

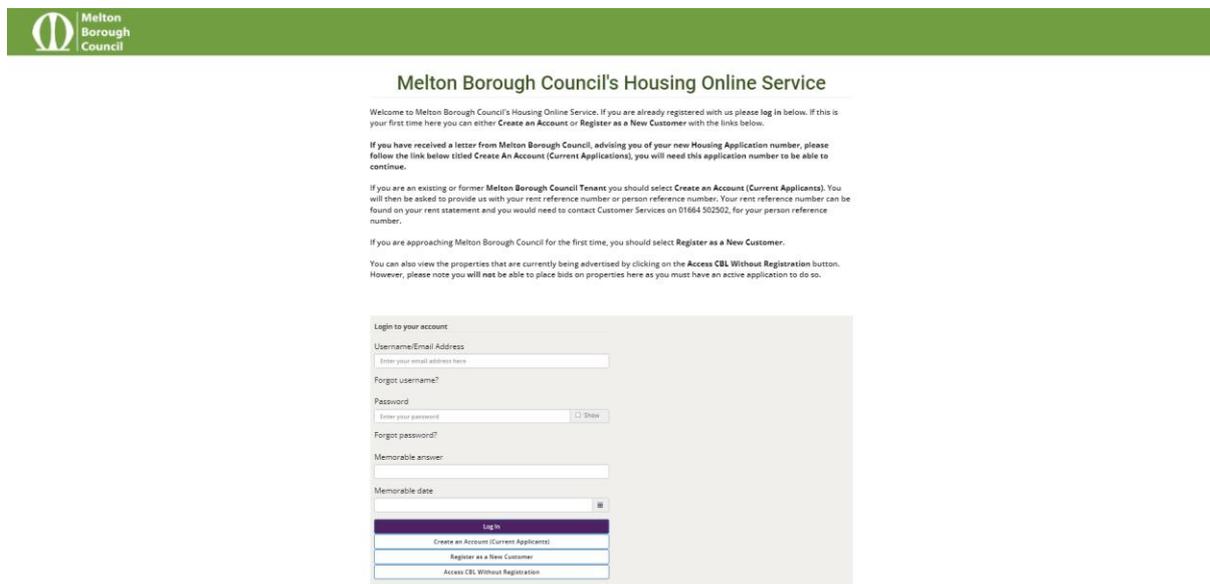
Your guide to Melton Borough Council's Housing Online Service

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Landing Page

When you first go to Housing Online at <https://housingonline.melton.gov.uk> you will see this screen;

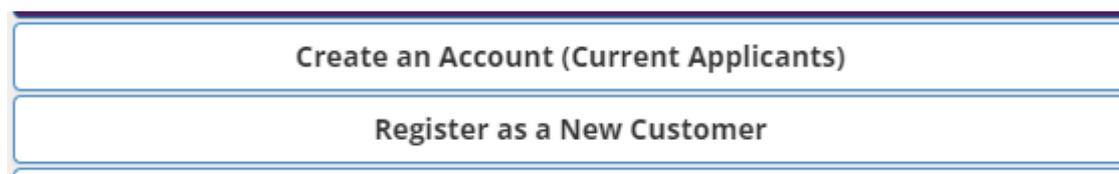


The screenshot shows the Melton Borough Council's Housing Online Service landing page. At the top left is the Melton Borough Council logo. The main heading is "Melton Borough Council's Housing Online Service". Below this, there is a welcome message and instructions for users. The page is divided into sections for existing tenants and new customers. At the bottom, there is a login form with fields for Username/Email Address, Password, and Memorable answer/date, along with buttons for "Log In", "Create an Account (Current Applicants)", "Register as a New Customer", and "Access CBL Without Registration".

This is your landing page where you can log into your account, create a new account and view a list of properties that are currently being advertised (please note you will not be able to place bids here, you must be logged into your account to place bids). More information on each of these options and which you should use is provided below.

Which option should you choose to create your account?

As you can see in the below screenshot, there are two options you can choose to create an account with. Which one of these you should choose is explained below.



The screenshot shows two buttons for account creation. The top button is "Create an Account (Current Applicants)" and the bottom button is "Register as a New Customer".

If you are a brand new applicant who is new to the housing register, you will need to use the Register as a New Customer option. This will take you through the process of creating a new account which involves providing an email address, password and memorable information, verifying your email address and providing some information about yourself to create your login.

If you already have an application on the system or you are already a Melton Borough Council tenant but do not have a login, you will need to use the Create an Account (Current Applicants) option. This will also ask you for an email address, password, memorable information, verify your email and provide some information about yourself but it will also ask you to provide some information to link your login to your application. This could be an application reference number, a tenancy reference number or a rent reference number. The system will then link you to your application if you are already on the housing register or link you to your tenancy with Melton Borough Council.

There is a third option on this page called Access CBL Without Registration

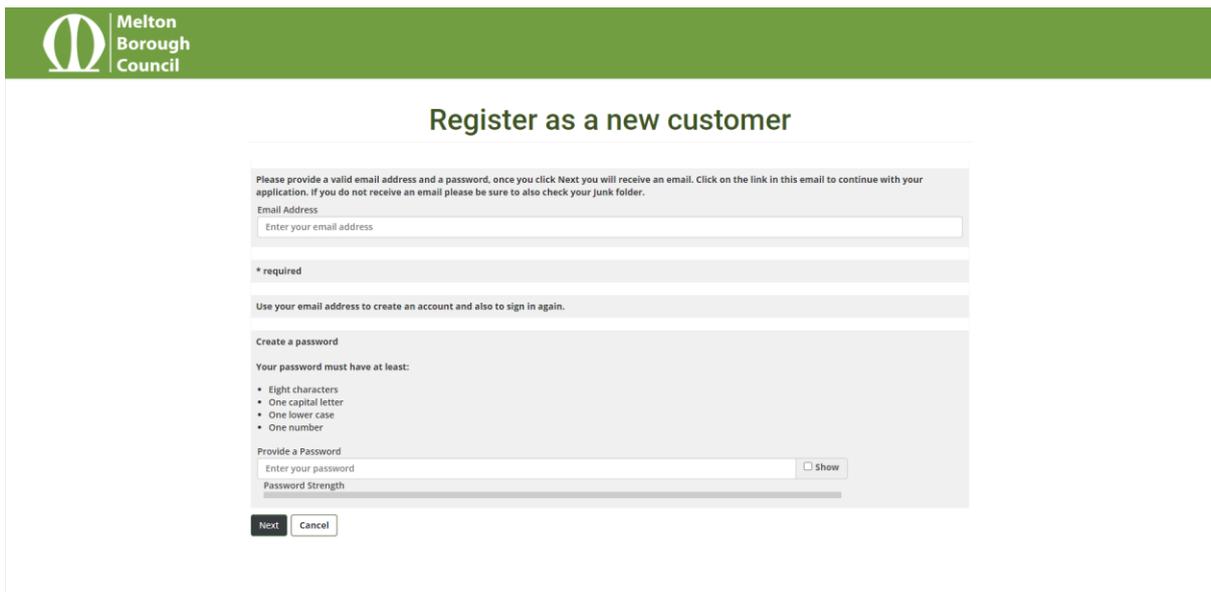


This will allow you to view any properties that are currently being advertised but as mentioned previously, you will not be able to bid on properties here as you must be logged in to your account in order to place bids. Some more information is provided on what you can see here later on in the guide.

Registering as a New Customer

As previously mentioned, this option is for those who are new to Melton Borough Council’s housing register and have not previously submitted an application.

When you click this option, you will be taken to a page that will ask you for your email address and a password



Please provide a valid email address and a password for your account. As you can see your password must be at least eight characters long, contain at least one capital letter, at least one lower case letter and at least one number, this is purely to make passwords more secure.

One you have entered your email address and password, click Next.

When you click Next you will see this page;

Register Check Email

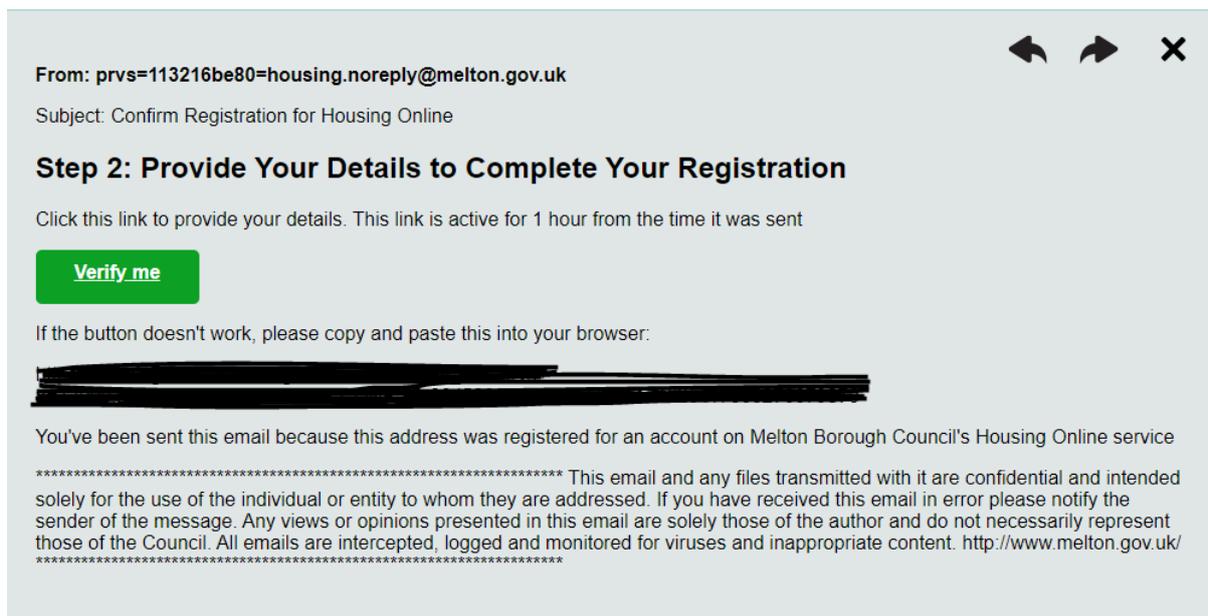
 We have sent an email to with a link to continue registration

 Check your email and activate the link before it expires in 1 hours.

 If this email expires or is wrong, you will need to start the registration process again, please make sure to check your spam folder. If the problem still persists please contact our Customer Services Team on 01664 502502.

This tells you that the system has sent you an email which you now need to open to verify your email address and continue with your application, please be sure to also check your junk/spam email folder.

The email you received should look something like this;



Please click on the Verify me button and that will take you to continue with your application

This will take you to a new page where you need to enter some information about you such as your name, date of birth, National Insurance Number etc. and also it will ask you to provide a memorable answer and date. Please be aware that you will need this memorable answer and date in order to log in to your application;

Person details

Person details Your contact details Your address details My summary

If you wish to apply to Melton Borough Council's housing register, please complete the required questions below.

Title *
Please Select ▾

First Name *

Surname *

Date of Birth *
DD/MM/YYYY 

Gender *
Please Select ▾

National Insurance Number *

Geographic Origin *
Please Select ▾

We need you to supply some information to help you to reset your account, should you forget any details. Please be sure to keep a record of these answers, you have the ability to reset them but they may be required to confirm your account in the future.

Please select a memorable question *
Please Select ▾

What is your memorable answer? *

Please select a memorable date *
DD/MM/YYYY 

I accept the terms and conditions *

You can view our Terms and Conditions [here](#)

Next **Cancel**

Once you have entered your information and ticked the box to confirm you have read our terms and conditions, please click next.

The next page will ask you for some contact information;

Your contact details

○ Person details ● **Your contact details** ○ Your address details ○ My summary

Please provide the following contact details

Please provide your email address

Please provide your mobile phone number

Please provide your home phone number

Back Next Cancel

Once you have entered your contact information, please click Next

The next page will ask you to provide us with your current address

Your address details

○ Person details ○ Your contact details ● **Your address details** ○ My summary

Please click **Add New Address** to provide your current address details.

Add Address Back Next Cancel

Next, please click Add Address and it will open a new window;

Add address details

Flat or Building Number

Building Name

House Number

Street Name

Village Name

Town

County

Postcode

Date Moved In

Please enter your address and the date you moved into the address and click Finish to add your address. If you wish you an add multiple addresses to this page by click Add Address again and entering any previous addresses, if you are applying with another person who is not part of your household, you might also want to add their address here. Once completed it should look something like this;

Your address details

Person details
 Your contact details
 Your address details
 My summary

Please click **Add New Address** to provide your current address details.

Address	Start Date	End Date
1 Main Street Main Town MM00 1MM	01/01/2020	

[Print](#)

Please click Next to continue

This page will give you a summary of all of the information you have provided

My summary

Person details
 Your contact details
 Your address details
 My summary

Here is a summary of the key information that you have provided. Please check that these details are correct before continuing. If you need to amend anything, please click **Back** to do so. Otherwise, please click **Finish**

Summary details

Title	MR
First Name	John
Surname	Smith
Date of Birth	01/01/1990
National Insurance Number	AA123456A

Contact Details

Please provide your email address

Please provide your home phone number

Please provide your mobile phone number

Address Details

Address

1 Main Street Main Town MM00 1MM

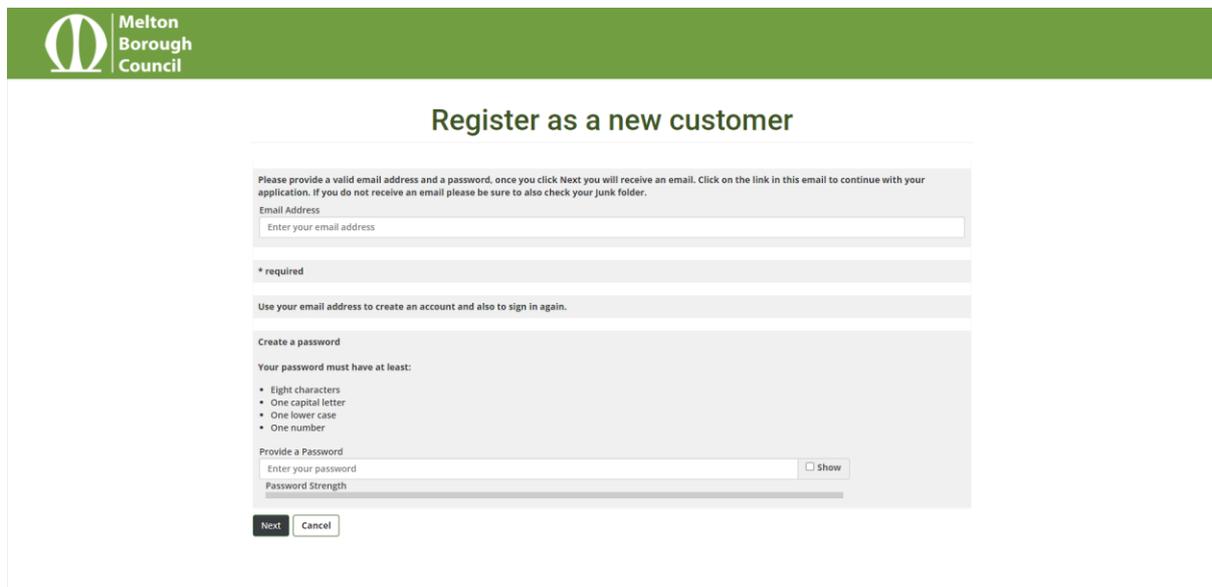
Please double check the information you have provided, if something is incorrect you can use the Back button to go back and correct it. Once you are happy, please click Finish.

You will get another page confirming you have successfully created your login, clicking the Continue to Login will take you back to the log in page where you can now log in with the details provided, once you are logged in you can create you application to join the housing register which we will cover later in this guide.

Create an Account (Current Applicants)

As previously mentioned, this option is for customer who either already have an application on the housing register but have not created a log in or for customers who are already a Melton Borough Council tenant. Using this option links your login to an application that has already been registered or links you to your tenancy with Melton Borough Council.

When you click this option, you will be taken to a page that will ask you for your email address and a password



The screenshot shows the Melton Borough Council website header with the logo and name. Below the header is a green bar with the text 'Register as a new customer'. The main content area is a white box with a light green border. It contains the following text and form elements:

Please provide a valid email address and a password, once you click Next you will receive an email. Click on the link in this email to continue with your application. If you do not receive an email please be sure to also check your Junk folder.

Email Address
Enter your email address

* required

Use your email address to create an account and also to sign in again.

Create a password
Your password must have at least:

- Eight characters
- One capital letter
- One lower case
- One number

Provide a Password
Enter your password Show

Password Strength

Next Cancel

Please provide a valid email address and a password for your account. As you can see your password must be at least eight characters long, contain at least one capital letter, at least one lower case letter and at least one number, this is purely to make passwords more secure.

One you have entered your email address and password, click Next.

When you click Next you will see this page;

Register Check Email

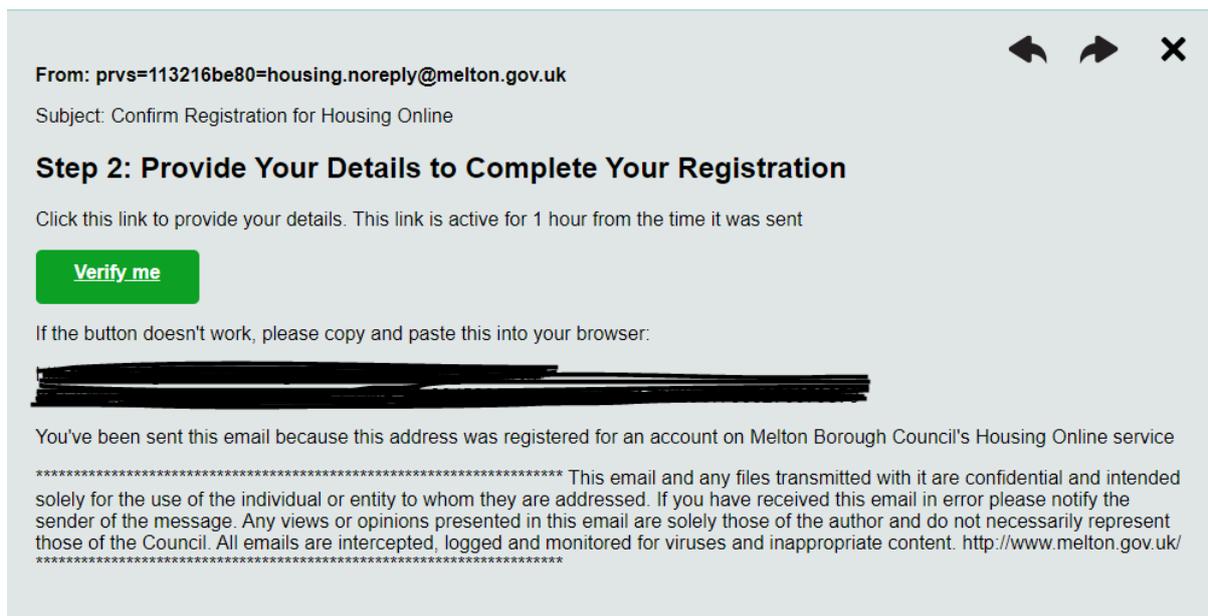
 We have sent an email to with a link to continue registration

 Check your email and activate the link before it expires in 1 hours.

 If this email expires or is wrong, you will need to start the registration process again, please make sure to check your spam folder. If the problem still persists please contact our Customer Services Team on 01664 502502.

This tells you that the system has sent you an email which you now need to open to verify your email address and continue with your application, please be sure to also check your junk/spam email folder.

The email you received should look something like this;



Please click on the Verify me button and that will take you to continue with your application

This will take you to a new page where you need to enter some information about you such as your name, date of birth, National Insurance Number etc. and also it will ask you to provide a memorable answer and date. Please be aware that you will need this memorable answer and date in order to log in to your application.

Register Details

Reference Number

You need to provide a rent reference number that we can verify your details against. This may be found on your Tenancy Agreement, Rent Statement or letter you have received from the Tenancy Services Team.

Select one of the following

Select one of the following from the list ▾

Reference Number

If you need help in retrieving these details, please call our Customer Services Team on 01664 502502.

Personal Details

First Name

Enter your First Name

Last Name

Enter your Last Name

Date of Birth

Please enter your Date of Birth

National Insurance Number

Add your memorable answer

This will make sure you can get back into your account quickly and securely in case you ever lose access. First, choose your secret or memorable question

Select your memorable question

Please Select ▾

Now enter your answer to this question

Now select your memorable date below

Enter your memorable date

Please be sure to keep a record of the answers you have provided as you will need them to log in to your account once registered and for future logins.

By clicking the "I accept" button I acknowledge that I have read and accepted the terms of the agreement below. You can view our [Terms and Conditions here](#)

I accept the Terms and Conditions

Finish **Cancel**

You will also see an option that asks you to provide a reference number that the system can verify your details against;

Register Details

Reference Number

You need to provide a rent reference number that we can verify your details against. This may be found on your Tenancy Agreement, Rent Statement or letter you have received from the Tenancy Services Team.

Select one of the following

Select one of the following from the list ▾

Reference Number

If you need help in retrieving these details, please call our Customer Services Team on 01664 502502.

There are three options here, Application Reference, Tenancy Reference and Rent Reference. Application reference is for if you already have an application registered on the system (if you have received a letter with this guide asking you to create your Housing Online account, your application reference will be advised in the letter). Your Tenancy Reference and Rent Reference should be on your Tenancy Agreement with Melton Borough Council. If you are unsure of your reference number please contact our Customer Services Team on 01664 502502 who will be able to advise.

Once you have entered your reference number, information and ticked the box to confirm you have read and accepted our terms and conditions, please click Finish.

Register Details

Reference Number

You need to provide a rent reference number that we can verify your details against. This may be found on your Tenancy Agreement, Rent Statement or letter you have received from the Tenancy Services Team.

Select one of the following

Application Reference

Reference Number

██████████

If you need help in retrieving these details, please call our Customer Services Team on 01664 502502.

Personal Details

First Name

██████████

Last Name

██████████

Date of Birth

██████████

National Insurance Number

██████████

Add your memorable answer

This will make sure you can get back into your account quickly and securely in case you ever lose access. First, choose your secret or memorable question

Select your memorable question

What is your favourite colour?

Now enter your answer to this question

Red

Now select your memorable date below

Enter your memorable date

██████████

Please be sure to keep a record of the answers you have provided as you will need them to log in to your account once registered and for future logins.

By clicking the "I accept" button I acknowledge that I have read and accepted the terms of the agreement below. [You can view our Terms and Conditions here](#)

I accept the Terms and Conditions

Finish Cancel

You will get a new window confirming you have successfully registered;

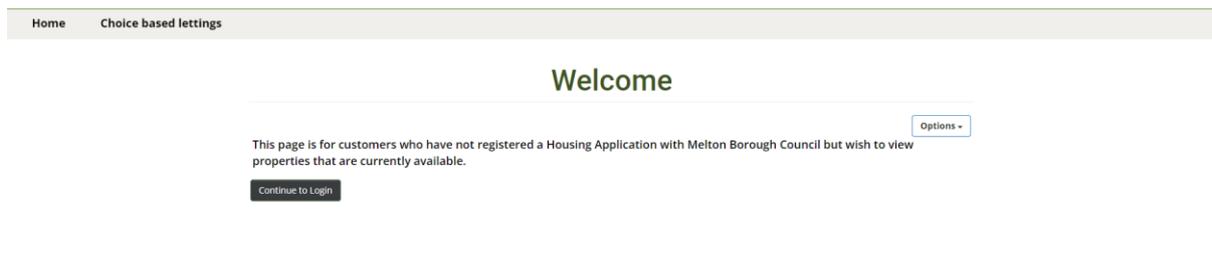


Your account has now been created and you can now log in with the information provided.

Access CBL Without Registration

There is a third option on the landing page called Access CBL Without Registration, clicking this option will all you to view any properties that are currently being advertised. Please note that this is a view only page so you will not be able to place any bids as you must be logged in to your account in order to place bids.

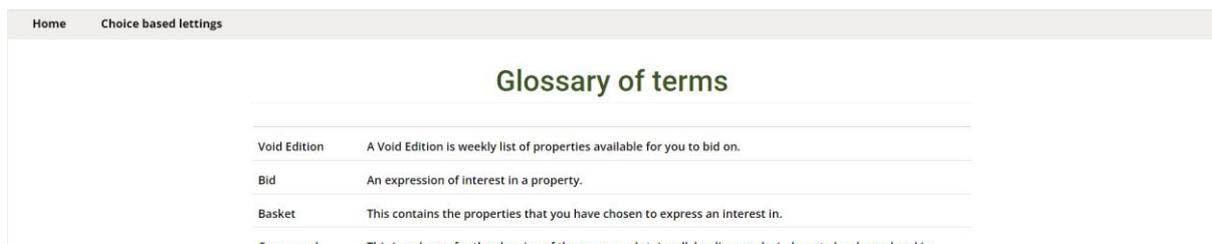
Clicking on this button will take you to this page;



On the right you have an Options button, clicking on this button gives you two options. Glossary of Terms and List of Available Properties.



Clicking on Glossary of Terms will take you to a page which is a Glossary of terms you might see when looking at properties and an explanation of what they all mean;



Clicking on List of Available Properties will take you to see the properties that are currently being advertised;

Home **Choice based lettings**

[Choice based lettings](#)

List of available properties

The following is a list of properties that you are eligible to bid on.

Click the View Details button to see further information about the property and to place a bid by adding it to your basket.

Void Edition End Date = **Monday 23 May 2022 17:00**

Main Image	Address	No. of Bedrooms	Property Type	Designated?	Net Rent Charge	Total Rent	
	Drummond Walk, Melton Mowbray, Leics, LE13 1JH	1	Ground Floor Flat	Designated	67.42	72.42	View Details

You can also see when the advert or 'Void Edition' will end and some basic information about the property including the Net Rent and Total Rent charge. If you are unsure about any of the terms you see please consult the Glossary of Terms page as previously mentioned.

You will also see a View Details button next to each property, clicking this button will give you some more information about the property;

Home **Choice based lettings**

Property information



Property Address Drummond Walk, Melton Mowbray, Leics, LE13 1JH

Communal Cleaning Charge Standard Rate Charge

Communal TV Aerial Charge Standard Rate Charge

Health and Safety Charge

Heating Type Electric Storage Heaters

Parking Provision Communal Car Parking Only



[Return to List of Properties](#)
[View Property Location](#)

Once you are logged in

When you have logged into your application, you will be presented with this page;

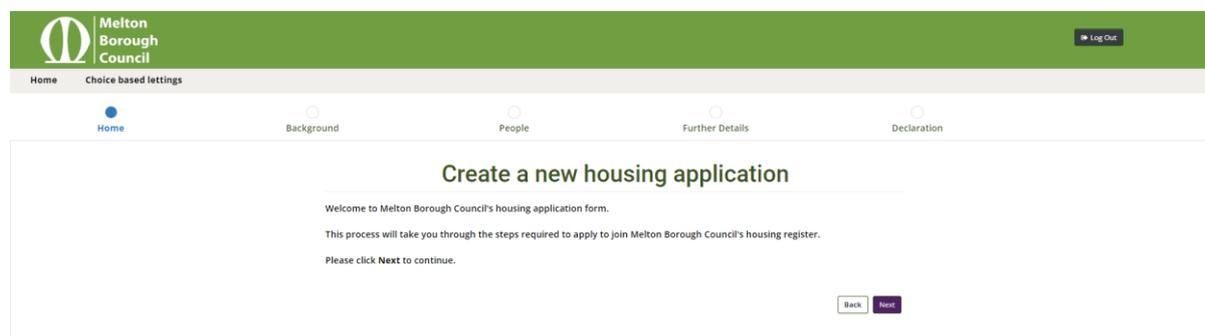
The screenshot shows the 'My summary' page of the Melton Borough Council Housing Online service. The page has a green header with the council logo and a 'Log Out' button. Below the header, there is a 'Home' link and 'Choice based lettings' text. The main content area is titled 'My summary' and includes a welcome message: 'Welcome to Melton Borough Council's Housing Online service.' Below this, there is a paragraph explaining that all houses and flats in and around Melton Mowbray are allocated through Choice-based lettings, giving users greater say over where they live. A section titled 'The process' lists several bullet points: 'Make an application for the Housing Register', 'If you are eligible for social housing you will be added to the waiting list. We aim to process applications within six to eight weeks', 'Available properties are advertised on this website', 'You bid for the properties you are interested in', 'Offers are made to the bidder with the greatest housing need', and 'If your situation changes keep your housing application up to date'. Below the list, it says 'Please select a service from the options below.' and 'If you need help to bid or want to contact the Housing Options Team please email us at housingoptions@melton.gov.uk'. At the bottom, there is a grid of nine green tiles, each with an icon and a label: 'Create new housing application' (document icon), 'My accepted housing applications' (checkmark icon), 'My saved housing applications' (floppy disk icon), 'Choice based lettings' (house icon), 'My documents' (document icon), 'My personal details' (person icon), 'Update my contact details' (phone icon), 'My preferences' (arrow icon), and 'Melton Borough Council's website' (globe icon).

Each of the tiles you can see here take you to different areas of Housing Online. Each area is explained in detail later on in the guide but in short this is what each tile is used for;

- Create a new housing application – This is where you will submit your application to join Melton Borough Council’s housing register if you have not already
- My accepted housing applications – This is where you can see the progress of your application and also make any necessary changes you may need to in the future
- My saved housing applications – This is where you can continue with your application if you have saved it part way through during the Create new housing application process
- Choice based lettings – This is where you will be able to see any available properties that you are eligible to bid on and place your bids
- My documents – You can upload any supporting evidence here and also view documents you have uploaded
- My person details – This is a summary of the personal details you provided when you created your account
- Update my contact details – Here you can update the contact information we hold for you
- My preferences - This is where you can change your password and memorable information should you wish to
- Melton Borough Council’s website – This is a link to go to Melton Borough Council’s website <https://www.melton.gov.uk>

Create new housing application

This is where you can submit your application to join Melton Borough Council's housing register. When you click on this tile you will come to this page;



Clicking next will bring you to the following page;

Background information

To complete your application you will need to provide the following information once you have submitted your application:

- National Insurance Number
- A copy of a utility bill, mobile phone bill or other information that shows your current address
- Passport or driving license. A copy of a birth certificate will also be accepted if no photo ID is available
- Wage slip or benefits information
- Copies of bank statements for the last two months for **all** accounts in your name
- Proof of equity you have in any other property in the UK or abroad. This is usually an estate agent's valuation and an up to date mortgage statement.

For some applications you may also be required to provide

- Proof of overnight access to children who do not stay with you on a permanent basis, for example a signed letter from the children/s other parent or guardian confirming the access you have
- MAT B1 or other NHS letter that shows your expected delivery date if you are pregnant
- A copy of your tenancy agreement and an up to date rent statement for Housing Association and Private tenants
- **Other medical evidence** (Patient record of the GP, Occupations Therapist assessment, a Health Visitor's report, letters from your Consultant etc.

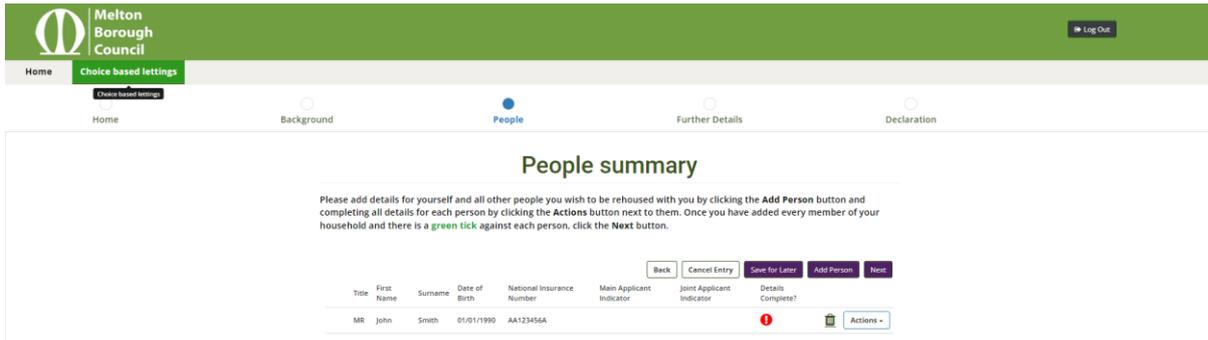
Make sure you save the form as you go along so you can complete it another time if necessary.

If we do not receive your proofs within 14 days of the day you submit your application, the application will be closed.



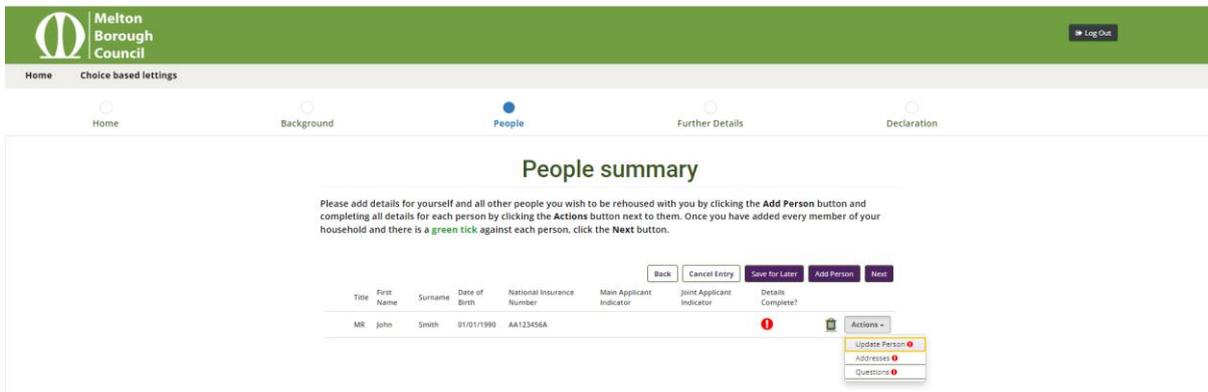
This will give you an overview of the types of supporting evidence you will be required to provide in order for the Housing Options Team to be able to process your application.

Clicking next will take you to the page where you add the household members to your application (note this is only people who will be moving with you);



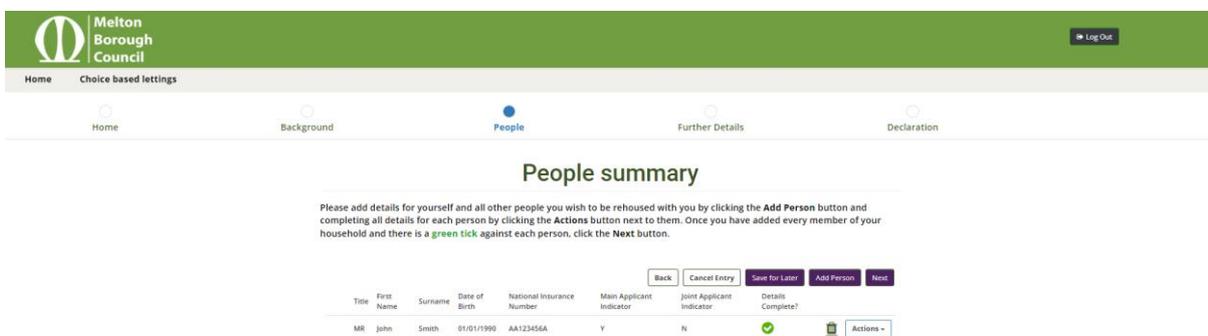
Clicking the Add Person button will allow you to add another person to your application if you are not applying on your own.

You can see that there is a red icon under 'Details Complete?' next to each person on the application. This means there are some questions that need to be answered for each individual person. Clicking the Actions button next to the person shows where information is missing;



Clicking on any of these Actions will open a new window where you need to either answer a series of questions or provide 6 years worth of previous addresses for each person.

As you answer the questions in each of these Actions you will see a green tick appear next to that Action, that means you have answered everything you need to in that particular Action. Once you have a green tick next to all 3 Actions you will see the red icon under 'Details Complete?' has now turned into a green tick as below;



Once there is a green tick next to each person on your application, you can then click Next to continue.

This is where the majority of questions that need to be answered for your housing register application are. Please now work your way through the questions and answer all of the questions that are relevant to yourself, clicking the Next button will take you to the next set of questions.

You can also click the Save for Later button if you want to save your progress for later, if you save your application it can be found under the My saved housing applications tile on the main page.

The screenshot shows the Melton Borough Council website interface. At the top, there is a green header with the council logo and a 'Log Out' button. Below the header is a navigation bar with icons for Home, Background, People, Further Details (which is active), and Declaration. The main content area is titled 'Application questions' and contains a form with the following elements:

- Buttons: Back, Cancel Input, Save for Later, Next.
- Section: **Eligibility Information**
- Question 1: Are you or the joint Applicant subject to immigration controls? *
Please Select (dropdown menu)
- Question 2: Have you or the joint Applicant returned to the UK or the Republic of Ireland in the last year? *
Please Select (dropdown menu)

You will note that answering 'Yes' to some questions will also open up some further questions relevant to the question you have answered as 'Yes'. Please be sure to also complete these questions so we have access to all of the information we require to process your application accordingly;

This screenshot shows the same website interface as the previous one, but with the 'Anyone In Your Home Pregnant' section active. The form includes:

- Buttons: Back, Cancel Input, Save for Later, Next.
- Section: **Anyone In Your Home Pregnant**
- Question: Is there anyone in your household who is pregnant? *
Yes (dropdown menu)
- Text input: Please provide the name of the expectant mother
- Date input: What date is the baby due? (DD/MM/YYYY)
- Footnote: If anyone is pregnant please ensure you enter the date the baby is due as this is essential to the assessment of your application.

Once all questions have been answered you will come to the declaration page;



Melton Borough Council

Home Choice based lettings

Home Background People Further Details Declaration

Housing application form declaration

Before clicking the **Submit** button, please be sure that you have completed all the sections of the online form that apply to you. If you want to make any changes before you **Submit** the application, click on the **Back** button to navigate to where you want to make changes. Please note that once you submit your application, you will not be able to make any changes until the Housing Options Team has either accepted or rejected your application. Once submitted the Housing Options Team will aim to process your application within 6 weeks.

If you believe that the contents of the application are true to the best of your knowledge, please read the following and agree to the Declaration at the bottom:

General - I confirm that the details I have given on this form are true and that I will tell you immediately about any changes in my circumstances. I understand that if I give any false information, my registration may be refused, any offers of tenancy may be withdrawn, or I may lose any tenancy I am granted.

Status Checks - I understand that you will make all the necessary checks relating to this registration. This may include references, a credit check and Police record checks as well as confirmation of my address and previous housing debts. I agree to these checks being made. Without this consent I understand that my application will not be processed.

I have read and understood the information above and give permission for any enquiries to be made that may be necessary to assess my housing application and to share information with other organisations for this purpose.

Please take the time to read our Terms and Conditions before submitting your application.

You can view our Terms and Conditions [here](#)

I Agree to the Terms and Conditions *

Please Select

Back Cancel Submit

Once you come to this page and have Agreed to the Terms and Conditions please click Submit to submit your application. Once submitted you will get the below confirmation page;



Melton Borough Council

Home Choice based lettings

Housing application form Saved for Later and Submit confirmation

If you have clicked **SUBMIT** because you have completed all the questions, your application will now need to be **verified** by the Housing Options Team. To allow us to verify your application, you need to send us proof of ID for each person on your application and proof of your address.

If you have clicked **Save for Later** you can continue to complete your application at a later date.

If you wish to query this application with a member of staff please quote application reference number **31170**

Once you have completed your application, you must send in proof of the information that you have submitted within 14 DAYS from today. If we do not receive this information, your application will automatically be closed and will not be assessed.

Done

Note that this page also gives you your application reference number so please note it down so you can reference it should you need to make any enquiries. Your application has now come through to the Housing Options Team for verification.

My accepted housing applications

Once your application has been verified by the Housing Options Team, you will be able to see the status of your application here



Melton Borough Council

Home Choice based lettings

My applications summary

Please select number of rows

Please Select

Application Reference Number	Applicant's Name	Applicant's Address	Main or Joint Applicant Indicator	Application Status	Actions
31170	Mr John Smith	1 Main Street, Main Town, MM00 1MM	Y	New	Actions

1-1

Once your application has been verified, you can click the **ACTIONS** button and upload the remainder of your evidence. If you wish your evidence can be emailed to CSL@e-registration@melton.gov.uk or posted to the Housing Options Team, Melton Borough Council, Parkside, Station Approach, Melton Mowbray, Leics. LE13 1GH

As you can see the Application status is new which means your application has now been verified, at this point the Housing Options Team is waiting for you to supply your supporting evidence which can now be done by uploading them through the My documents portal or emailing or posting them to us.

Once all required supporting evidence has been received, the Housing Options Team can then process, assess and activate your application. Once your application has been activated you will see that the Application Status is now set to Current;

The screenshot shows the 'My applications summary' page on the Melton Borough Council website. At the top, there is a green header with the council logo and a 'Log Out' button. Below the header, the page title is 'My applications summary'. Underneath, it says 'Application list category: Medium Housing Need'. There is a dropdown menu to 'Please select number of rows' with 'Please Select' chosen. A table lists the application details:

Application Reference Number	Applicant's Name	Applicant's Address	Main or Joint Applicant Indicator	Application Status	Actions
31170	Mr John Smith	1 Main Street, Main Town, MM00 1MM	Y	Current	Actions

Below the table, it indicates '1-1' and provides instructions: 'Once your application has been verified, you can click the ACTIONS button and upload the remainder of your evidence. If you wish your evidence can be emailed to CBLRe-registration@melton.gov.uk or posted to the Housing Options Team, Melton Borough Council, Parkside, Station Approach, Melton Mowbray, Leics, LE13 1GH'.

You can also see at the top it says Application list category: Medium Housing Need, once an application has been made active it will display which housing need band your application has been assessed as. At this point you can start placing bids on properties in the Choice based lettings area.

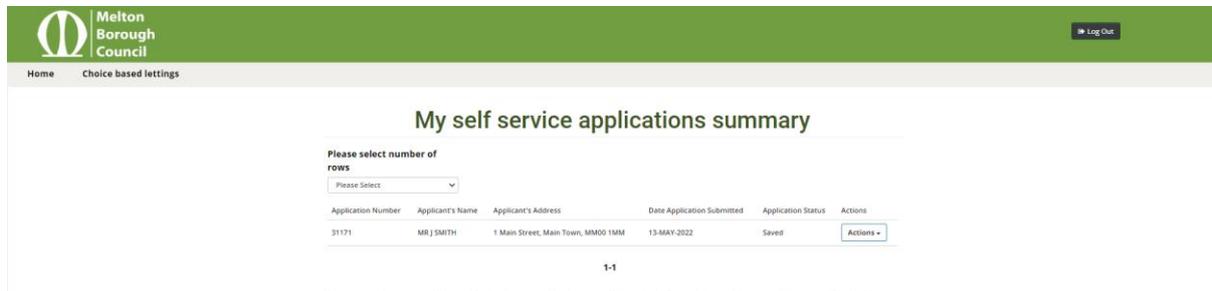
There is also an Actions button on the right which will allow you to do a few things.

This screenshot is similar to the previous one, but the 'Actions' button has been clicked, revealing a dropdown menu with the following options: 'View Application People', 'View Application Addresses', 'Update Answers', and 'Upload Documents'. The rest of the page content remains the same.

You can view and update/add people to your application, update your address, maintain the answers to some questions (please note that at the time of writing this guide you can only update the answer to questions that would affect the assessment of your application, we will in time allow customers to update every question) and there is also a shortcut here to upload documents.

My saved housing applications

If you have saved your housing register application part way through you will be able to come here to continue with your application;



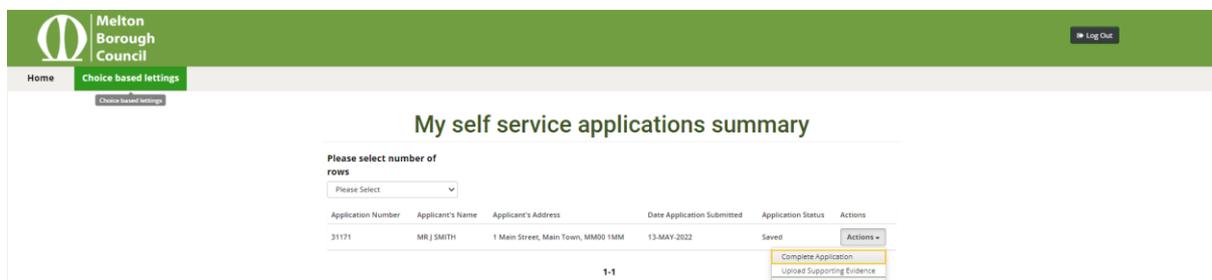
My self service applications summary

Please select number of rows

Application Number	Applicant's Name	Applicant's Address	Date Application Submitted	Application Status	Actions
31171	MR J SMITH	1 Main Street, Main Town, MM00 1MM	13-MAY-2022	Saved	Actions +

1-1

Clicking on the Actions button will give you the options to complete your application, click this to continue from where you left your application;



My self service applications summary

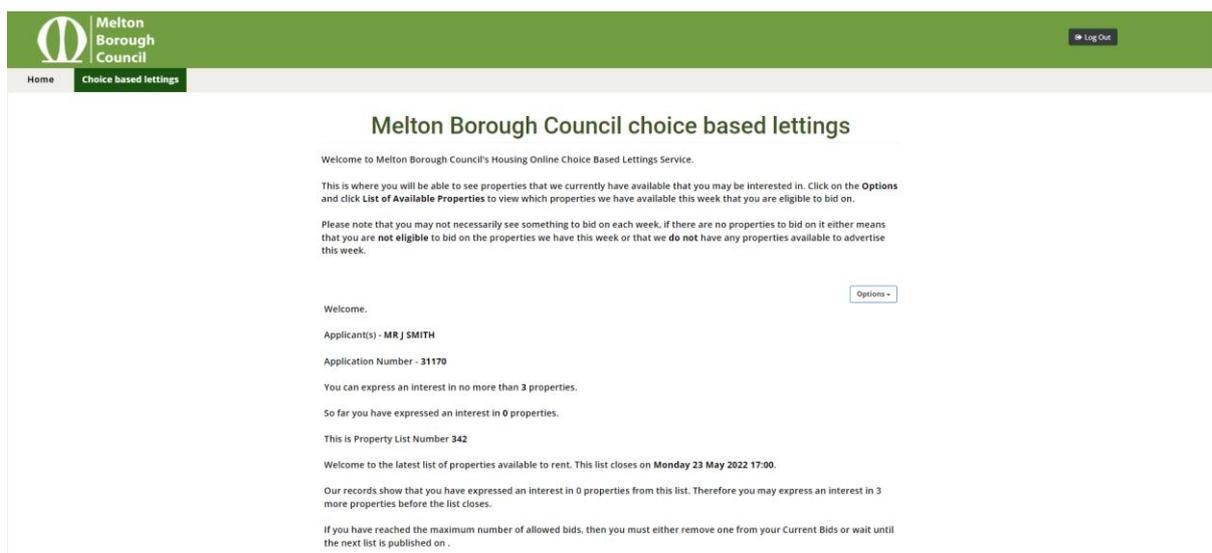
Please select number of rows

Application Number	Applicant's Name	Applicant's Address	Date Application Submitted	Application Status	Actions
31171	MR J SMITH	1 Main Street, Main Town, MM00 1MM	13-MAY-2022	Saved	Actions + Complete Application Upload Supporting Evidence

1-1

Choice based lettings

Clicking on this portal will take you to where you can start placing bids on properties once your application has been made active. Clicking the portal will bring you to this page;



Melton Borough Council choice based lettings

Welcome to Melton Borough Council's Housing Online Choice Based Lettings Service.

This is where you will be able to see properties that we currently have available that you may be interested in. Click on the **Options** and click **List of Available Properties** to view which properties we have available this week that you are eligible to bid on.

Please note that you may not necessarily see something to bid on each week, if there are no properties to bid on it either means that you are **not eligible** to bid on the properties we have this week or that we **do not** have any properties available to advertise this week.

Welcome. Options -

Applicant(s) - MR J SMITH

Application Number - 31170

You can express an interest in no more than 3 properties.

So far you have expressed an interest in 0 properties.

This is Property List Number 342

Welcome to the latest list of properties available to rent. This list closes on **Monday 23 May 2022 17:00**.

Our records show that you have expressed an interest in 0 properties from this list. Therefore you may express an interest in 3 more properties before the list closes.

If you have reached the maximum number of allowed bids, then you must either remove one from your Current Bids or wait until the next list is published on .

Here it shows your name, your reference number, how many bids you can place on a cycle and how many bids you have already placed, the cycle (now known as a void edition) reference number, when the void edition closes and how remaining bids you have left. Please note following the updated to Melton Borough Council’s Allocations Policy, customers can now place up to 3 bids per property cycle rather than the previous 2.

On the right you will see an Options button, if you click this you can see various options.

List of Available Properties – This is where you can go to see what properties are available that you can place bids on

Basket – This is where you can view bids that you have selected but not confirmed (note bids work like a shopping basket online, you put your bids in the basket then you check them out)

Glossary of Terms – This is a glossary of terms you might see when looking at properties with an explanation as you their meaning

Current Expressions of Interest – This is where you can see the bids you have made on the current property cycle

Previous Property List – This a is a list of past cycles if you wish to go back and look at any previous property cycles

Clicking List of Available properties will take you to where you can see the properties that you are eligible to bid on (as before, customers can only see properties to bid on that they are eligible for).

The screenshot shows the 'List of available properties' page on the Melton Borough Council website. The page features a green header with the council logo and navigation links like 'Home' and 'Choice based lettings'. A 'Log Out' button is visible in the top right. The main content area is titled 'List of available properties' and includes the following text:

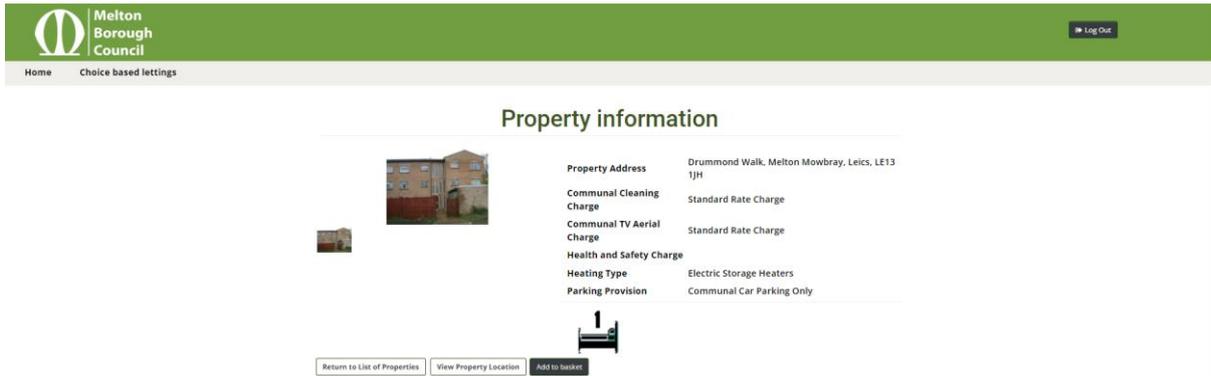
The following is a list of properties that you are eligible to bid on.
 Click the View Details button to see further information about the property and to place a bid by adding it to your basket.
 Void Edition End Date = Monday 23 May 2022 17:00

Main Image	Address	No. of Bedrooms	Property Type	Designated?	Net Rent Charge	Total Rent	
	Drummond Walk, Melton Mowbray, Leics, LE13 1JH	1	Ground Floor Flat	Designated	67.42	72.42	View Details
	Beckmill Court, Melton Mowbray, Leics, LE13 1PF	1	First Floor Flat	Not Designated	69.94	75.28	View Details

1-2

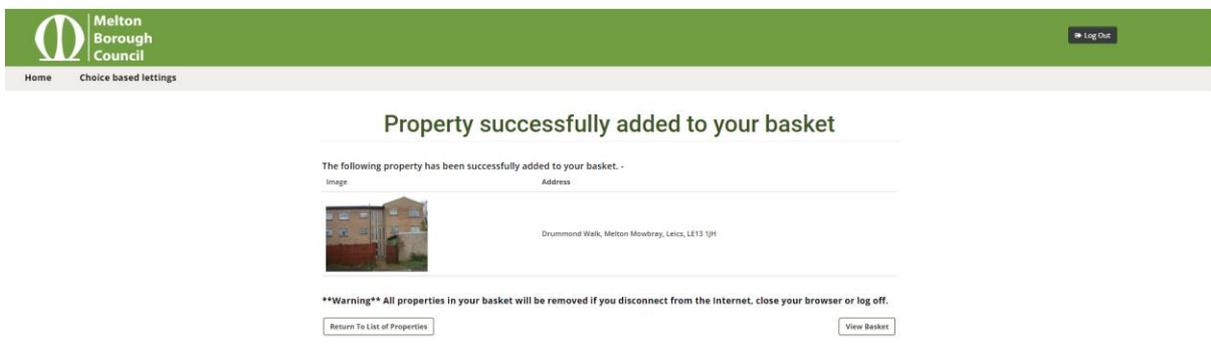
This page shows some basic information about the properties you are eligible for such as the number of bedrooms, what type of property it is and Net and Total rent charges.

Clicking on View Details shows further information about the property and this is also where you can place your bid.

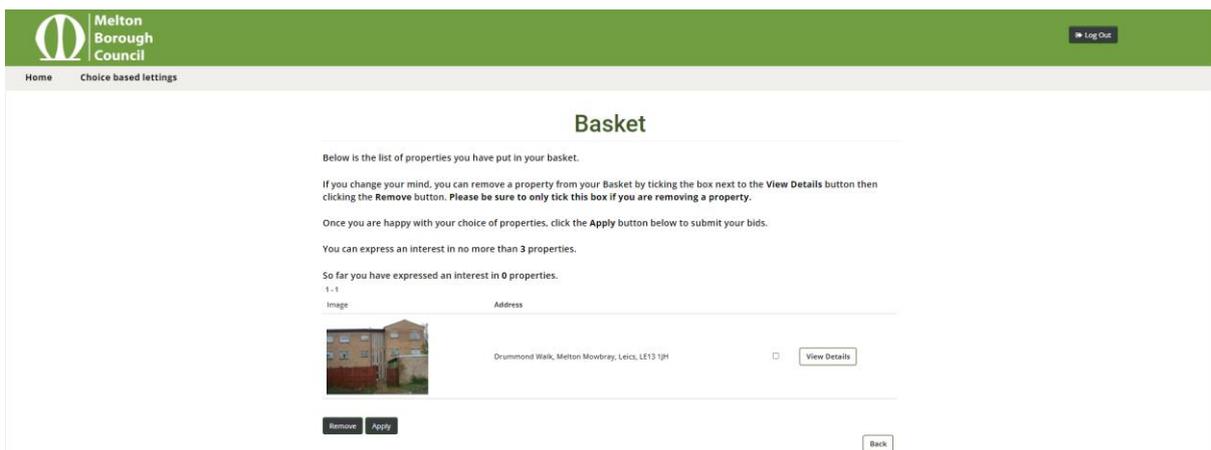


As you can see you can Add the property to your basket and see some further information about the property. Clicking on the View Property Location button will also bring up the area the property is located in Google map if you wish to have a look at the area.

Clicking add to basket brings up this page;

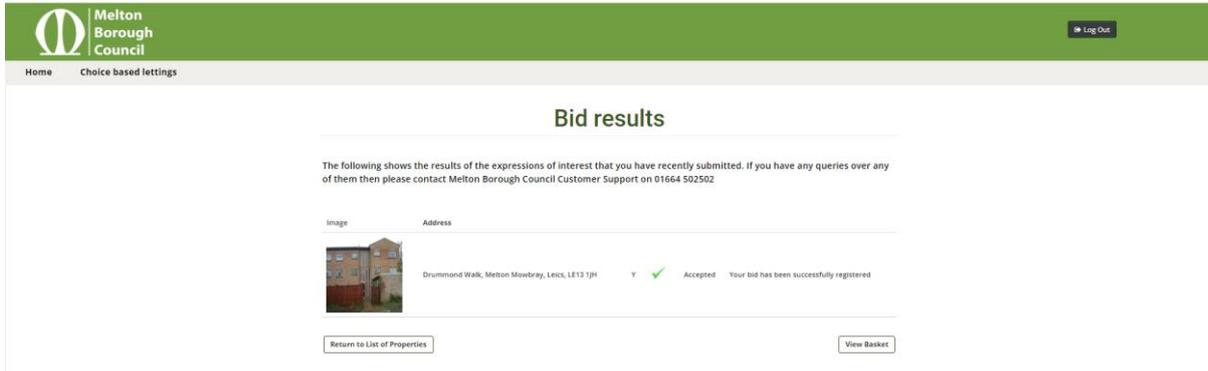


Confirming the property has been added to their basket. If we now click View Basket we can see the property in the basket ready to be checked out;

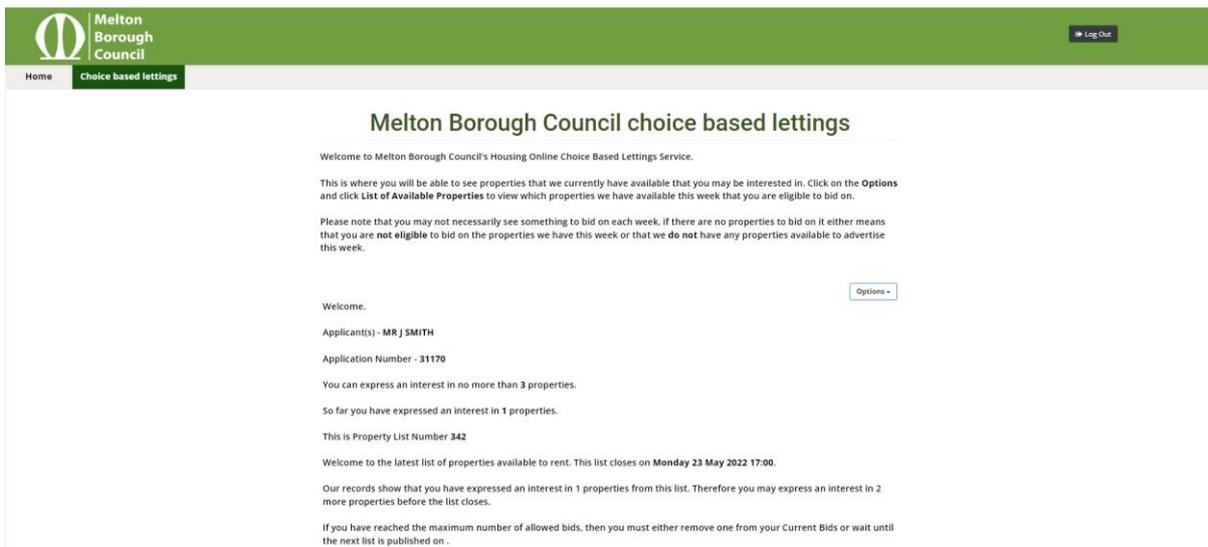


Please note there is a box next to the View Details button that is used to remove a property from the basket, this is not used to confirm a bid.

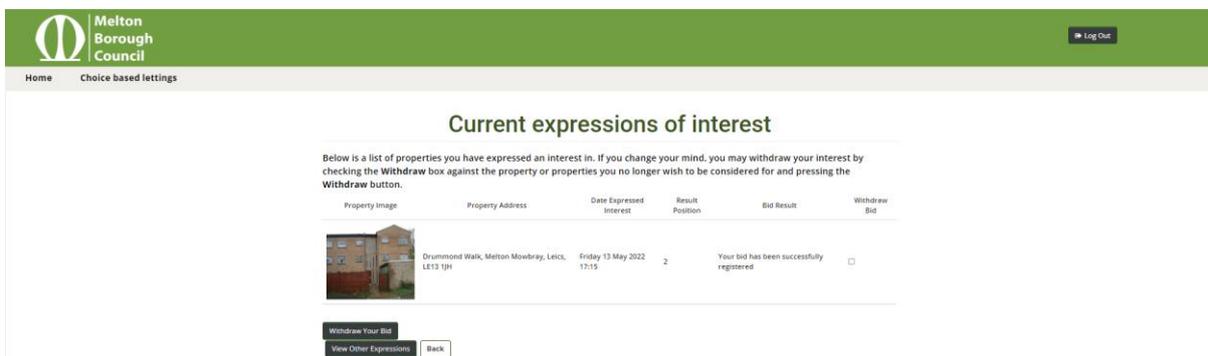
Clicking apply checks out the basket and you can see it has now accepted the bid;



Going back to CBL now shows one bid has been placed and you can still make up to 2 more bids;



Clicking the Options button and then Current expresses of Interest shows your active bids, when the bid was placed and what position you are currently in;



You can also withdraw a bid here if you have changed your mind about any of the bids you have placed.

My documents

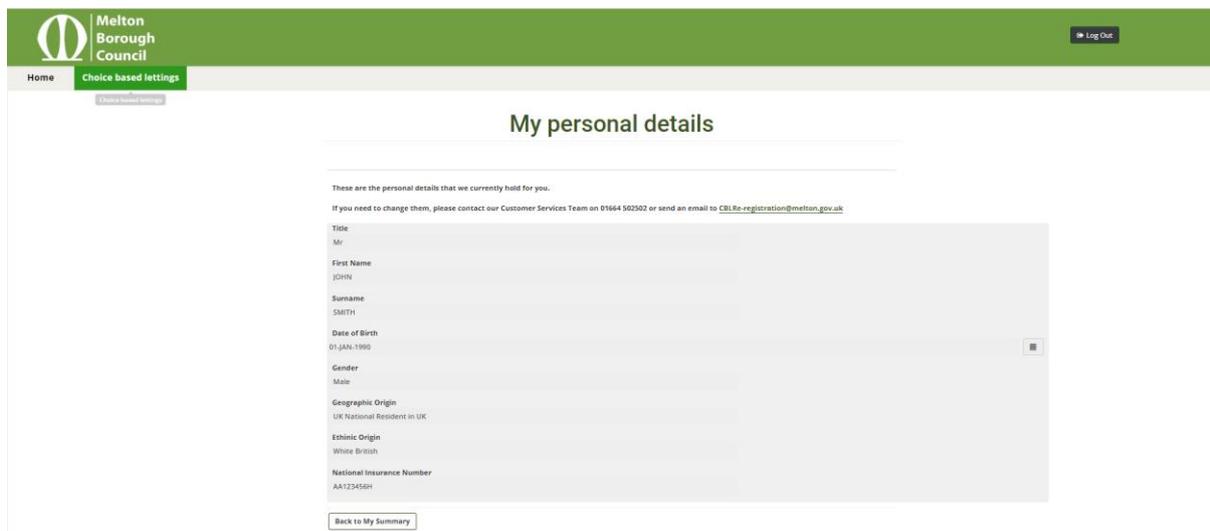
This is a simple portal where you can upload supporting evidence to support your housing register application if you wish to upload your documents;

Clicking upload will give open a new window where you can choose the file you wish to upload, let us know what type of document it is and any comments you wish to add alongside the document;

The Housing Options team can then view these attachments in the back office and it will now also the documents you have uploaded;

My personal details

This is a simple portal that displays some information you provided when you created your login;



The screenshot shows the 'My personal details' page. At the top, there is a green header with the Melton Borough Council logo and a 'Log Out' button. Below the header, there is a navigation bar with 'Home' and 'Choice based lettings'. The main content area is titled 'My personal details' and contains the following information:

These are the personal details that we currently hold for you.

If you need to change them, please contact our Customer Services Team on 01664 502502 or send an email to CBLE-registration@melton.gov.uk

Title
Mr

First Name
JOHN

Surname
SMITH

Date of Birth
01 JAN 1990

Gender
Male

Geographic Origin
UK National Resident in UK

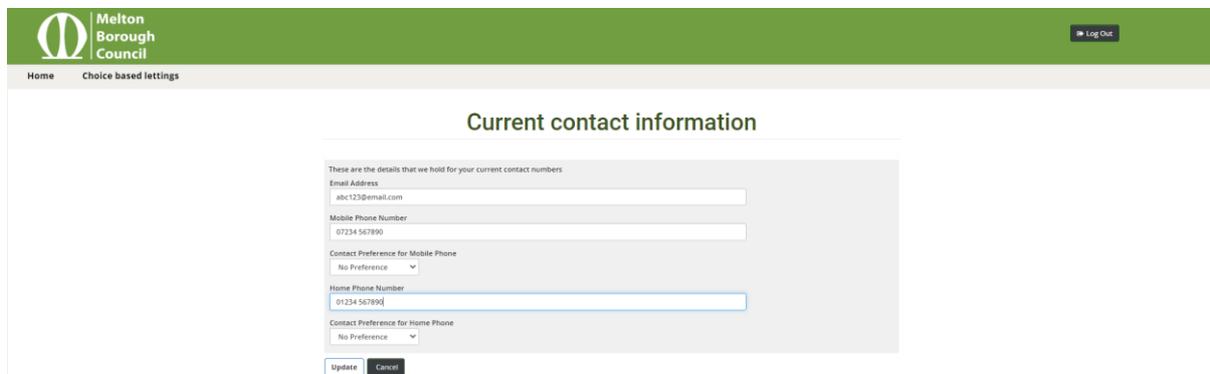
Ethnic Origin
White British

National Insurance Number
AA1234567

At the bottom of the form, there is a 'Back to My Summary' button.

Update my contact details

Here is where you can updated the contact information we hold for you and you can also advise your preference to method of contact;



The screenshot shows the 'Current contact information' page. At the top, there is a green header with the Melton Borough Council logo and a 'Log Out' button. Below the header, there is a navigation bar with 'Home' and 'Choice based lettings'. The main content area is titled 'Current contact information' and contains the following information:

These are the details that we hold for your current contact numbers

Email Address
abc123@email.com

Mobile Phone Number
07234 567890

Contact Preference for Mobile Phone
No Preference

Home Phone Number
01234 567890

Contact Preference for Home Phone
No Preference

At the bottom of the form, there are 'Update' and 'Cancel' buttons.

My preferences

This is where you can update your login email address, password or memorable information if you need to. Note the system will only allow changes if you also provide your current information for security reasons;

Home Choice based lettings

My login details

These are your current login details which you can update below if you wish. However, you must enter your current password to do so.

Email Address
abc123@email.com

Your Current Password Show

Your Memorable Date
DD/MM/YYYY

Your Memorable Question
Please Select

Your Memorable Answer

New Password Show

Password Strength

Confirm New Password Show

Password Strength

Update Cancel

Frequently asked questions

What do I do if I have locked myself out of my account or I have forgotten some of my memorable information?

If you have locked yourself out of your account, you need to reset your password or you have forgotten any memorable information, please call our Customer Services team on 01664 502502. They will be able to send you an email that will allow you to reset your password, unlock your account, reset memorable information etc.

How do I provide the supporting evidence for my application?

You have a few ways you can provide your supporting information, it is up to you which method you use. You can either use the My Documents portal to upload your documents to us, you can email them to us at CBLRe-registration@melton.gov.uk, you can post them to us at Housing Options, Melton Borough Council, Parkside, Station Approach, Melton Mowbray, Leicestershire, LE13 1GH or you can bring you supporting evidence into the Parkside offices and pass them to reception.

How long until my application is assessed and I can start bidding?

Once we have received all of the supporting evidence we require for your application we aim to assess it within 4-6 weeks.