme gives you more detail on how we offer available Council and housing association homes to residents on our Housing Register, and how we choose who to offer a home to.

It is important that you read our Housing Allocation Scheme if you are homeless and we have agreed to rehouse you (we have agreed that we have a relief or main homelessness duty to help you). This is because we may decide to stop helping you if you do not accept the offer of a home.

You will find more information on this below.

## Getting help with my Housing Register application

If you require help completing your application, you can request help from a Housing Solutions advisor, a social worker, a neighbourhood officer, a local advice agency (we can give you contact details if required) family or friends.



## How to find a home once I am on the Housing Register

Some households can wait many years before we can offer them a Council or housing association home, and some may never be offered a home through our Housing Register. It is important that you read the section called ‘Housing Options’ later in this guide.

Once you are on our Housing Register, there are two ways you can be offered a Council or housing association home.

- You can express your interest or ‘bid’ on an available home we have advertised
- You can receive a direct offer from us — the offer of an available home that has not been advertised

More information about expressing an interest and about direct offers is given below.



## Homes we advertise

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We advertise most of the available Council and housing association homes on a website called Home Connections. Home Connections can be found by visiting <https://rbkc.homeconnections.org.uk>

The website uses a system called choice-based lettings. You will see details on available homes and will be able to let us know that you are interested — sometimes called expressing your interest or ‘bidding’.

### **The advert will tell you:**

- whether we are targeting the home to certain residents on our Housing Register — sometimes called a ‘quota’
- whether there are any other restrictions on who may express an interest — for example, residents over the age of 60
- how many bedrooms the home has
- whether it is suitable for a resident who needs accessible housing
- the floor level and if there is a lift
- who the landlord is
- the type of tenancy you will be offered
- the weekly rent and service charges

### **We advertise homes every week.**

- Usually, new adverts will go on to Home Connections on a Monday or Tuesday, though look out for homes we might advertise later in the week.
- The deadline for expressing an interest is usually Sunday at midnight — this is when the advert will close.

# How to express an interest in a home advertised on Home Connections

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## User ID number

When you join our Housing Register, you will be given your own Home Connections reference number, known as your ‘User ID’ number.

## PIN number

You will also be given a PIN number. Your PIN number is your date of birth in six numbers: for example, if your date of birth is 1 January 1980, your PIN number will be 010180.

1. Go to <https://rbkc.homeconnections.org.uk/> and choose ‘search and bid for properties’.
2. Enter your User ID and PIN number, and click ‘enter’.
3. Your personal homepage will appear. This has key details about what you need from a home, including number of bedrooms and accessibility information.
4. Click on ‘see all properties’ in the top left corner. This will automatically show you all of the homes available that are suitable for you.
5. To look at the details of a home, click ‘full property info’. This will show you the full information about the available home to see if it might be right for you.
6. If you want to tell us that you are interested in a home, click on the ‘express an interest’ button which is above the photograph on the left. The home will then automatically be added to the ‘my current properties’ list on your homepage.

7. You can express an interest in as many suitable homes as you like. They will all be added to the list of your properties on your homepage.
8. If you have changed your mind about a home and are no longer interested, let us know by clicking on the 'withdraw' option in the list of your properties, and then select 'withdraw your interest' on that home. This home will then be added to your list of withdrawn properties. You can add and remove homes as many times as you like.
9. If you are using a public or shared computer, please log out when you have finished using the option on the left side menu.

Please make sure you have chosen all of the homes you like by midnight each Sunday. After this point, you will not be able to express an interest in any more homes from that week.

Once we have looked at everyone who has expressed an interest in a home, we will select or 'shortlist' those with the highest priority. Usually, we will shortlist four to six households, though sometimes we may shortlist fewer households.

The shortlisted households will be invited to see the home. This means they will have the chance to look around the home before they are asked whether they are still interested in it. The invitation may come from the Council's Allocations Team or directly from the landlord.

## Direct offers of a home

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A direct offer is the offer of an available home without advertising it through choice-based lettings. This means that you did not express an interest in the home on Home Connections. We can make a direct offer to any household on our Housing Register.

Based on our recommendations about the type of home you need, and the information you have given us, we will make sure that any home directly offered to you will be suitable.

If you are given a direct offer, you will be invited to see the home before you are asked whether you wish to say yes or no to the offer.



## What happens if I am offered a Council or housing association home?

If you are offered a home and you **say yes**, you will be told when you can move in.

Remember, that if you are renting somewhere, you will need to tell your current landlord that you are moving out.

If you are offered a home and you want to say no, please speak to us as soon as possible so we can understand why and give you advice. We want to advise and support you in the best way we can if you are not happy with the home we have offered you.

There are important differences to saying no to an offer of a home if you are a homeless household — we are helping you because we have a prevent, relief or main homelessness duty.

**Please read our Housing Allocation Scheme for more information about saying yes or no to a home you have been offered.**

## Homes for people with disabilities and mobility problems

Your disabilities or long-term health problems might mean that the home you move to must be suitable for you. For example, you will need to use the bathroom or toilet, use the kitchen, easily get into and out of bed, and enter and leave your home without great difficulty.

Some Council and housing association homes in Kensington and Chelsea are suitable for residents with disabilities and residents with mobility difficulties. Some homes might be suitable for residents who use wheelchairs, or residents who find stairs difficult. They help the residents live more independent lives. These types of home are sometimes called ‘accessible homes’.

We want to make sure that when accessible homes do become available, they go to residents who need them. Please read our Housing Allocation Scheme for more information about how we do this.

## **What happens if I am unhappy with the way you have assessed my Housing Register application, or with the home you have offered me?**

We want to advise and support you in the best way we can, whether that is helping you move to a new home through the Housing Register or through a different housing option. Sometimes, though, you may not agree with a decision we have made about your rehousing application.

If you are not happy with a decision we have made, we suggest you ask us for advice first — we might be able to solve the issue very quickly.

For example, perhaps you or the Council have not understood an important bit of information or missed a change in circumstances. We might be able to put a problem right very easily.

However, if you are still unhappy with a decision we have made, you might be able to:

- seek a review, or challenge a decision we have made
- make a complaint

You will find more information about how to challenge a decision or make a complaint in our Housing Allocation Scheme.

## Housing options — other than our Housing Register

The number of households on our Housing Register who need a more suitable home is much greater than the number of Council and housing association homes that become available each year.

We look at all possible ways to increase the number of affordable, suitable homes in Kensington and Chelsea. However, there will never be enough available, affordable homes.

This means that households can wait many years on our Housing Register before we can offer them a Council or housing association home. This is especially the case if you need a larger family home, or an accessible home suitable for a resident with disabilities or mobility difficulties. Some households may never be offered a home through our Housing Register.

Please ask us how long we think it might take before you are rehoused to a Council or housing association home. We can only give you an estimate, based on how long it has taken to rehouse people in a similar position to you in the past. The actual time you may wait might be very different, and very possibly longer.

Therefore, it is important to think about the other options and choices you might have to move to a new home, even if that means moving out of Kensington and Chelsea. Some of these options and choices may be good for members of your family rather than your whole family.



## Examples of other options include:

- renting a home in the private rented sector
- below-market rent (sometimes called intermediate rent), especially if you are a key worker
- low-cost home ownership, such as shared ownership
- moving to areas of the country where local council and housing association homes are more available — there are a number of schemes that can help you
- making changes or improvements to your current home — for example, if a family member is struggling because of their health conditions, you may be given equipment or adaptations that will help them. Please speak to our colleagues in Adult Social Care
- if you are a council or housing association tenant, completing a mutual exchange or swapping your home with another council or housing association tenant

Please ask us for more information on your options and choices. We can give you detailed advice and support or put you in touch with other organisations who will be happy to help you.



## More information:

- In person:

**Customer Service Centre**  
**The Town Hall**  
**Hornton Street**  
**London W8 7NX**

Monday to Friday 8.30am to 5pm

- By phone:

Housing Line: **020 7361 3008**

- By email:

**[Housingsolutions@rbkc.gov.uk](mailto:Housingsolutions@rbkc.gov.uk)**

Or find out more on the **Home Connections Website**:  
**<https://rbkc.homeconnections.org.uk/>**



A guide to bidding for properties is available on the Home Connections website, or call us for a copy.

Please contact **Housing Line on 020 7361 3008** or email **[housingsolutions@rbkc.gov.uk](mailto:housingsolutions@rbkc.gov.uk)**



