Your Application

How do I register?

Click the 'Register' button at the top right of the screen on the NHA website.

Why do I have to register?

The properties we advertise are mainly provided by Housing Associations, and Registered Social Housing Providers. By law, we have to check that you are eligible to apply for housing. We also have to make sure we allocate tenancies fairly. By registering, we have the information we need to make sure that those who have the greatest need are given priority for housing, in accordance with government guidance.

I am trying to register but it says my National Insurance number is already associated with an application?

All household members 16 years and over must provide their NI number when registering. Household members can only be on one housing application at a given time. If you are already on another housing application then you will not be able to continue. If this is not the case, and you haven't already applied, but the system does not allow your NI number then please email customerservices@newcastle-staffs.gov.uk with proof of your NI number and a member of the team will look into this for you.

How can I update my details?

After logging in, you may update your contact numbers or email address by clicking on the edit button on the "Your Application" page. If you wish to update any other details on your application please click 'Have your Circumstances Changed?' You can then complete the change of circumstances form which will resemble the original application form. Please note that submitted change of circumstances forms will need to be validated by the NHA team and will mean your application is inactive until processed.

Can NHA refuse to accept me onto the Housing Register?

There are some people who are not eligible to be included on the housing register. These are; People with no local connection to Newcastle under Lyme, Certain people who are subject to Immigration Control under the 1996 Asylum and Immigration Act. Certain people from abroad who are not subject to immigration control but who are not habitually resident in the UK, the Channel Islands, the Isle of Man or the Republic of Ireland. People with sufficient outstanding rent arrears to a

registered social landlord, People (including members of their household) who have been guilty of unacceptable behaviour that makes them unsuitable to be a tenant.

I have forgotten by password?

You are able to reset your own password by clicking the forgotten password link.

Why are the banding categories from 1 to 6?

Your application will be assessed from band 1 (highest housing need) to band 6 (lowest housing need) in line with the Joint housing allocations policy.

What can I do if I am not happy with my banding?

Read the Joint Allocations policy first and see what we take into account when we assess your priority. If you still think your priority band is incorrect, then contact NHA to discuss your application further.

Will a letter from a Medical Professional (e.g., Doctor) make a difference to my application?

If you have a medical reason for needing to move please complete the medical questions on your housing application. Please include details of your medical condition in your application. If we need any further information, we will get in touch with you to discuss the type of supporting information we require. Doctors can charge you for a letter, please do not ask your Doctor to write to us unless we request this information.

I am separate from my partner and my children visit at weekends and holidays – can I apply for an extra bedroom for them to stay?

No our Allocations policy does not allow additional bedrooms for access arrangements. Please only include children that are residing with you on a full time basis on your housing application.

My application has been placed into Band 6 but I think I have a higher housing need?

Your applications may initially be awarded a Band 6 priority. Once you have provided all your supporting documents and your application has been fully verified your banding priority may change.