



Completing a housing application

Thank you for your interest in completing a housing application with ourselves.

You will find the table below provides some helpful hints and tips to completing the form.

You can also watch the accompanying video here.

Stage	Helpful Hints and Tips
Throughout the form	Any question with a red asterisk next to it is a compulsory question and must be completed.
Registering an account	<p>You will be emailed a link to our customer portal. Please note that it can take a few minutes for it to load please do not press refresh.</p> <p>The registration stage is simple and asks just a few quick details. Please note if you do not have a home phone no – please re enter your mobile number.</p> <p>Once you are successfully registered you should close the screen down, reopen and log in using your email address and password.</p>
How to open an application	Once logged in you should click 'new application' and then select 'housing application – bandings'.
Adding someone else to the form	<p>Your details will have populated from those used to register for the portal.</p> <p>You will need to add each additional household member in turn.</p> <p>To add a new contact you should hover over the 'your details' question and a small plus will appear above – you should press this and it will bring up a new field to add new contact information.</p>

Main Joint applicant status	You should ensure that for each member of the household you have selected whether they are the main or a joint applicant, and also include whether they are moving as part of the application.
Immigration status and Sex Offender Status	<p>These questions are compulsory.</p> <p>Due to a bug there are 2 options for 'no' – please ensure if you are answering no – you select the 2nd option.</p>
Make up of household	Please provide as much detail as possible here as this is how we determine how many bedrooms you are eligible for under our policy. If you do not supply enough information we may need to ask you to resubmit a new form.
Communicating with you	These will have pulled through from your registration details.
Your Housing Needs	Please provide as much detail here as possible as this is how we will determine what band you should be placed on.
Current Living situation	This question determines whether you join our transfer or waiting lists – if you are a tenant of ours select this answer – if you are not select the answer which best meets your circumstances
Property Type required	<p>This will determine the property type you are queued for:</p> <p>Amenity / Sheltered – for over 60s (though in some cases we will offer to those aged 55 over)</p> <p>Medically adapted / wheelchair accessible – we would offer to those who required these types of property</p> <p>General Needs – all other properties</p> <p>You can tick more than one option here</p>
Application Area	<p>You can select as many areas as you wish but please only choose a home if you would move there. You should also check whether we have homes of the size and type you are looking for.</p> <p>You will need to add each area in a similar way to adding a contact – by pressing the small plus button.</p>

Size, type and floor level	<p>If you are looking for a particular size please let us know – but we will decide on room sizes based on the criteria in our allocation policy.</p> <p>If you have a particular type of property in mind please let us know.</p> <p>If you leave type and floor level blank you will be considered for all properties in an area.</p>
Medical Needs and harassment	<p>Please provide as much detail here as possible as this is how we will determine what band you should be placed on.</p>
Equalities Data	<p>This is all required data.</p> <p>For the ‘disability’ question you must select ‘no disability’ rather than none if you do not have a disability</p>
Submit	<p>Press submit</p> <p>If there are any errors on the form this will be highlighted.</p> <p>Assuming all completed correctly it will submit successfully.</p>

After you submit your form we will process your form and apply a banding based on your circumstances.

We will email to advise you of this band, and to confirm the property size and area you have been queued for.

If you need to make any changes to your form such as adding in area once you have received your letter confirming your application – you should email us at customer.services@westscot.co.uk telling us what the change is.