

Housing Online – Re-Housing Application User Guides

This guide specifically relates to Re-Housing and Allocations. Should you need help finding your way around other parts of your Housing Online account, please refer to the All User Guides section which you can access by clicking [here](#)

Contents

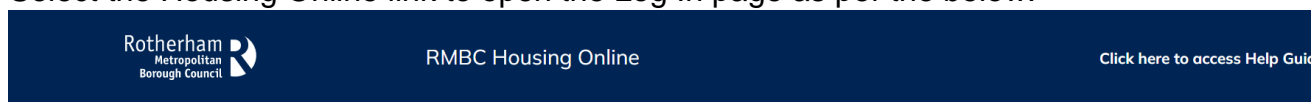
Page Number

Create an Account as an Existing Applicant	2
Create an Account/Application as a New Applicant	19
Update Person Details	21
Delete a Person	23
Add a Person	26
Add a New Address	29
Amend Application Questions/Answers	36
Update Contact Details	34
Upload a Document to a Saved Application	38
Upload a Document to an Accepted Application	41
Delete a Document	44
Place a Bid	47
How to View Current Bids and Queue Positions	53
Withdraw a Bid	55

Please refer to the '**Registering and Logging in Guide**' for details of how to register for the first time and/or log in with a previously registered account.

Create an Account as an Existing Applicant

- Select the Housing Online link to open the Log In page as per the below:



LOGIN

If this is the first time you have accessed Housing Online you will need to create an account. Please note if you previously had an online account with Keychoices, these details no longer exist and you will also need to create an account.

If you have a **current tenancy** or **former tenancy**, please select '**Register securely using your reference number**'. You should then select '**Payment Reference**' from the drop-down list and enter your current/former payment reference number e.g., 51XXXXXXXXX2. Then follow the on-screen instructions.

If you have a **current rehousing application** but are not a current tenant, please select '**Register securely using your reference number**'. You should then select **Application Reference** or **Person Reference** and enter your new reference number. Then follow the on-screen instructions.

IMPORTANT: If you do not know your reference number to link your account to your tenancy or rehousing application, do not continue with registering an account. Please contact us on 01709 336009.

If you do not have a **current/former tenancy** or **rehousing application** and wish to apply for rehousing, please select '**Don't have an existing application/tenancy with us? Register here**' then follow the on-screen instructions.

- Scroll down the page to the 'Login to your account' section

- Select the 'Register securely using your existing reference number' option

- The 'Register' page will display as shown below:

- Carefully enter your current email address and then create a password. When you've done this select Next

REGISTER

You must provide a reference number in which we can verify your details against. Please enter the numeric reference number on the letter you were sent by Keychoices and select the option of Original Keychoices Reference Number from the drop down list.

Next Cancel

- Having selected Next, the following page will display – asking you to check your email inbox. A registration email should arrive within a few minutes. Check your junk folder if you have not received an email. If you do not receive an email, follow the above steps

again to ensure no errors were made when entering your email address.

REGISTER CHECK EMAIL

✉ We have sent an email to ghfwpdtyutewhilai@kvhrr.com with a link to continue registration

🔗 Check your email and activate the link before it expires in 24 hours.

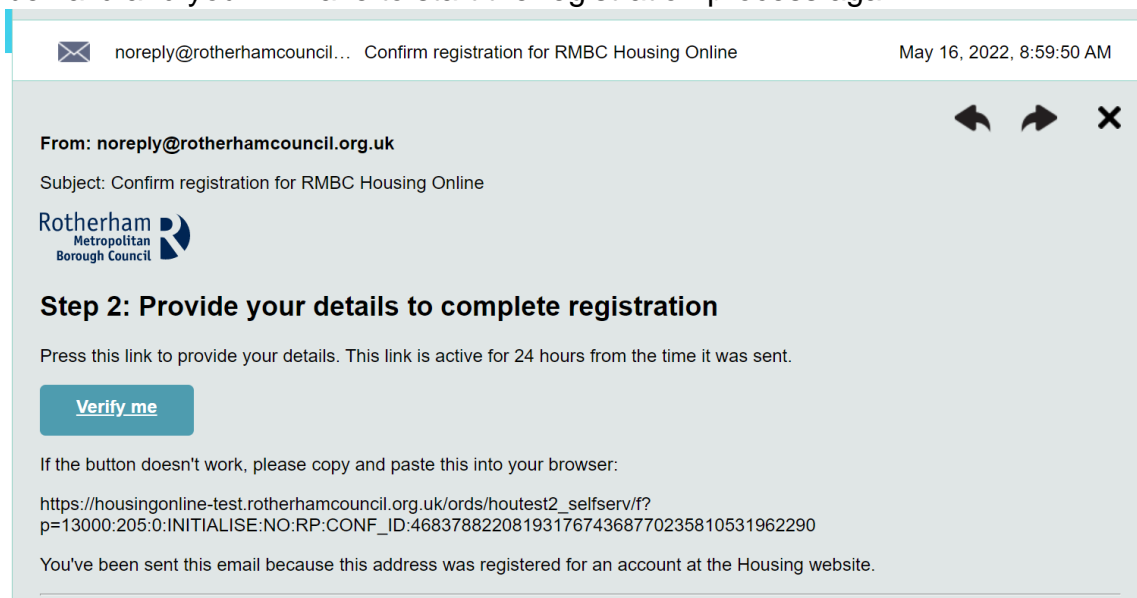
🔄 If this email expires or is wrong, you will need to start the registration process again.

Please check your spam folder before you contact support on 01709 336009.

[RMBC Privacy Policy](#)

[RMBC Accessibility Statement](#)

- Open the email and select the 'Verify Me' link. Please note this is a one time only link, therefore if you click on the link and do not complete the process the link will no longer be valid and you will have to start the registration process again.



- After selecting the 'Verify Me' link from your email, the following page will display:



REGISTER DETAILS

Reference Number

You must provide a reference number in which we can verify your details against. Please enter the numeric reference number on the letter you were sent by Keychoices and select the option of Original Keychoices Reference Number from the drop down list

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 Housing on 01709 336009.

- Select Person Reference or Application Reference (if you are an existing Rotherham Council tenant you also have the option to select Payment Reference and enter your rent account reference number). Once you have selected an option, please enter the correct reference number to match the option you have selected.

If you create an account using the incorrect reference number or register as a new applicant, your account will not link to your existing application and/or details. If you do not know your reference number, please call us on 01709 336009.

Reference Number

You must provide a reference number in which we can verify your details against. Please enter the numeric reference number on the letter you were sent by Keychoices and select the option of Original Keychoices Reference Number from the drop down list

Select one of the following

Select one of the following from the list ▼

- Select one of the following from the list
- Application Reference
- Alternative Tenancy Reference
- Payment Reference
- Person Reference
- Original Keychoices reference number

If you need help in retrieving these details, please call Housing on 01709 336009.

Personal details

First Name

Enter your First Name

Last Name

- Once you have entered your reference number, you will then need to scroll down the page to enter your First Name, Last Name and Date of Birth.

Personal details

First Name

Enter your First Name

Last Name

Enter your Last Name

Date of Birth (dd/mm/yyyy)

Please enter your Date of Birth



- After you have entered your name and date of birth, scroll down and select a memorable question from the drop-down list and enter a memorable answer.
- Then enter your memorable date in the format DD/MM/YYYY. You will need this information should you need to re-set your password in the future.
- Once you have done this, confirm you accept the terms and conditions of use by selecting Yes from the drop-down list.
- Finally select finish which you will find at the bottom right corner of the screen.

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



By clicking the "I accept" button I acknowledge that the information I have provided is correct.

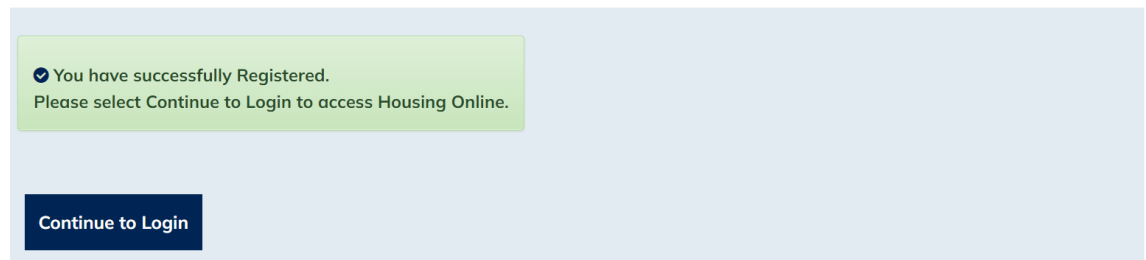
I accept the terms here

Please Select



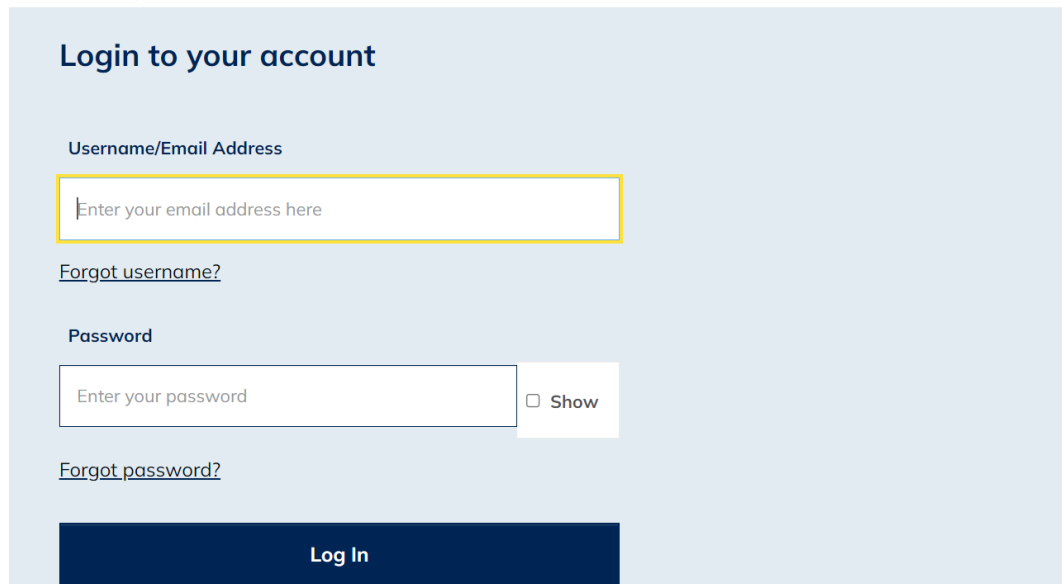
- Once successfully registered you will see the following confirmation:

REGISTRATION SUCCESSFUL



A confirmation screen with a light blue background. At the top, a green box contains a checkmark icon and the text: "You have successfully Registered. Please select Continue to Login to access Housing Online." Below this, a dark blue button with white text reads "Continue to Login".

- Select the 'Continue to Login' option
- You will be re-directed to the log in page. Enter your email address and password then select Log In:



A login form titled "Login to your account" on a light blue background. It features two input fields: "Username/Email Address" with a placeholder "Enter your email address here" and "Password" with a placeholder "Enter your password". A "Show" button with a checkbox is next to the password field. Below each input field is a link: "Forgot username?" and "Forgot password?". At the bottom is a dark blue "Log In" button.

- You will now be logged into your Housing Online account and will be able to see the My Summary page as shown below:

MY SUMMARY

Welcome

. Please select a service from the options below



- You will now be able to view your application by clicking the 'My Accepted Housing Applications' option.

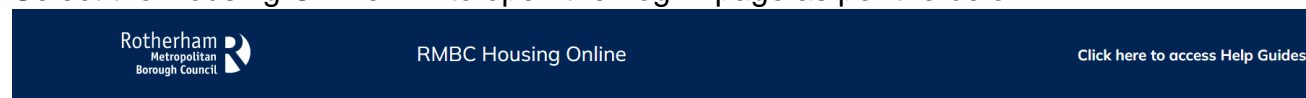
MY APPLICATIONS SUMMARY

Please be aware that any changes made to the questions/answers on your housing application will result in your application being suspended until the changes have been reviewed by Keychoices.

If you wish to make any changes please update this on your account, save any changes then contact Keychoices on 01709 336009 so the changes can be reviewed and your application updated accordingly.

Create an Account/Application as a New Applicant

- Select the Housing Online link to open the Log In page as per the below:



LOGIN

If this is the first time you have accessed Housing Online you will need to create an account. Please note if you previously had an online account with Keychoices, these details no longer exist and you will also need to create an account.

If you have a **current tenancy** or **former tenancy**, please select '**Register securely using your reference number**'. You should then select '**Payment Reference**' from the drop-down list and enter your current/former payment reference number e.g., 51XXXXXXXXX2. Then follow the on-screen instructions.

If you have a **current rehousing application but are not a current tenant**, please select '**Register securely using your reference number**'. You should then select **Application Reference** or **Person Reference** and enter your new reference number. Then follow the on-screen instructions.

IMPORTANT: If you do not know your reference number to link your account to your tenancy or rehousing application, do not continue with registering an account. Please contact us on 01709 336009.

If you do not have a **current/former tenancy** or **rehousing application** and wish to apply for rehousing, please select '**Don't have an existing application/tenancy with us? Register here**' then follow the on-screen instructions.

- Scroll down the page to the 'Login to your account' section

Login to your account

Username/Email Address

Enter your email address here

[Forgot username?](#)

Password

Enter your password ☐ Show

[Forgot password?](#)

Log In

Register securely using your existing reference number

Don't have an existing application/tenancy with us?
Register here

Access Choice Based Lettings without registration

- Select the 'Don't have an existing application/tenancy with us? Register here' option
- You will be re-directed to the 'Register as a New Client' page. Please enter your current email address and create a password. Once you have entered these details

select the Next button at the bottom of the page.

REGISTER AS A NEW CLIENT

- If you are not known to RMBC, you must register.

Please provide your email address and create a password to commence the registration process.

Email Address

Enter your email address

*** required**

Your email address will be used to create an account and will also be your Username whenever you login.

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

- Having selected Next, the following page will display – asking you to check your email inbox. A registration email should arrive within a few minutes. Check your junk folder if you have not received an email. If you do not receive an email, follow the above steps again to ensure no errors were made when entering your email address.

REGISTER CHECK EMAIL

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

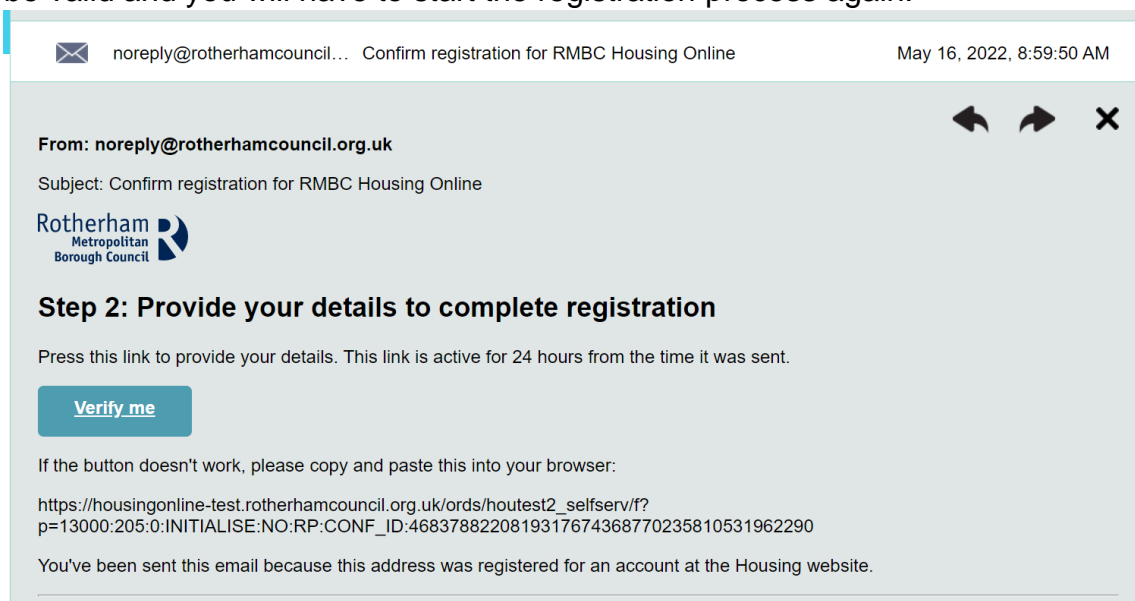
 Check your email and activate the link before it expires in 24 hours.

 If this email expires or is wrong, you will need to start the registration process again.

Please check your spam folder before you contact support on 01709 336009.

- Open the email and select the 'Verify Me' link. Please note this is a one time only link, therefore if you click on the link and do not complete the process the link will no longer

be valid and you will have to start the registration process again.



- After selecting the 'Verify Me' link from your email, the following page will display:

PERSON DETAILS

The screenshot shows the 'PERSON DETAILS' registration page with the following structure:

- Navigation Bar:**
 - Person Details (selected)
 - Your Contact Details
 - Your Address Details
 - My Summary
- Form Fields:**
 - Title:** Please Select (dropdown menu)
 - Forename:** [Text input field]
 - Surname:** [Text input field]
 - Date of Birth:** [Text input field with calendar icon]
 - National Insurance Number:** [Text input field]
 - Gender:** [Text input field]

- From here, enter your details into the relevant fields
- Scroll down and select a memorable question from the drop-down list and enter a memorable answer.

- Then enter your memorable date in the format DD/MM/YYYY. You will need this information should you need to re-set your password in the future.
- Once you have done this, please confirm the information you have provided is correct by ticking the box, then select the Next button to the bottom right corner of the screen

We need you to supply some information that will help you reset your account should you forget any details

Select Your Memorable Question *

Please Select ▼

Your Answer *

Memorable Date *

☐ Please confirm the information you have provided is correct.

Next Cancel

- Your Contact Details page will display, as shown below. Please carefully enter your up-to-date contact details then select Next

YOUR CONTACT DETAILS

Person Details Your Contact Details Your Address Details My Summary

Your Contact Details

Email Address

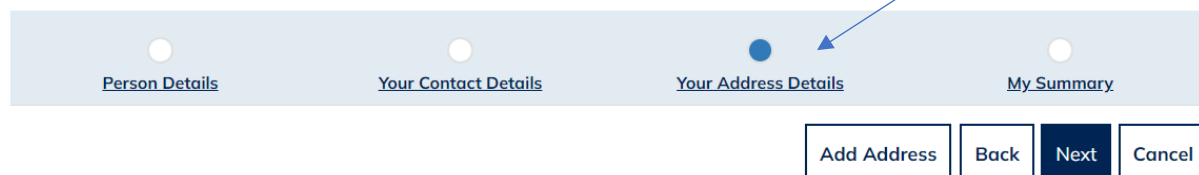
Telephone Number

Mobile Number

Back Next Cancel

- The 'Your Address Details' page will display, as shown below. Select the 'Add Address' option

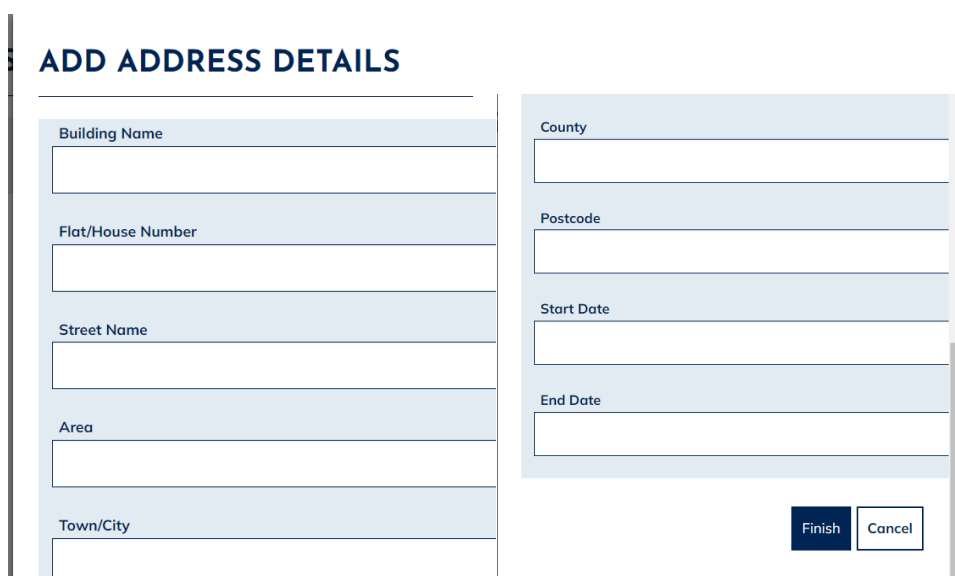
YOUR ADDRESS DETAILS



Person Details Your Contact Details **Your Address Details** My Summary

Add Address Back Next Cancel

- The 'Add Address Details' page will now display. Please enter your full address, entering the date of when you moved into the property and a date you left the property (if applicable), scroll down and select Finish. Please note: you MUST supply a full five year address history. Therefore if you have not lived at your current address for five year or more, you will need to 'Add Address' for each address you have lived at within the last five years. If you have been no fixed address for a period in the last five years please enter a care of address or 'No Fixed Address' in the address fields listed. There should be no gaps in your five year address history.



ADD ADDRESS DETAILS

Building Name

Flat/House Number

Street Name

Area

Town/City

County

Postcode


Start Date

End Date

Finish Cancel

- Once you have entered your full five year address history, please select Next

YOUR ADDRESS DETAILS

Person Details	Your Contact Details	Your Address Details	My Summary					
Building Name	Flat/House Number	Street Name	Area	Town/City	Postcode	Start Date	End Date	Delete Address
	1	Test Street	Test	Test	000 000	01/01/2000		Actions 

Print

Add Address	Back	Next	Cancel
-----------------------------	----------------------	----------------------	------------------------

- The following 'My Summary' page displays, as shown below. Please check that all the details you have entered are correct, then select Finish at the bottom of the page

MY SUMMARY

Person Details	Your Contact Details	Your Address Details	My Summary
--------------------------------	--------------------------------------	--------------------------------------	----------------------------

Title	MISS
Forename	Test
Surname	Tester
Date of Birth	10/05/1995
National Insurance Number	OO0000000
Gender	PNTS

Email Address	rxesujqjczdyghyldf@nthrl.com
---------------	------------------------------

Address	1 Test Street Test Test 000 000
---------	---------------------------------

- A message will display, as shown below, to advise you that you have successfully registered your Housing Online account. Click Continue to Login

SUCCESSFULLY REGISTERED NEW CLIENT

You have successfully Registered. Please follow the link to login

[Continue to Login](#)

Northgate Public Services

- Enter your email address and password, then select Log In

Login to your account

Username/Email Address

[Forgot username?](#)

Password

[Show](#)

[Forgot password?](#)

[Log In](#)

- The 'My Summary' page will display, as shown below. From here, select 'Create New Housing Application'

MY SUMMARY

Welcome . Please select a service from the options below

My Accounts	Update My Contact Details	My Repairs
My Saved Documents	My Accepted Housing Applications	Create New Housing Application
Get in Touch	My Saved Housing Applications	Choice Based Lettings
Homeless Case Details	Make a Payment	

- The 'Housing Application Form Home' page displays, as shown below:

Rotherham Metropolitan Borough Council **RMBC Housing Online** [Click here to access Help Guides](#) [Log Out](#)

[Home](#) [My Preferences](#) [Background Information](#) [Applicant Information](#) [Application Questions](#) [Declaration](#)

HOUSING APPLICATION FORM HOME

Welcome to the RMBC Housing Application Form.

Please be aware that you will need to gather and upload the relevant information listed below to enable your application to be processed:

1. Proof of identity for everyone to be rehoused (passport, birth certificate or driving licence).
2. Proof of your household income (bank statement, pay slips, benefit award letters).
3. Proof of your current address (eg, recent gas or electricity bill).
4. Proof of your local connection to Rotherham (proof of address of relatives for past 3 years, proof of employment).
5. Proof of your UK based bank account.
6. If applicable, proof of pregnancy including MAT B1 form.
7. Evidence of your right to reside in the UK if you are not a British Citizen. This could be your passport and other relevant documents from the Home Office.
8. If you are currently renting, please provide your landlord contact details and an up to date rent statement.

You will have the opportunity to upload your documents in the My Saved Documents button on the Home Page.

If you are already a current Council or Housing Association tenant, it may be quicker for you to exchange properties with another tenant. To do this you will need to register with 'Homeswapper' which is a free service to all Rotherham Council Tenants. Please click [here](#) to register.

- Scroll to the bottom of the page. Select Housing Register from the drop-down list, then tick 'Please Confirm Selection' box. Then click Next

If you are a current RMBC Tenant please select the Transfer List in the drop down menu below.

For all other applicants, please select the Housing Register in the drop down menu

[Back](#) [Next](#)

Please select a housing list

Housing Register ▼

☒ Please confirm selection

- The 'RMBC Housing Register' page displays. Read this information carefully and then select Next

RMBC HOUSING REGISTER

Keychoices use a Common Housing Register (CHR) to maintain the waiting list for social rented housing in Rotherham.

Social rented housing is housing that is provided by the council and Registered Social Landlords (RSL), also known as housing associations.

If you are successful for a property you have bid for there is no need to ring us we will contact you as soon as the keys are available to verify your application.

If you are an existing Council Tenant click [here](#) to take advantage of the HomeSwapper service, it's free for all Rotherham Council Tenants.

Please be aware that before you sign your new tenancy agreement with Rotherham Council, you will need to pay one weeks rent in advance.

[Back](#)
[Next](#)

- The 'People Summary' page will display. Please select the 'Actions' menu next to the main applicant, then select 'Update Person' where there is an exclamation mark this indicates an incomplete section of your application.

The screenshot shows the 'PEOPLE SUMMARY' page in the RMBC Housing Online system. At the top, there's a navigation bar with 'Home', 'My Preferences', and 'Background Information'. Below this, a progress bar shows 'Applicant Information' as the current step. The main content area displays a table with one applicant, 'Miss Test Tester', who has an exclamation mark icon next to their name, indicating an incomplete section. The 'Actions' menu is open, showing 'Update Person' with an exclamation mark icon, which is highlighted by a yellow box. A blue arrow points from the text in the list above to the 'Update Person' option.

- The 'Enter Person Details' page displays. Please complete the person details. Any mandatory fields are marked with a red *. Once you have completed all person details, click Submit.
- If there are other household members with a exclamation warning against them, please select the Action button to complete their details as above. If you wish to add additional household members that need re-housing with you, you can do this by selecting 'Add Person' and then completing their details. Once you are happy that all household members are correct and updated, select Next.

- The 'Application Questions' page displays. Carefully respond to each set of questions, until you reach the end of the 'Application Questions'.

APPLICATION QUESTIONS

Please answer the following questions

Local Connection Questions

1. Have you lived in Rotherham for 3 years or more? *

▼

2. Have you been employed in Rotherham for 3+ years or are you moving to Rotherham for employment?

▼

3. Are you moving to Rotherham for a job or apprenticeship?

- The 'Housing Application Form Declaration' page will now display:

Home
Background Information
Applicant Information
Application Questions
Declaration

HOUSING APPLICATION FORM DECLARATION

Thank you for your application to join Rotherham's Housing register. So we can process your application further, please upload all relevant documents for your application from the items listed below. You can do this by clicking on the 'My Saved Applications' icon then selecting the 'Upload Documents' option from the drop down Actions button. Once you have done this, please call Keychoices on 01709 336009 to book a pre tenancy appointment.

1. Proof of identity for everyone to be rehoused (passport, birth certificate or driving licence).
2. Proof of your household income (bank statement, pay slips, benefit award letters).
3. Proof of your current address (eg, recent gas or electricity bill).
4. Proof of your local connection to Rotherham (proof of address of relatives for past 3 years, proof of employment).
5. Proof of your UK based bank account.
6. If applicable, proof of pregnancy including MAT B1 form.
7. Evidence of your right to reside in the UK if you are not a British Citizen. This could be your passport and other relevant documents from the Home Office.
8. If you are currently renting, please provide your landlord contact details and an up to date rent statement.

When we have received all the relevant documents, we will contact you within 10 working days to arrange an appointment for a pre-tenancy interview.

As part of the verification process, we will contact you with your current landlord and for other Rotherham Council documents.

- Scroll down and confirm that the information you have provided is correct by selecting 'Yes' and then 'Submit'.

I confirm that all the information I have provided is accurate and true. *

☐ Yes

- The 'Housing Application Confirmation' page will then display, advising you of the documents you are now required to submit and the steps you must follow for your application to be progressed. It may be helpful at this stage to make notes of what you

will need to do next as per the image below. Select Done at the bottom of the page.

HOUSING APPLICATION FORM SUBMIT CONFIRMATION

Thank you for your application to join Rotherham's Housing register. So we can process your application further, please upload all relevant documents for your application from the items listed below. You can do this by clicking on the 'My Saved Applications' icon then selecting the 'Upload Documents' option from the drop down Actions button. Once you have done this, please call Keychoices on 01709 336009 to book a pre tenancy appointment.

1. Proof of identity for everyone to be rehoused (passport, birth certificate or driving licence).
2. Proof of your household income (bank statement, pay slips, benefit award letters).
3. Proof of your current address (eg, recent gas or electricity bill).
4. Proof of your local connection to Rotherham (proof of address of relatives for past 3 years, proof of employment).
5. Proof of your UK based bank account.
6. If applicable, proof of pregnancy including MAT B1 form.
7. Evidence of your right to reside in the UK if you are not a British Citizen. This could be your passport and other relevant documents from the Home Office.
8. If you are currently renting, please provide your landlord contact details and an up to date rent statement.

When we have received all the relevant documents, we will contact you within 10 working days to arrange an appointment for a pre-tenancy interview.

As part of the verification process, we will carry out checks with your current Landlord and/or other Rotherham Council departments regarding any outstanding debts and repayment plans which may be in place. If you are eligible to join the register your application will then

Update Person Details

Once successfully logged in you will see the 'My Summary' page as per the below:

- The 'My Summary Page' will be displayed. From here select 'My Accepted Housing Applications'

MY SUMMARY

Welcome Miss Tester. Please select a service from the options below

My Accounts	Update My Contact Details	My Repairs
My Saved Documents	My Accepted Housing Applications	Create New Housing Application
Get in Touch	My Saved Housing Applications	Choice Based Lettings
Homeless Case Details	Make a Payment	

- The 'My Applications Summary' page will display, as shown below. From here select the 'Actions' option and then select 'View Application People'.

MY APPLICATIONS SUMMARY

Please be aware that any changes made to the questions/answers on your housing application will result in your application being suspended until the changes have been reviewed by Keychoices.

If you wish to make any changes please update this on your account, save any changes then contact Keychoices on 01709 336009 so the changes can be reviewed and your application updated accordingly.

Please select number of rows

Please Select ▼

Application Reference	Name	Application Address	Application Status	Actions
15354	Miss Test Tester	1 Test Street, Test, Test, 000 000	New	Actions ▼

- You will then be taken to the 'View Application People' page as per the below:

VIEW APPLICATION PEOPLE

Below is involved Parties for Application : 15354

[Back To Application Summary](#)
[Add Application Person](#)

Please select number of rows

Please Select ▼

Reference	Person Name	NI Number	Date of Birth	Gender	Relationship	Main Applicant?	Joint Applicant?	Rehoused?	Actions
91480	Miss Test Tester	OO0000000	10-MAY-1995	PNTS	Main/Liable	Y	Y	Y	Actions-

- From here, select the 'Actions' menu against the person you wish to update, then select 'Maintain Person Details'

[Back To Application Summary](#) [Add Application Person](#)

Please select number of rows

Please Select ▼

Reference	Person Name	NI Number	Date of Birth	Gender	Relationship	Main Applicant?	Joint Applicant?	Rehoused?	Actions
91480	Miss Test Tester	OO0000000	10-MAY-1995	PNTS	Main/Liable	Y	Y	Y	Actions- <ul style="list-style-type: none"> Maintain Person Details View Person Addresses Maintain Person Contact Details

1-1

[RMBC Privacy Policy](#)
[RMBC Accessibility Statement](#)

- The 'Maintain Application Person' page will now show. From here you can amend or add the correct details. Once you have done this, please scroll to the bottom and select Save.

MAINTAIN APPLICATION PERSON

The following Person Details have been reported for Involved Party: 43038, Miss Test Tester

Title

Please Select ▼

Forename

TEST

Surname

TESTER

- The persons new details will have now been updated.

Delete a Person

Once successfully logged in you will see the 'My Summary' page as per the below:

- The 'My Summary Page' will show. From here select 'My Accepted Housing Applications'

MY SUMMARY

Welcome Miss Tester. Please select a service from the options below



- The 'My Applications Summary' page will be shown as per the below. From here select the 'Actions' option then select 'View Application People'.

MY APPLICATIONS SUMMARY

Please be aware that any changes made to the questions/answers on your housing application will result in your application being suspended until the changes have been reviewed by Keychoices.

If you wish to make any changes please update this on your account, save any changes then contact Keychoices on 01709 336009 so the changes can be reviewed and your application updated accordingly.

Please select number of rows				
Please Select ▼				
Application Reference	Name	Application Address	Application Status	Actions
15354	Miss Test Tester	1 Test Street, Test, Test, 000 000	New	Actions ▼

- The 'View Application People' page will then display:

VIEW APPLICATION PEOPLE

Below is involved Parties for Application : 15354

[Back To Application Summary](#)
[Add Application Person](#)

Please select number of rows

Please Select

Reference	Person Name	NI Number	Date of Birth	Gender	Relationship	Main Applicant?	Joint Applicant?	Rehoused?	Actions
91480	Miss Test Tester	OO0000000	10-MAY-1995	PNTS	Main/Liable	Y	Y	Y	Actions-

- From here, select the 'Actions' menu against the person you wish to delete, then select 'End Application Person'

[Home](#) [My Preferences](#)

VIEW APPLICATION PEOPLE

Below is involved Parties for Application : 15354

[Back To Application Summary](#)
[Add Application Person](#)

Please select number of rows

Please Select

Reference	Person Name	NI Number	Date of Birth	Gender	Relationship	Main Applicant?	Joint Applicant?	Rehoused?	Actions
91480	Miss Test Tester	OO0000000	10-MAY-1995	PNTS	Main/Liable	Y	Y	Y	Actions-
91482	Pnts Tes Test	-	01-JAN-2018	PNTS	Daughter	N	N	Y	Actions-

1-2

[View Person Addresses](#)
[Maintain Person Contact Details](#)
[End Application Person](#)

- The 'End Application Person' page will then show. Select a reason from the drop down list and then enter the date that the person left the household. Once you

have entered this information, select 'Submit'

- You will then be returned to the 'View Application People' page, where the person you have just removed will no longer show. This will update your Keychoices Housing Application only.

VIEW APPLICATION PEOPLE

Below is involved Parties for Application : 15354

[Back To Application Summary](#)

[Add Application Person](#)

Please select number of rows

Please Select

Reference	Person Name	NI Number	Date of Birth	Gender	Relationship	Main Applicant?	Joint Applicant?	Rehoused?	Actions
91480	Miss Test Tester	000000000	10-MAY-1995	PNTS	Main/Liable	Y	Y	Y	Actions

1-1

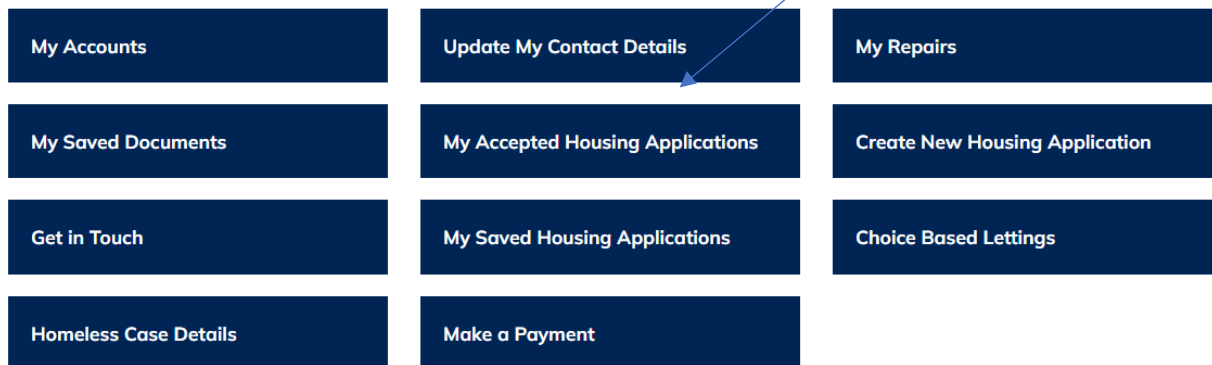
Add a Person

Once successfully logged in you will see the 'My Summary' page as per the below:

- The 'My Summary' page displays. From here select 'My Accepted Housing Applications'

MY SUMMARY

Welcome Miss Tester. Please select a service from the options below



- The 'My Applications Summary' page will display, as shown below. From here select the 'Actions' option and then select 'View Application People'

MY APPLICATIONS SUMMARY

Please be aware that any changes made to the questions/answers on your housing application will result in your application being suspended until the changes have been reviewed by Keychoices.

If you wish to make any changes please update this on your account, save any changes then contact Keychoices on 01709 336009 so the changes can be reviewed and your application updated accordingly.

Please select number of rows				
Please Select ▼				
Application Reference	Name	Application Address	Application Status	Actions
15354	Miss Test Tester	1 Test Street, Test, Test, 000 000	New	Actions ▼

- The 'View Application People' page will then show:

VIEW APPLICATION PEOPLE

Below is involved Parties for Application : 15354

[Back To Application Summary](#)
[Add Application Person](#)

Please select number of rows

Please Select
▼

Reference	Person Name	NI Number	Date of Birth	Gender	Relationship	Main Applicant?	Joint Applicant?	Rehoused?	Actions
91480	Miss Test Tester	OO0000000	10-MAY-1995	PNTS	Main/Liable	Y	Y	Y	<div style="border: 1px solid #ccc; padding: 2px; display: inline-block;">Actions-</div>

- From here, select 'Add Application Person'
- The Add Application Person page will show. Please ensure you enter the correct details for the person. Once you have entered all details for this person, select Save



ADD APPLICATION PERSON

Please provide the following details for adding additional people to Application: 15354

Title *

Please Select
▼

First Name *

Surname *

- You will then be returned to the 'View Application People' page where the person you have just added will now show. If you wish to add more than one person, please follow the same steps by clicking on 'Add Application Person'. This will update your Keychoices Housing Application only.

VIEW APPLICATION PEOPLE

Below is involved Parties for Application : 15354

[Back To Application Summary](#)
[Add Application Person](#)

Please select number of rows

Please Select

Reference	Person Name	NI Number	Date of Birth	Gender	Relationship	Main Applicant?	Joint Applicant?	Rehoused?	Actions
91480	Miss Test Tester	OO0000000	10-MAY-1995	PNTS	Main/Liable	Y	Y	Y	Actions-
91483	Mr Tee Test	-	14-MAY-1995	PNTS	Partner	N	N	Y	Actions-

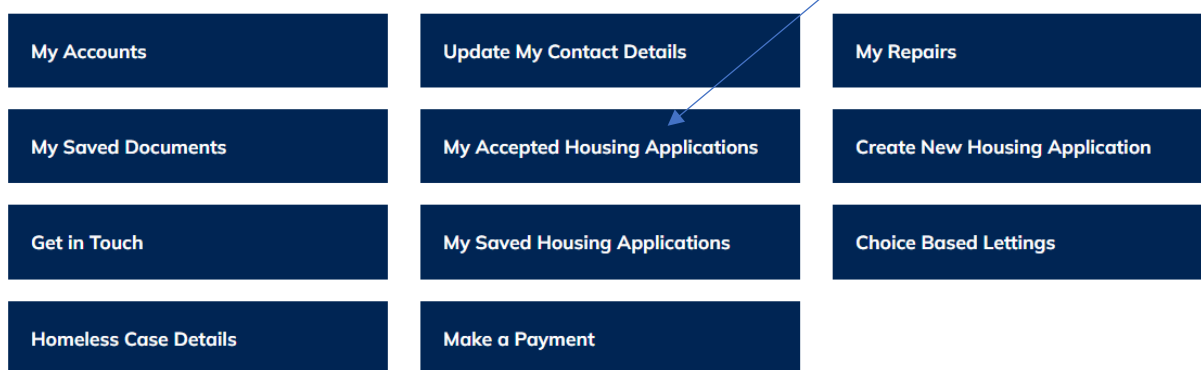
Add New Address

Once successfully logged in you will see the 'My Summary' page as per the below:

- The 'My Summary' page will show. From here select 'My Accepted Housing Applications'

MY SUMMARY

Welcome Miss Tester. Please select a service from the options below



- The 'My Applications Summary' page will display, as shown below. From here select the 'Actions' option and then select 'View Application Addresses'

The screenshot shows the 'MY APPLICATIONS SUMMARY' page. At the top, there is a header with the Rotherham Metropolitan Borough Council logo, 'RMBC Housing Online', a link to 'Click here to access Help Guides', and a 'Log Out' button. Below the header, there are links for 'Home' and 'My Preferences'. The main content area has the title 'MY APPLICATIONS SUMMARY' and a warning message: 'Please be aware that any changes made to the questions/answers on your housing application will result in your application being suspended until the changes have been reviewed by Keychoices. If you wish to make any changes please update this on your account, save any changes then contact Keychoices on 01709 336009 so the changes can be reviewed and your application updated accordingly.' Below this is a 'Please select number of rows' dropdown menu. The main table has columns: Application Reference, Name, Application Address, Application Status, and Actions. The table contains one row with the following data: Application Reference: 15354, Name: Miss Test Tester, Application Address: 1 Test Street, Test, Test, O00 000, Application Status: New, and Actions: View Application People, View Application Addresses, Maintain Application Answers, Upload Documents. A blue arrow points to the 'View Application Addresses' option in the 'Actions' dropdown menu.

Application Reference	Name	Application Address	Application Status	Actions
15354	Miss Test Tester	1 Test Street, Test, Test, O00 000	New	View Application People View Application Addresses Maintain Application Answers Upload Documents

- The 'View Application Address' page will show. From here select 'New Address'

VIEW APPLICATION ADDRESS

Below are addresses for Application : 15354

[Back To Application Summary](#)
[New Address](#)

Please select number of rows

Please Select ▼

Address	Start Date	End Date
1 Test Street, Test, Test, O00 000	01-JAN-2000	

1-1

- Please note; if you have entered your current address details incorrectly and wish to amend your current address rather than add a new address, you will need to call us on 01709 336009.
- The 'Update Application Address' page will display. Please select the Search option

UPDATE APPLICATION ADDRESS

New Address

[Search](#)

[Cancel](#)
[Submit](#)

- The 'Address Search' page will show. Enter your full address details then select the Search option at the bottom of the page:

ADDRESS SEARCH

Building Name

Flat/House Number

Street Name

Area

Town/City

- Once you have selected 'Search', the 'Address Search' page will appear. Please scroll down to the bottom of the page. If the system does not recognise the address you have entered, you will see the screen as per below. Please select 'Create Address'

Cancel

Search

Please select number of rows

Please Select

No addresses match your search criteria. Either try again, or create a new one using the button below

Create Address

- The 'Create Pending Address' Page will show. From here, please check the address details you have entered and then select 'Save'

CREATE PENDING ADDRESS

Building Name

Flat/House Number

100

Street

TEST AVENUE

Area

TEST

Town/City

TEST

Postcode

001 000

Cancel

Save

- You will now be returned to the 'Update Application Address' page. If this is your new address where you are currently living, please select 'Yes' from the drop down options list. If there are other members in your household and you wish to update their current address too, then select 'Yes' from the drop down options list under 'Update other applicant addresses'. If it is only you that has changed address then select 'No' from the drop down options list. Enter the date in which you moved to this new address and

then select 'Submit'.

UPDATE APPLICATION ADDRESS

New Address

100 Test Avenue, Test, Test, O01 000

Search

New Contact Address?

Please Select

Update other applicant addresses?

Please Select

When did you move in?

Cancel

Submit

- The 'View Application Address' page will then show where your new address will be shown. Please note if your address has changed you will also need to update your application questions e.g. to confirm if you now have a landlord, new landlord details, different property type etc. As this can affect your banding, our Keychoices Team will need to check your new details and re-approve your application. If you have added a new address for you or any of your household members, please call Keychoices on 01709 336009 so they can verify your details.

VIEW APPLICATION ADDRESS

Below are addresses for Application : 15354

Back To Application Summary

New Address

Please select number of rows

Please Select

Address	Start Date	End Date
100 Test Avenue, Test, Test, O01 000	16-MAY-2022	
1 Test Street, Test, Test, O00 000	01-JAN-2000	

Update Contact Details

Once successfully logged in you will see the 'My Summary' page as per the below:

- The 'My Summary' page displays. From here select 'Update My contact Details'

MY SUMMARY

Welcome Miss Tester. Please select a service from the options below

My Accounts	Update My Contact Details	My Repairs
My Saved Documents	My Accepted Housing Applications	Create New Housing Application
Get in Touch	My Saved Housing Applications	Choice Based Lettings
Homeless Case Details	Make a Payment	

- The 'Maintain Contact Detail' page will show as per the below. From here you can add or amend your contact details. Please be aware that if you update your email address, this will automatically update your log in username to the new email address you have just entered. Once you have added/amended the contact information select 'Update'.

MAINTAIN CONTACT DETAIL

Contact details provided will only be used to update Housing Services records and will not be shared with other Council Services

Your Telephone Numbers:

Mobile Telephone

Contact Preference

Please Select ▼

Telephone

Contact Preference

Please Select ▼

Your Email Address:

Email Address

Your Address:

- Once you have clicked 'Update', a message will show to advise that your contact details have been updated successfully.

MAINTAIN CONTACT DETAILS

✓ Thank you. Your contact details have been updated.

Contact details provided will only be used to update Housing Services records and will not be shared with other Council Services

Your Telephone Numbers:

Mobile Telephone

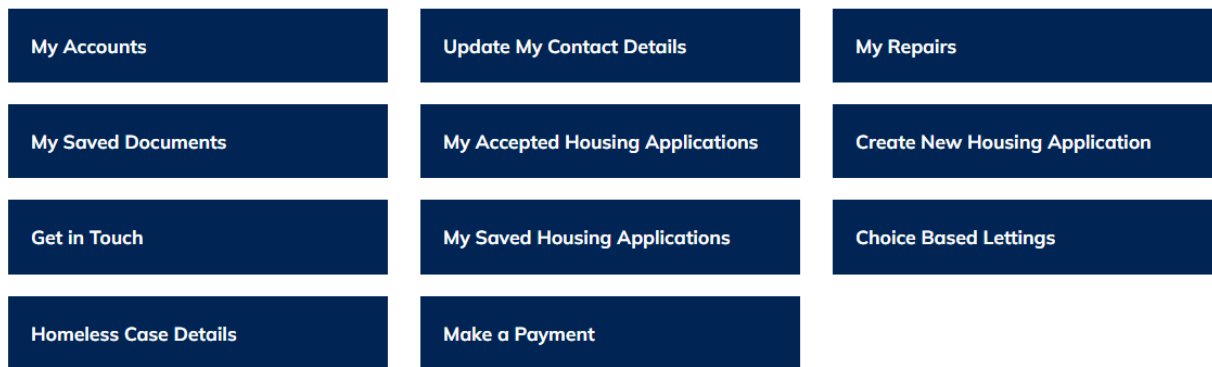
Amend Application Questions

Once successfully logged in you will see the 'My Summary' page as per the below:

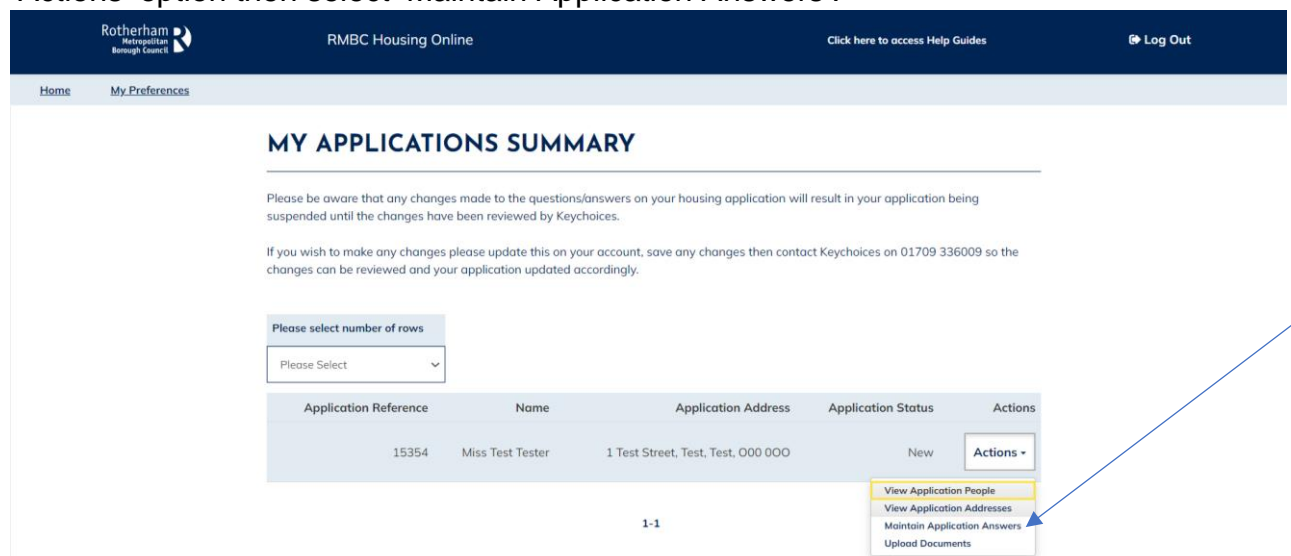
- The 'My Summary' page displays. From here select 'My Accepted Housing Applications'

MY SUMMARY

Welcome Miss Tester. Please select a service from the options below



- The 'My Applications Summary' page will show as per the below. From here select the 'Actions' option then select 'Maintain Application Answers'.



- The 'Maintain Application Answers' page displays, scroll through the questions by selecting 'Next', then update the relevant answers you wish to update. Once you have

done this, select 'Submit'.

MAINTAIN APPLICATION ANSWERS

The following General Answers have been reported for
Application : 15354 , 1 Test Street

×

Local Connections

1. Have you lived in Rotherham for 3 years or more? *

Yes ▼

2. Have you been employed in Rotherham for 3+ years or are you moving for employment?

No ▼

3. Are you moving to Rotherham for a job or apprenticeship?

Please Select ▼

4. Do any of your family live in Rotherham for 3+ years?

Please Select ▼

- The 'Application Summary' page will then show. Your housing application will go into 'Pending Status'. You will need to contact Keychoices on 01709 336009 so they can re-assess your housing application to ensure this has not affected your banding and/or eligibility.

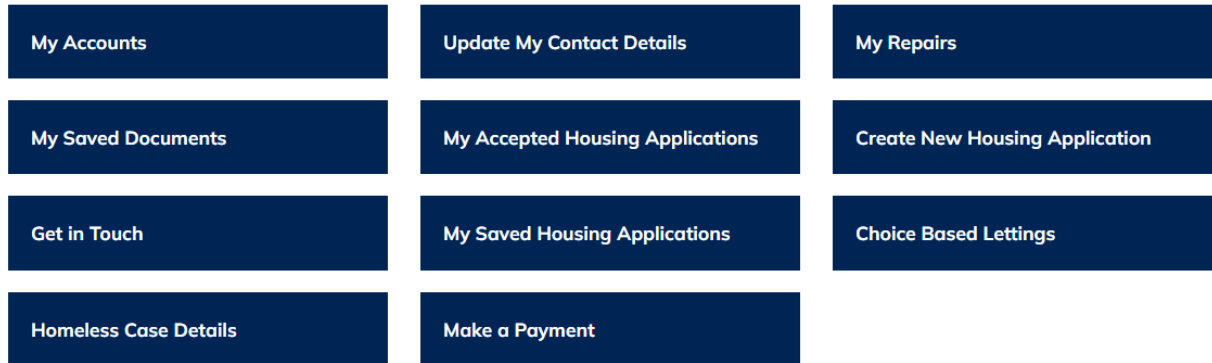
Upload a Document to a Saved Application

Once successfully logged in you will see the 'My Summary' page as per the below:

- The 'My Summary' page displays. From here select 'My Saved Housing Applications'

MY SUMMARY

Welcome Miss Tester. Please select a service from the options below



- The 'My Applications' page displays, this will show your current saved Housing Applications. Select the 'Actions' menu then select 'Upload Documents'.

- The 'Upload Documents and Files' page will show as per the below:

UPLOAD DOCUMENTS AND FILES

On this page you can upload your supporting documentation.

Once you have completed this task, your documents will be visible in the **My Saved Documents** area on your Home/Summary page.

If you upload a document in error, please go to **My Saved Documents** select **View Document Details** and then **Delete** using the button which will be on the bottom right hand corner of that page.

Please note that documents can only be deleted if they have not been viewed by RMBC

File Browse

No file chosen

Choose file

Document Name

Type of Document

Please Select ▼

Comments

Association Type

Housing Application

Association Reference

15354

Back

Upload

- From here select 'Choose File' which will then take you into your personal device storage where you will be able to select the document or photo you wish to upload.
- Once selected this will then populate into the File field

File Browse

Template for User Guides.docx

Choose file

- Please enter a document name (please keep this short). Select the type of document you are attaching. You can add additional information into the 'Comments' field if you

wish. Once you have entered the required details, select 'Upload'.

File Browse

Template for User Guides.docx **Choose file**

Document Name

Test

Type of Document

Attachment ▼

Comments

Association Type

Housing Application

Association Reference

15354

Back **Upload**

- Please note that once you have clicked 'Upload' you will **not** see a message to confirm your document has uploaded successfully. If you wish to check if your document has uploaded successfully, you can do this by returning to the 'My Summary' page then selecting 'My Saved Documents'. Any documents you have uploaded will be visible here.

MY DOCUMENTS

Search Type

Search Here ▼

Search Data

Enter search data here

Search

Read Status ☒ All ☐ Read ☐ Unread

Number of rows

Select number of rows ▼

Document Name	Size (kb)	Type of Document	Uploaded Date	Uploaded By	Client Read Ind	
Template for User Guides.docx	373678	Attachment	16-MAY-2022	CLIENT	Y	Actions ▼

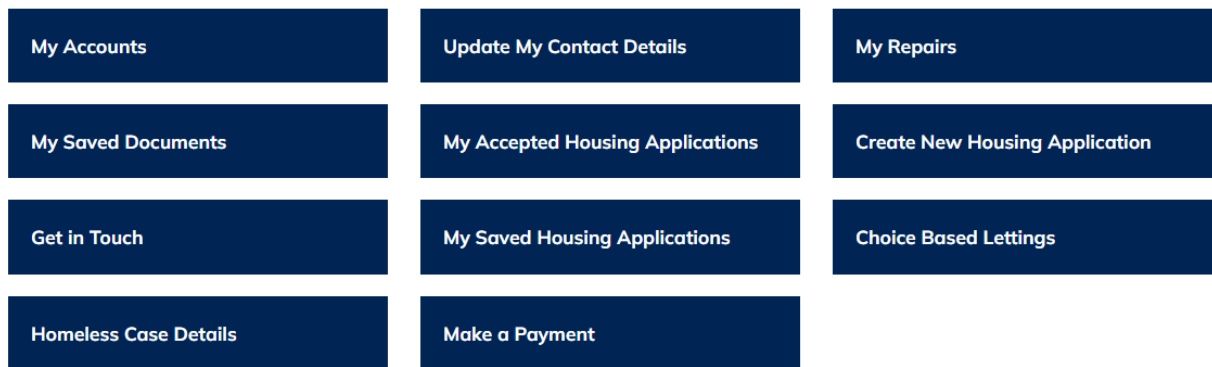
Upload a Document to an Accepted Application

Once successfully logged in you will see the 'My Summary' page as per the below:

- The 'My Summary' page displays. From here select 'My Accepted Housing Applications'

MY SUMMARY

Welcome Miss Tester. Please select a service from the options below



- The 'My Applications' page will show from where you will be able to see your current Housing Application. Select the 'Actions' menu then select 'Upload Documents'.

- The 'Upload Documents and Files' page displays:

UPLOAD DOCUMENTS AND FILES

On this page you can upload your supporting documentation.

Once you have completed this task, your documents will be visible in the **My Saved Documents** area on your Home/Summary page.

If you upload a document in error, please go to **My Saved Documents** select **View Document Details** and then **Delete** using the button which will be on the bottom right hand corner of that page.

Please note that documents can only be deleted if they have not been viewed by RMBC

File Browse

No file chosen

Choose file

Document Name

Type of Document

Please Select ▼

Comments

Association Type

Housing Application

Association Reference

15354

Back

Upload

- From here select 'Choose File' which will then take you into your personal device storage where you will be able to select the document or photo you wish to upload.
- Once selected this will then populate into the File field

File Browse

Template for User Guides.docx

Choose file

- Please enter a document name (please keep this short). Select the type of document you are attaching. You can add additional information into the 'Comments' field if you wish. Once you have entered the required details, select 'Upload'
- Please note that once you have clicked 'Upload' you will **not** see a message to confirm your document has uploaded successfully. If you wish to check if your document has uploaded successfully, you can do this by returning to the 'My Summary' page then selecting 'My Saved Documents'. Any documents you have uploaded will be visible here.

MY DOCUMENTS

Search Type

Search Here

Search Data

Enter search data here

Search

Read Status

☒ All
 ☐ Read
 ☐ Unread

Number of rows

Select number of rows

Document Name	Size (kb)	Type of Document	Uploaded Date	Uploaded By	Client Read Ind	
Template for User Guides.docx	373678	Attachment	16-MAY-2022	CLIENT	Y	Actions-

1-1

Delete a Document

Once successfully logged in you will see the 'My Summary' page as per the below:

- The 'My Summary' page displays. From here select 'My Saved Documents'

MY SUMMARY

Welcome Miss Tester. Please select a service from the options below

My Accounts	Update My Contact Details	My Repairs
My Saved Documents	My Accepted Housing Applications	Create New Housing Application
Get in Touch	My Saved Housing Applications	Choice Based Lettings
Homeless Case Details	Make a Payment	

- The 'My Documents' page will display, showing any documents/photos that you have uploaded via your Housing Online account

MY DOCUMENTS

Search Type

Search Data

Read Status
☒ All
☐ Read
☐ Unread

Number of rows

Document Name	Size (kb)	Type of Document	Uploaded Date	Uploaded By	Client Read Ind	
Template for User Guides.docx	373678	Attachment	16-MAY-2022	CLIENT	Y	<input type="button" value="Actions-"/>

1-1

- If you wish to view a document, select the 'Actions' option and then select 'View Document'.

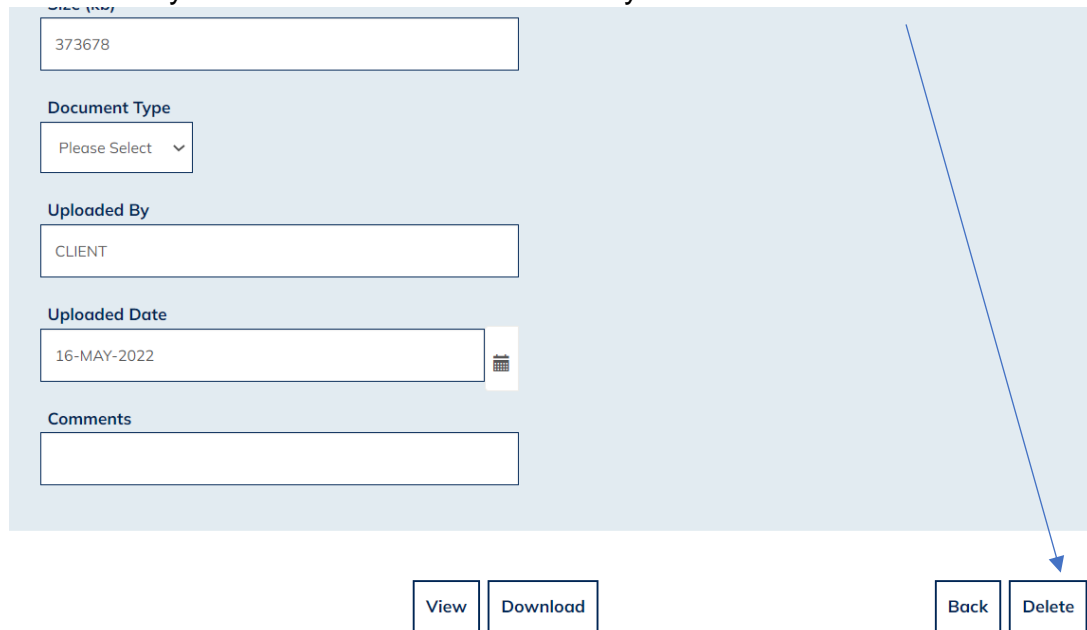
- If you wish to delete the document, select the 'Actions' option and then select 'View Document Details'.

The screenshot shows the 'MY DOCUMENTS' interface. At the top, there are links for 'Home' and 'My Preferences'. Below this is a search section with 'Search Type' (a dropdown menu), 'Search Data' (a text input field), and a 'Search' button. Below the search section is a 'Read Status' section with radio buttons for 'All', 'Read', and 'Unread'. Below that is a 'Number of rows' section with a dropdown menu. The main part of the page is a table with the following columns: Document Name, Size (kb), Type of Document, Uploaded Date, Uploaded By, Client Read Ind, and Actions. The table contains one row with the following data: Document Name: Template for User Guides.docx, Size (kb): 373678, Type of Document: Attachment, Uploaded Date: 16-MAY-2022, Uploaded By: CLIENT, Client Read Ind: Y. The 'Actions' dropdown menu is open, showing options: View Document, Download Document, View Document Details (highlighted with a blue arrow), and View Document Associations. Below the table, there is a '1-1' indicator.

- The 'View document details' page will be shown as per the below

The screenshot shows the 'VIEW DOCUMENT DETAILS' page. At the top, there are links for 'Home' and 'My Preferences'. Below this is a header section with the Rotherham Metropolitan Borough Council logo, 'RMBC Housing Online', a link to 'Click here to access Help Guides', and a 'Log Out' button. The main part of the page is a form with the following fields: Associated Ref (APP: 15354), Associated Type (Please Select), Reference (33828), Document Name (Template for User Guides.docx), and Size (kb) (373678).

- If you wish to delete the document, please scroll to the bottom of the page and select 'Delete'. Please note you will not be asked to confirm you wish to delete a document



373678

Document Type
Please Select

Uploaded By
CLIENT

Uploaded Date
16-MAY-2022

Comments

View Download Back Delete

- Once you have selected 'Delete' (if this does not register the first time, please click 'Delete' again) a message will show in green to advise you that the document has been successfully deleted. You can only delete a document from your housing online account if our staff have not viewed the document already. If this is the case and you wish to delete a document, please contact Keychoices.

MY DOCUMENTS

✓ Document deleted.

Search Type
Search Here

Search Data
Enter search data here

Search

Read Status ☒ All ☐ Read ☐ Unread

Place a Bid

Once successfully logged in you will see the 'My Summary' page as per the below:

- The 'My Summary' page displays. From here select 'Choice Based Lettings'

MY SUMMARY

Welcome Miss Tester. Please select a service from the options below

My Accounts	Update My Contact Details	My Repairs
My Saved Documents	My Accepted Housing Applications	Create New Housing Application
Get in Touch	My Saved Housing Applications	Choice Based Lettings
Homeless Case Details	Make a Payment	

- The 'Choice Based Lettings' welcome page will show:

WELCOME

Actions ▾

Welcome.

Applicant(s) - MISS T TESTER

Application Number - 15354

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

So far you have expressed an interest in 0 properties.

This is Advert Reference 68

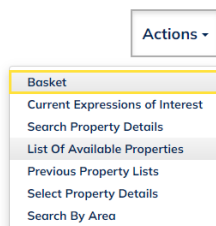
Welcome to the latest list of properties available to rent. This list closes on Monday 16 May 2022 23:59.

Please be aware that routine maintenance will automatically be carried out on the system daily, this is usually between 9pm-11pm. Please be aware while this is happening your queue position may temporarily change and you may get an error when trying to place or withdraw bids. Please try again after this period if you do experience any of the above.

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 allowed, then you must either remove one from your Current Bids or wait until the next list is published on Tuesday 17 May 2022 00:01.

- From here select the 'Actions' menu then select 'List of Available Properties'



022 23:59.

ily, this is usually between 9pm-11pm. Please be aware while
in trying to place or withdraw bids. Please try again after this

- The current list of available properties will now show as per the example below:

Rotherham
Metropolitan
Borough Council

RMBC Housing Online

Click here to access Help Guides

Log Out


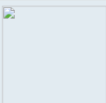
Home
My Preferences

LIST OF AVAILABLE PROPERTIES

The following is a list of properties that meet the search criteria you entered.

Select the View Details option if you want more information about the property.

Void Edition End Date = Monday 16 May 2022 23:59

Image	Address	Bedrooms	Property Type	Floor Level	Pets Allowed	Rent	Landlord	
	Ferham Close, Meadowbank, Rotherham, Rotherham Mb, S61 1JE	1	Flat	First Floor	No		Housing Association	View Details
	Flat 60, Birch Park Court, Hartington Close, Holmes, Rotherham, S61 1EG	1	Flat		No		Housing Association	View Details

- To view more details on any property or to place a bid, please select 'View Details'

Image	Address	Bedrooms	Property Type	Floor Level	Pets Allowed	Rent	Landlord	
	Ferham Close, Meadowbank, Rotherham, Rotherham Mb, S61 1JE	1	Flat	First Floor	No		Housing Association	View Details

- This will display all the information relating to the property being advertised such as rent, additional charges, any adaptations and number of bedrooms etc

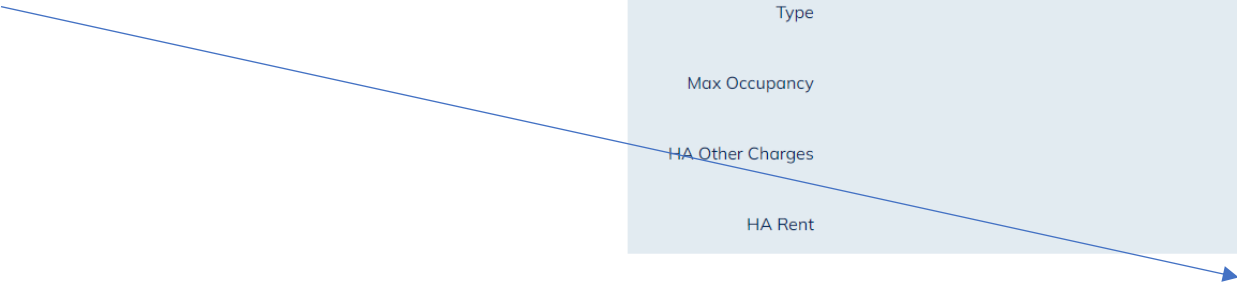
PROPERTY INFORMATION



Address	Ferham Close, Meadowbank, Rotherham, Rotherham Mb, S61 1JE
Bedrooms	1
Property Type	Flat
Floor Level	First Floor
Pets Allowed	No
Heating Type	Boiler (Gas)
Area	Kimberworth
Kitchen Diner	No

- If you wish to place a bid/apply for the property, you will need to scroll down the page then select 'Add to Basket'

Area	Kimberworth
Kitchen Diner	No
Parking	Hard Standing
Primary Bathroom Type	Standard
Max Occupancy	2
HA Other Charges	1.63
HA Rent	72.49



[Return to List of Properties](#)

[View Property Location](#)


[Add to basket](#)



- The 'Property Successfully Added to Basket' page will then show

PROPERTY SUCCESSFULLY ADDED TO YOUR BASKET

The following property has been successfully added to your basket -

Image	Address
	Ferham Close, Meadowbank, Rotherham, Rotherham Mb, S61 1JE

****Warning:**** All properties in your basket will be removed if you disconnect from the Internet, close your browser or log off.

Return To List Of Properties

View Basket

- If you wish to bid/apply for other properties or view other properties you are eligible for before submitting your bid, please select 'Return to List of Properties' and follow the above steps for adding the property to your basket (remember; you can only bid/apply for a maximum of 3 properties during this advert cycle).
- If you only wish to bid on the one property or have successfully added the properties you are interested in, then select 'View Basket'.
- Your 'Basket' will then show as per the below:


BASKET

Below is the list of properties you put in your basket.

If you change your mind, you may remove them from this list by checking the '**Remove**' box against the property or properties you are no longer interested in and using the Remove button.

You can express interest in up to 3 properties.

1 - 1

Image	Address	
<input type="checkbox"/> 	Ferham Close, Meadowbank, Rotherham, Rotherham Mb, S61 1JE	View Details

Remove

Apply

- If you only have the correct number of properties in your basket e.g. you have 3 bids remaining and you have 3 properties in your basket OR there is only 1 property you

wish to bid on and this is in your basket - scroll down the page and select the 'Apply' option


BASKET

Below is the list of properties you put in your basket.

If you change your mind, you may remove them from this list by checking the '**Remove**' box against the property or properties you are no longer interested in and using the Remove button.

You can express interest in up to 3 properties.

1 - 1

Image	Address	
<input type="checkbox"/> 	Ferham Close, Meadowbank, Rotherham, Rotherham Mb, S61 1JE	<a data-bbox="1310 667 1450 719" href="#">View Details

Remove

Apply

- If you have properties in your basket you no longer wish to bid on/apply for, or you have too many properties in your basket for the number of bids you have left. Tick the box next to the properties you wish to remove from your basket then scroll down and select 'Remove'.


BASKET

Below is the list of properties you put in your basket.

If you change your mind, you may remove them from this list by checking the '**Remove**' box against the property or properties you are no longer interested in and using the Remove button.

You can express interest in up to 3 properties.

1 - 1

Image	Address	
<input checked="" type="checkbox"/> 	Ferham Close, Meadowbank, Rotherham, Rotherham Mb, S61 1JE	<a data-bbox="1294 1536 1434 1588" href="#">View Details

Remove

Apply

- Once you have selected 'Apply' from your basket, a page will show which will confirm that the bids have been successfully placed for those properties, as per the example



below:

APPLICATION RESULTS

The following lists the results of the expressions of interest that you have just submitted.

If you have any queries over any of them then please contact:

Void Edition End Date = Monday 16 May 2022 23:59

Image	Address	
	Ferham Close, Meadowbank, Rotherham, Rotherham Mb, S61 1JE	 Accepted Your bid has been successfully registered

[Return to List of Properties](#)

[View Basket](#)



How to View Current Bids and Queue Positions

Once successfully logged in you will see the 'My Summary' page as per the below:

- The 'My Summary' page displays. From here select 'Choice Based Lettings'

MY SUMMARY

Welcome Miss Tester. Please select a service from the options below

My Accounts	Update My Contact Details	My Repairs
My Saved Documents	My Accepted Housing Applications	Create New Housing Application
Get in Touch	My Saved Housing Applications	Choice Based Lettings
Homeless Case Details	Make a Payment	

- The 'Choice Based Lettings' welcome page displays:

WELCOME

Actions ▾

Welcome.

Applicant(s) - MISS T TESTER

Application Number - 15354

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

So far you have expressed an interest in 0 properties.

This is Advert Reference 68

Welcome to the latest list of properties available to rent. This list closes on Monday 16 May 2022 23:59.

Please be aware that routine maintenance will automatically be carried out on the system daily, this is usually between 9pm-11pm. Please be aware while this is happening your queue position may temporarily change and you may get an error when trying to place or withdraw bids. Please try again after this period if you do experience any of the above.

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 allowed, then you must either remove one from your Current Bids or wait until the next list is published on Tuesday 17 May 2022 00:01.

- From here select the 'Actions' menu then select 'Current Expressions of Interest'.

Rotherham Metropolitan Borough Council RMBC Housing Online [Click here to access Help Guides](#) [Log Out](#)

[Home](#) [My Preferences](#)

WELCOME

Welcome.

Applicant(s) - MISS T TESTER

Application Number - 15354

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

So far you have expressed an interest in 1 properties.

This is Advert Reference 68

Welcome to the latest list of properties available to rent. This list closes on Monday 16 May 2022 23:59.

Please be aware that routine maintenance will automatically be carried out on the system daily, this is usually between 9pm-11pm. Please be aware while this is happening your queue position may temporarily change and you may get an error when trying to place or withdraw bids. Please try again after this period if you do experience any of the above.

Our records show that you have expressed an interest in 1 properties from this list. Therefore you may express an interest in 2 more properties before the list closes.


Actions

- Basket
- Current Expressions of Interest**
- Search Property Details
- List Of Available Properties
- Previous Property Lists
- Select Property Details
- Search By Area

- From here you can view your current queue position for any properties you have bid on. You can also view details of the property you have bid on by clicking on the property photo.

CURRENT EXPRESSIONS OF INTEREST

Below is a list of properties you have expressed an interest in. If you change your mind, you may withdraw your interest by checking the 'Withdraw' box against the property or properties you no longer wish to be considered for and pressing the Withdraw button.

Withdraw	Property	Address	Expressed Interest on	Bid Position
<input type="checkbox"/>		Ferham Close, Meadowbank, Rotherham, Rotherham Mb, S61 1JE	Monday 16 May 2022 14:39	7

[Withdraw Interest](#)

[View Other Expressions](#)

[Back](#)

Withdraw a Bid

Once successfully logged in you will see the 'My Summary' page as per the below:

- The 'My Summary' page displays. From here select 'Choice Based Lettings'

MY SUMMARY

Welcome Miss Tester. Please select a service from the options below

My Accounts	Update My Contact Details	My Repairs
My Saved Documents	My Accepted Housing Applications	Create New Housing Application
Get in Touch	My Saved Housing Applications	Choice Based Lettings
Homeless Case Details	Make a Payment	

- The 'Choice Based Lettings' welcome page shows

WELCOME

Actions ▾

Welcome.

Applicant(s) - MISS T TESTER

Application Number - 15354

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

So far you have expressed an interest in 0 properties.

This is Advert Reference 68

Welcome to the latest list of properties available to rent. This list closes on Monday 16 May 2022 23:59.

Please be aware that routine maintenance will automatically be carried out on the system daily, this is usually between 9pm-11pm. Please be aware while this is happening your queue position may temporarily change and you may get an error when trying to place or withdraw bids. Please try again after this period if you do experience any of the above.

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 allowed, then you must either remove one from your Current Bids or wait until the next list is published on Tuesday 17 May 2022 00:01.

- From here select the 'Actions' menu then select 'Current Expressions of Interest'.

Rotherham
Metropolitan
Borough Council

RMBC Housing Online

Click here to access Help Guides

Log Out

[Home](#)
[My Preferences](#)

WELCOME

Welcome.

Applicant(s) - MISS T TESTER

Application Number - 15354

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

So far you have expressed an interest in 1 properties.

This is Advert Reference 68

Welcome to the latest list of properties available to rent. This list closes on Monday 16 May 2022 23:59.

Please be aware that routine maintenance will automatically be carried out on the system daily, this is usually between 9pm-11pm. Please be aware while this is happening your queue position may temporarily change and you may get an error when trying to place or withdraw bids. Please try again after this period if you do experience any of the above.

Our records show that you have expressed an interest in 1 properties from this list. Therefore you may express an interest in 2 more properties before the list closes.


Actions ▾

Basket
Current Expressions of Interest
Search Property Details
List Of Available Properties
Previous Property Lists
Select Property Details
Search By Area

- The 'Current Expressions of Interest' page displays as per the example below.

CURRENT EXPRESSIONS OF INTEREST

Below is a list of properties you have expressed an interest in. If you change your mind, you may withdraw your interest by checking the 'Withdraw' box against the property or properties you no longer wish to be considered for and pressing the Withdraw button.

Withdraw	Property	Address	Expressed Interest on	Bid Position
<input type="checkbox"/>		Ferham Close, Meadowbank, Rotherham, Rotherham Mb, S61 1JE	Monday 16 May 2022 14:39	7

Withdraw Interest


View Other Expressions

Back

- To withdraw your bid/interest from a property you have bid on, simply tick the box next to the property you wish to remove the bid for then select the 'Withdraw Interest' option

CURRENT EXPRESSIONS OF INTEREST

Below is a list of properties you have expressed an interest in. If you change your mind, you may withdraw your interest by checking the 'Withdraw' box against the property or properties you no longer wish to be considered for and pressing the Withdraw button.

Withdraw	Property	Address	Expressed Interest on	Bid Position
<input type="checkbox"/>		Ferham Close, Meadowbank, Rotherham, Rotherham Mb, S61 1JE	Monday 16 May 2022 14:39	7

[Withdraw Interest](#)

[View Other Expressions](#)
[Back](#)

- You will then be taken back to the 'Current Expressions of Interest' page where the property/bid will be removed and will no longer show. The number of bids you have remaining for this advert cycle will automatically update. If you have no current bids, the page will display blank, as per the example below:

CURRENT EXPRESSIONS OF INTEREST

Below is a list of properties you have expressed an interest in. If you change your mind, you may withdraw your interest by checking the 'Withdraw' box against the property or properties you no longer wish to be considered for and pressing the Withdraw button.

[View Other Expressions](#)
[Back](#)