

How to create an application for the housing register

You will need to create an account for Milton Keynes City Council housing online before you can apply to join the housing register.

Welcome to the Milton Keynes City Council Housing Self-Service Platform

Please sign in below, or if this is your first time, follow the link to create an account



The form contains the following elements:

- Login to your account** section with fields for Username/Email Address and Password, and links for 'Forgot username?' and 'Forgot password?'. A 'Show' button is next to the password field.
- Three buttons: 'Log In to your account', 'Create account - current MK City Council tenants ONLY', and 'Create account - other'.

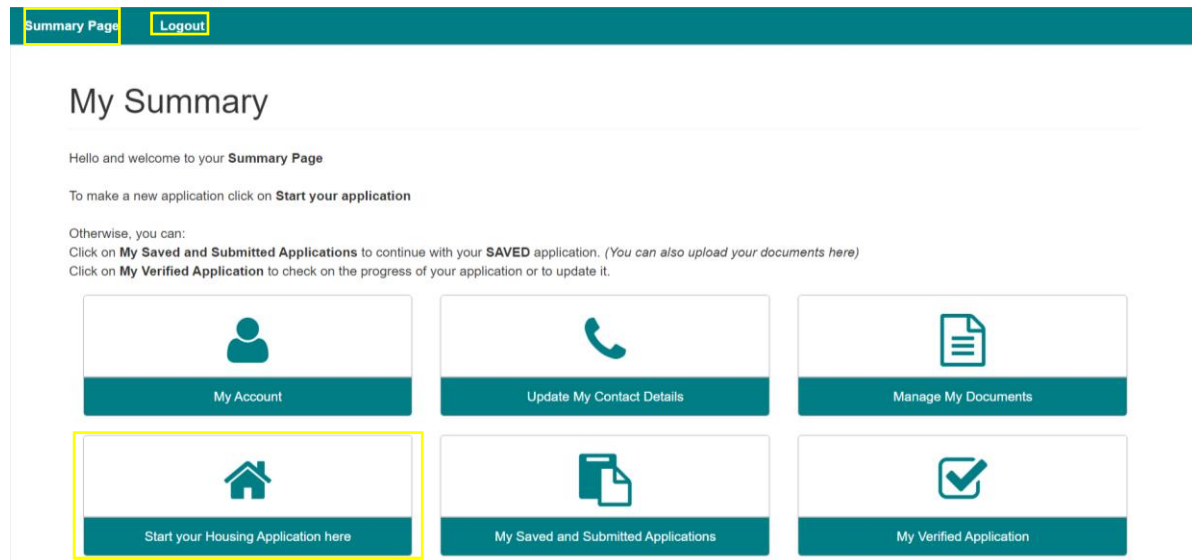
Annotations:

- Yellow box: 'If you have already registered for housing online, log in using your registered details.' (points to the 'Log In to your account' button)
- Yellow box: 'Use this option if Milton Keynes City Council is **your landlord**.' (points to the 'Create account - current MK City Council tenants ONLY' button)
- Yellow box: 'Use this option if Milton Keynes City council is **NOT** your landlord.' (points to the 'Create account - other' button)

Click on **'Start your housing application here'** to begin your housing application.

You can return to your summary page at any time, by pressing the summary page button.

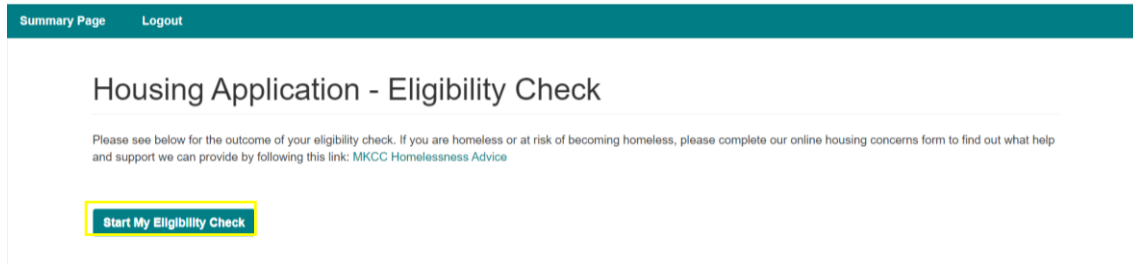
You can log out of your account at any time, by pressing the log out button.



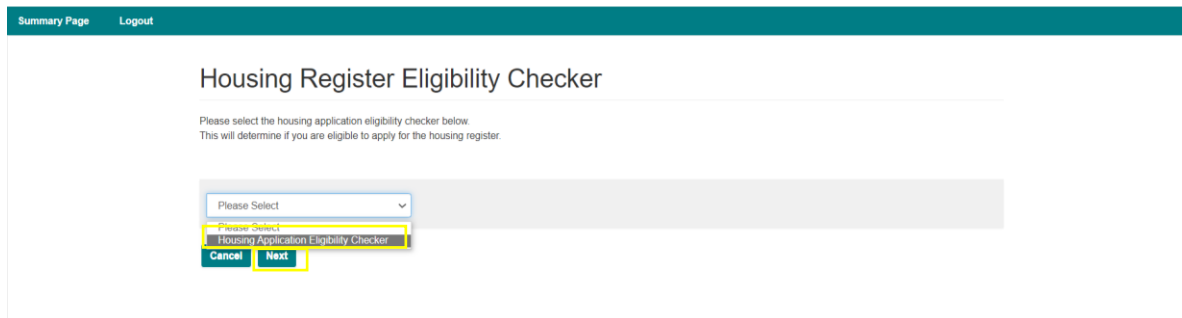
The interface shows a dark teal header with 'Summary Page' and 'Logout' buttons. Below is the 'My Summary' section with a welcome message and instructions. A grid of six buttons is displayed:

- My Account (person icon)
- Update My Contact Details (phone icon)
- Manage My Documents (document icon)
- Start your Housing Application here** (house icon, highlighted with a yellow border)
- My Saved and Submitted Applications (document icon)
- My Verified Application (checkmark icon)

Complete the eligibility checker. To start this, click on 'Start my eligibility checker.'

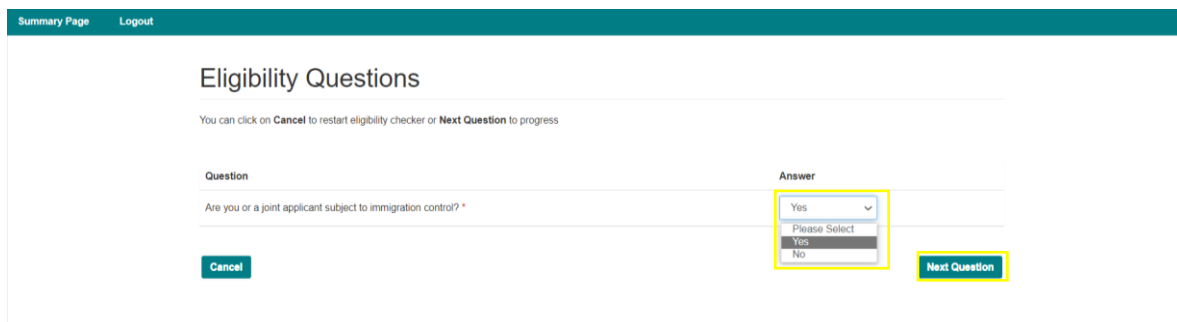


Please use the drop-down box to select the **Housing application eligibility checker** and then click **next**.

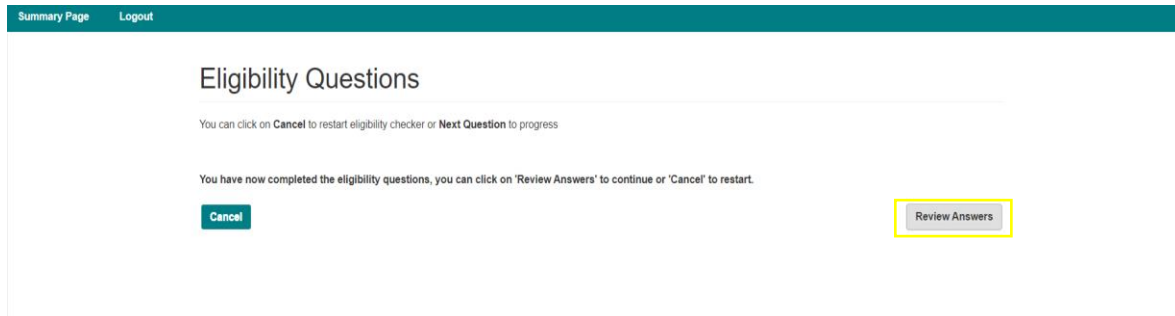


You will now be asked the eligibility questions. Each question will have an answer column with a drop-down box. You will need to choose one answer from the drop-down box for each question. Once you have selected your answer, please press **Next** question.

You can cancel the eligibility checker at any time, by pressing the Cancel button. This will take you back to start my eligibility checker.

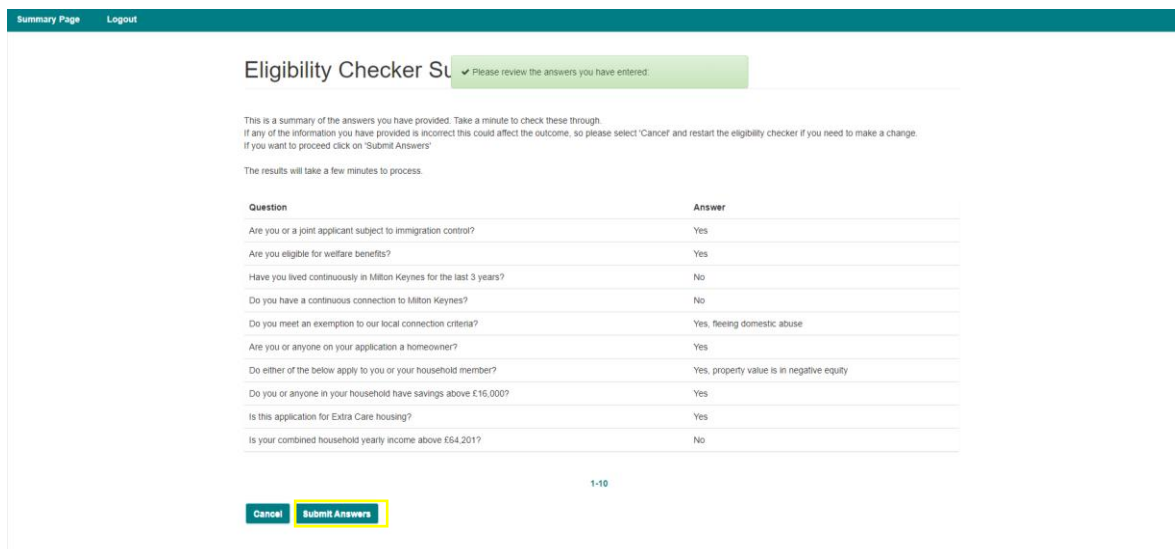


You will see this screen once you have completed the eligibility checker. Please click on **'review answers'** to continue. You also have the option to choose to cancel to stop the process and this will take you back to the eligibility checker.

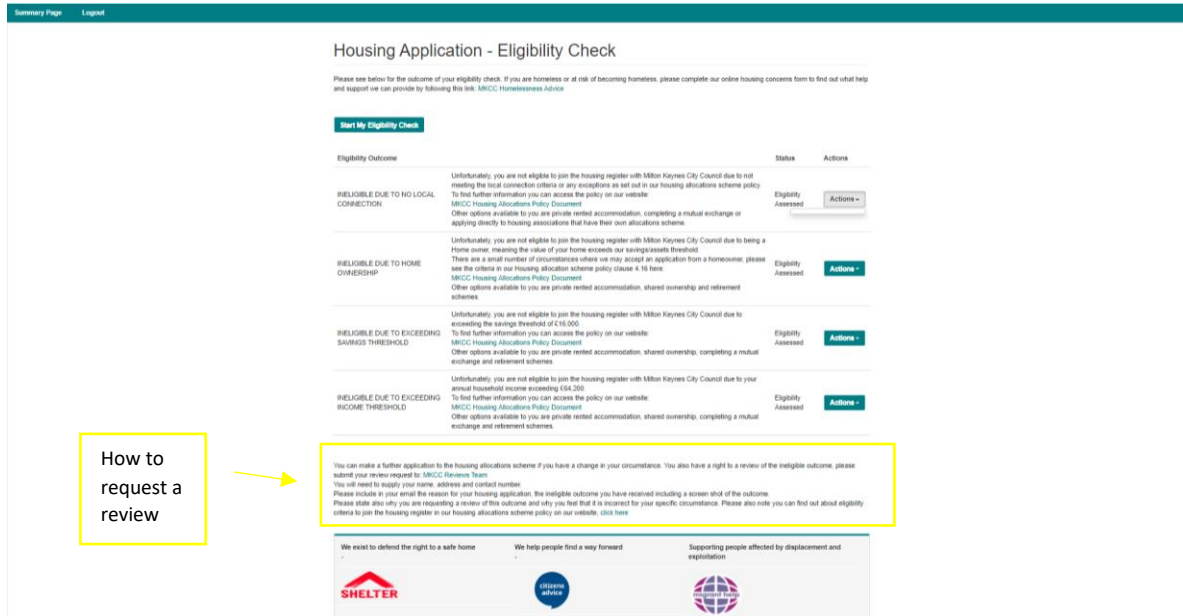


A review of your answers from the eligibility checker will be displayed. If you are happy with your answers, please click **'submit answers'** to continue. You can click 'cancel' to stop the process and this will take you back to the eligibility checker.

You will also see a pop-up message to prompt you to check your answers before submitting.

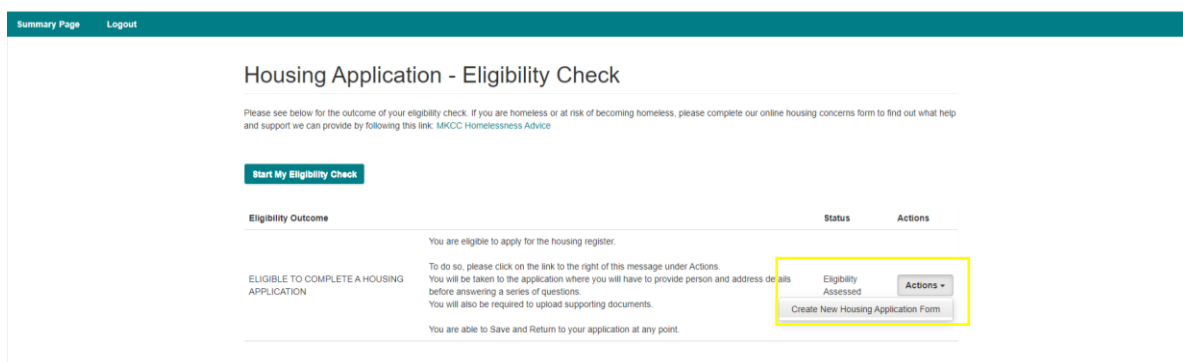


If you are ineligible to join the housing register, you will see an explanation of the outcome. There will be no drop-down under actions, as you are ineligible to progress any further. If you wish to request a review of the ineligible outcome, please see the information at the bottom of your screen, as highlighted below.



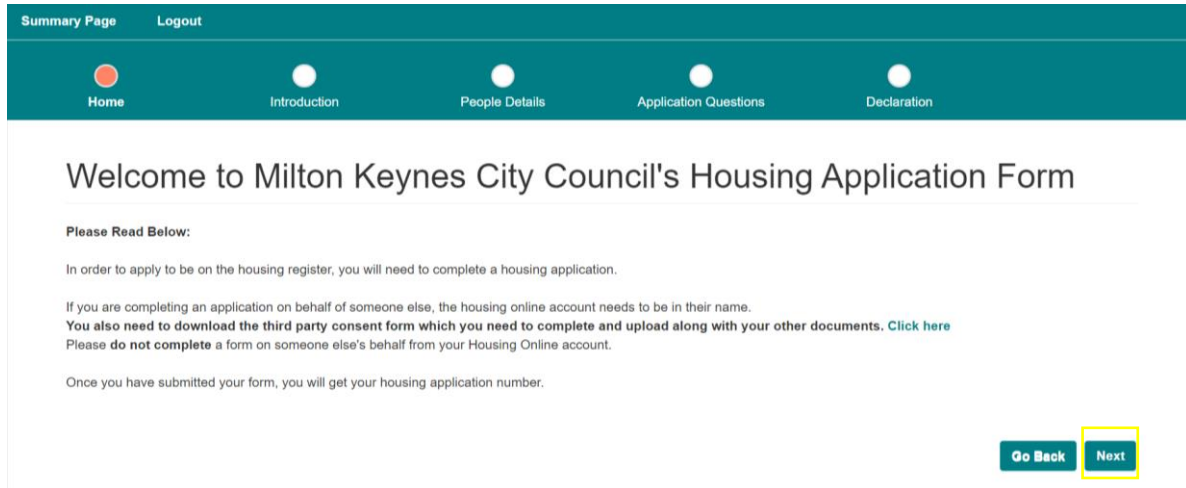
The screenshot shows the 'Housing Application - Eligibility Check' page. It features a table with columns for 'Eligibility Outcome', 'Status', and 'Actions'. Four rows list reasons for ineligibility: 'NO LOCAL CONNECTION', 'HOME OWNERSHIP', 'SAVINGS THRESHOLD', and 'INCOME THRESHOLD'. Each row has a status of 'Eligibility Assessed' and an 'Actions' button. A yellow box highlights a section at the bottom of the page that provides instructions on how to request a review of an ineligible outcome. A callout box on the left points to this section with the text 'How to request a review'.

If you are eligible, you can choose from the actions drop down box 'Create new housing application.'

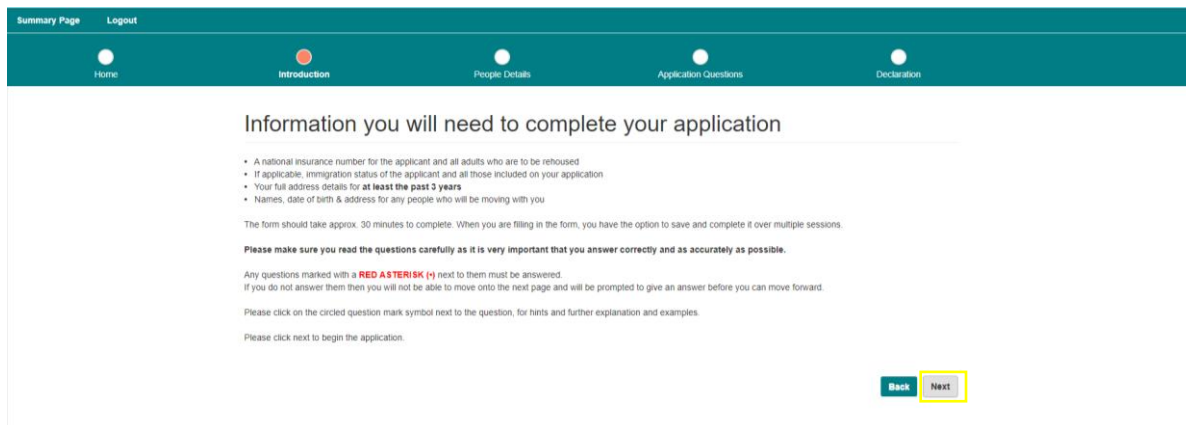


The screenshot shows the 'Housing Application - Eligibility Check' page for an eligible user. The table shows one row with the outcome 'ELIGIBLE TO COMPLETE A HOUSING APPLICATION' and a status of 'Eligibility Assessed'. The 'Actions' column contains a dropdown menu with the option 'Create New Housing Application Form' highlighted by a yellow box.

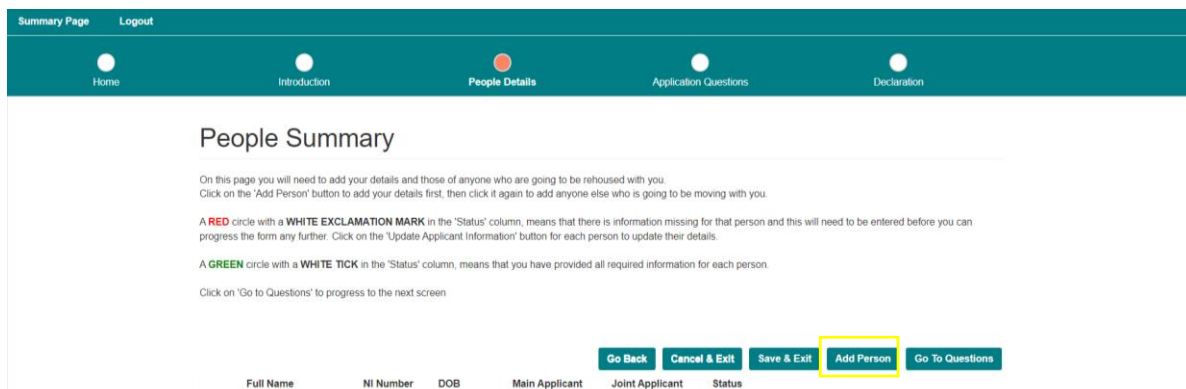
To continue with your application please read the information and then click on 'next.' If you click on 'go back' you will return to the summary page.



You will see the information screen. Please read and click 'next' to continue. Clicking back, takes you back to the previous page.



You have now reached the people summary. Please click on 'add person' to create the main applicant first.

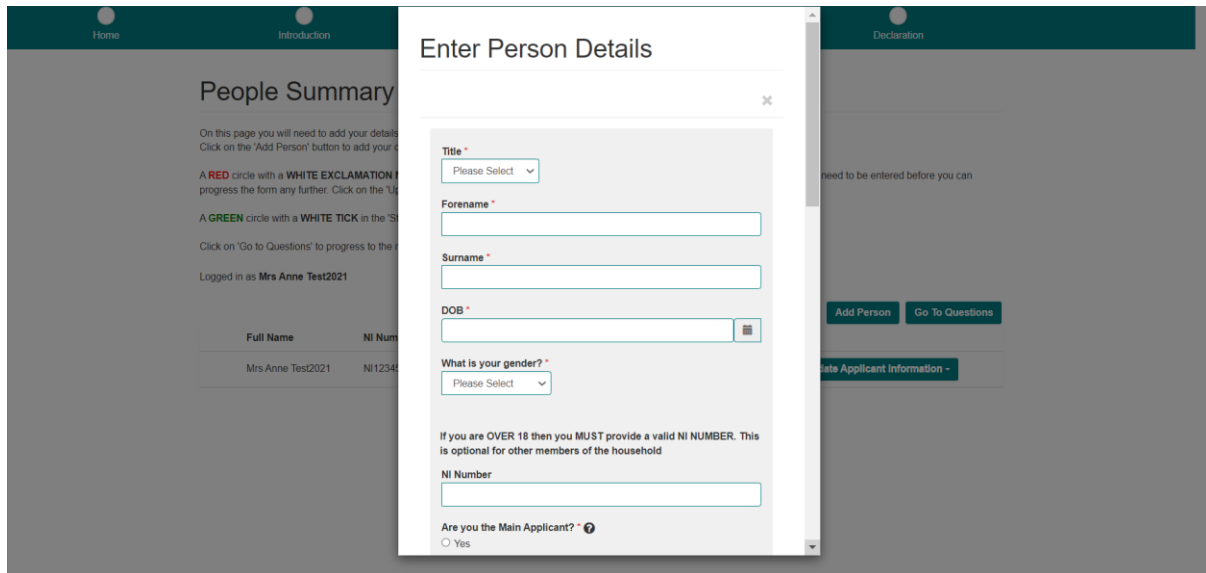


How to create an application for the housing register

Please complete the questions as indicated. All questions with a red asterisk are mandatory. Please ensure you have one person in your application as the main applicant.

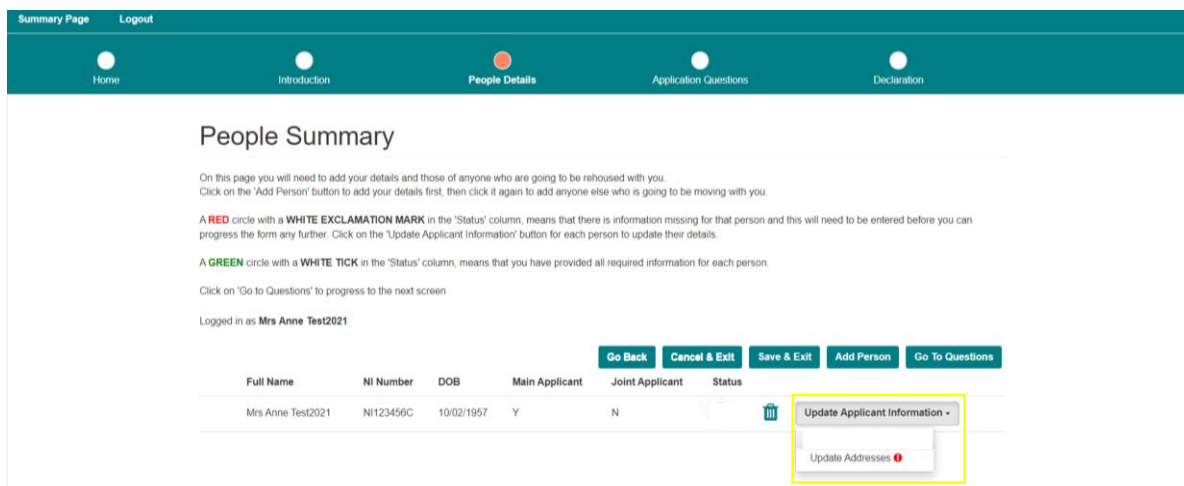
You will need to add a new person for anyone who is to be moving with you.

Those over 18 years old will need a national insurance number.



Once you have added all those moving with you, please select **'update applicant information'** for each household member and update addresses.

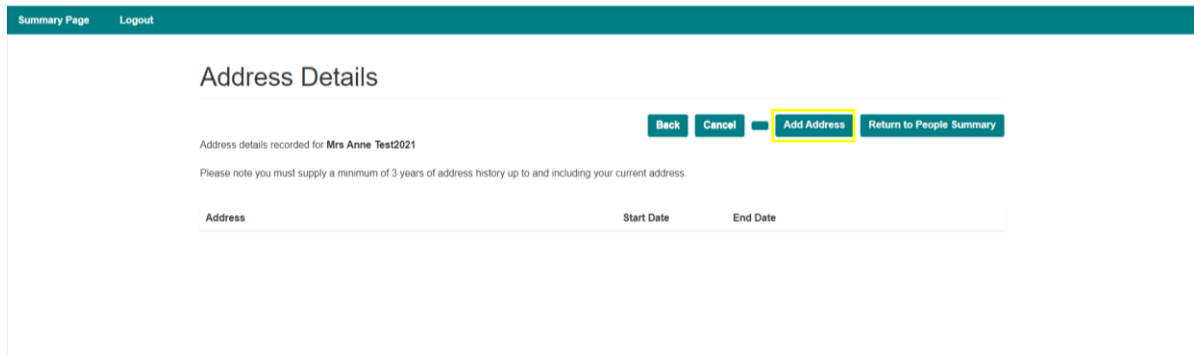
You will need to supply 3-year history as a minimum.



Full Name	NI Number	DOB	Main Applicant	Joint Applicant	Status
Mrs Anne Test2021	NI123456C	10/02/1957	Y	N	<div style="border: 1px solid black; padding: 2px;"> Update Applicant Information - Update Addresses * </div>

How to create an application for the housing register

Please click **'Add address'** and supply a minimum of a 3-year history. For each new address click **'Add Address'**



Summary Page Logout

Address Details

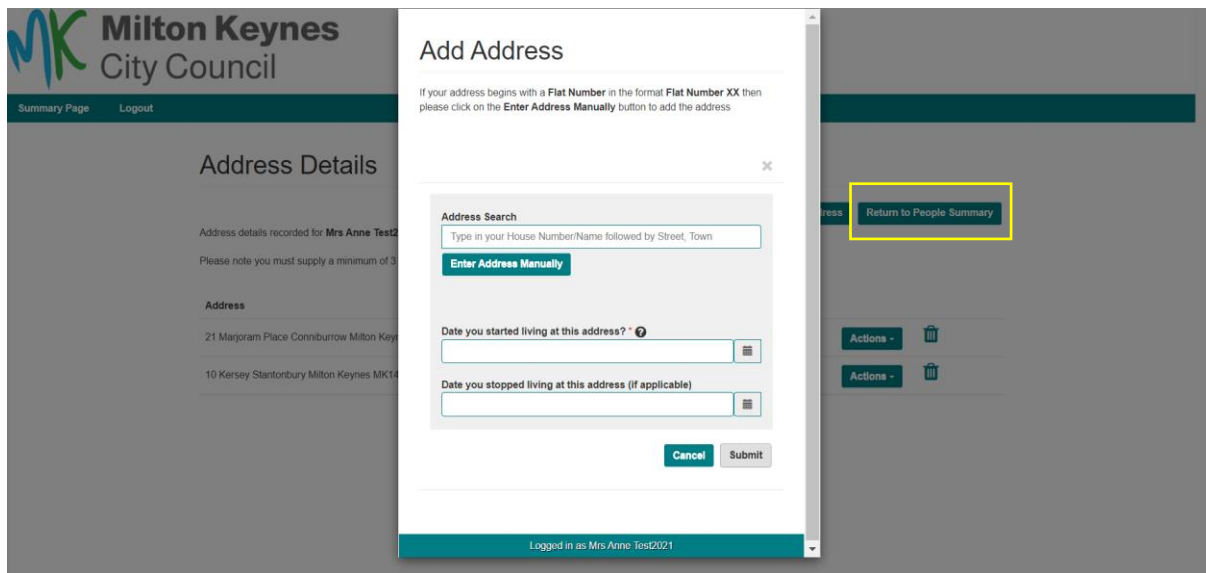
Address details recorded for Mrs Anne Test2021

Please note you must supply a minimum of 3 years of address history up to and including your current address.

Address	Start Date	End Date
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Buttons: Back, Cancel, **Add Address**, Return to People Summary

Please fill in as directed. Once completed and submitted, click on **'Return to people summary'** and repeat for each household member.



Milton Keynes City Council

Add Address

If your address begins with a **Flat Number** in the format **Flat Number XX** then please click on the **Enter Address Manually** button to add the address

Address Search

Type in your House Number/Name followed by Street, Town

Enter Address Manually

Date you started living at this address? *

Date you stopped living at this address (if applicable)

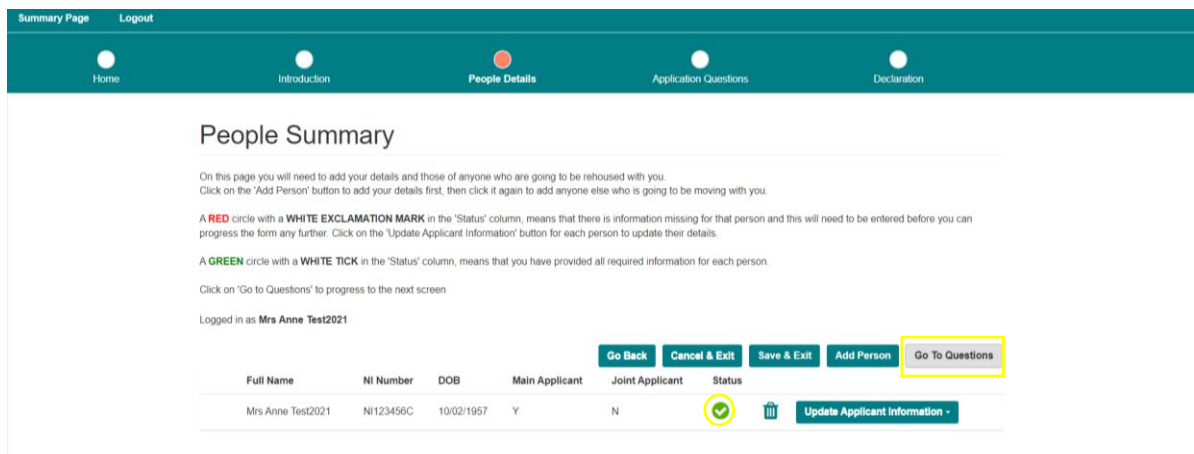
Buttons: Cancel, Submit

Return to People Summary

Actions -

Logged in as Mrs Anne Test2021

Once you have a green tick under status for all household members, click **'go to questions.'**



Summary Page Logout

Home Introduction **People Details** Application Questions Declaration

People Summary



On this page you will need to add your details and those of anyone who are going to be rehoused with you. Click on the 'Add Person' button to add your details first, then click it again to add anyone else who is going to be moving with you.

A **RED** circle with a **WHITE EXCLAMATION MARK** in the 'Status' column, means that there is information missing for that person and this will need to be entered before you can progress the form any further. Click on the 'Update Applicant Information' button for each person to update their details.

A **GREEN** circle with a **WHITE TICK** in the 'Status' column, means that you have provided all required information for each person.


Click on 'Go to Questions' to progress to the next screen

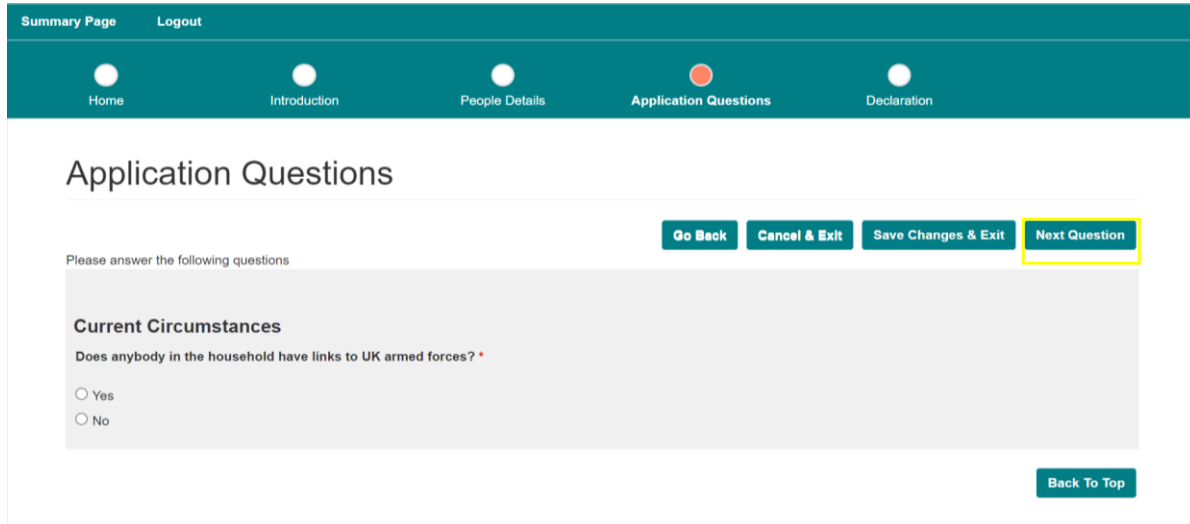
Logged in as Mrs Anne Test2021

Full Name	NI Number	DOB	Main Applicant	Joint Applicant	Status	
Mrs Anne Test2021	NI123456C	10/02/1957	Y	N		 Update Applicant Information

Buttons: Go Back, Cancel & Exit, Save & Exit, Add Person, **Go To Questions**

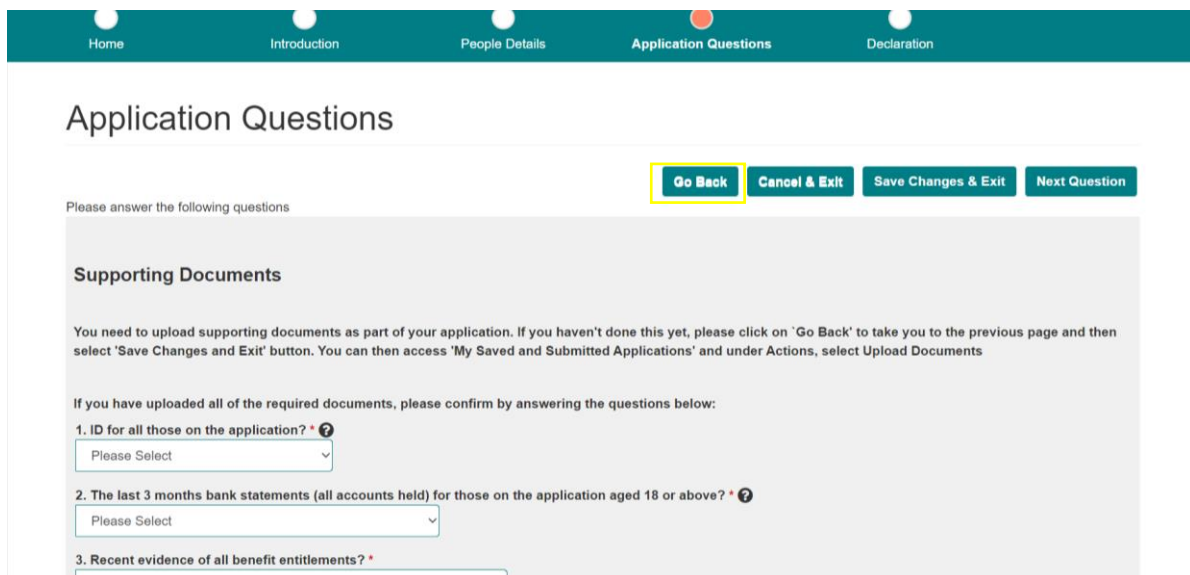
You have now reached the application questions. 'Go back' takes you to the previous screen. 'Cancel and exit' will log you out and answers will not be saved. 'Save changes and exit' will allow you to return to the application and finish later.


You must answer all the questions with red asterisk and there are some  buttons to help you along the way. Click **'Next question'** to move through the questions.



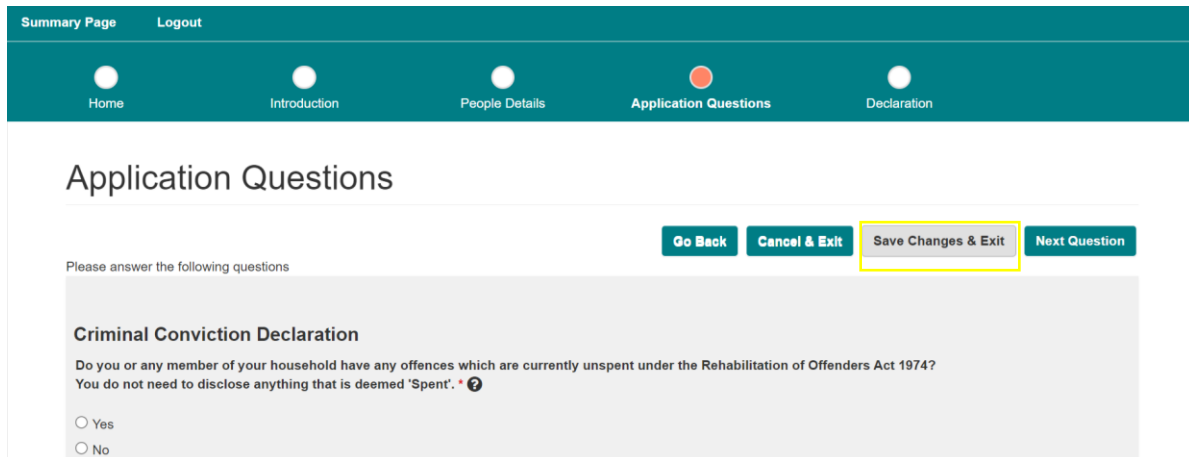
The screenshot shows the 'Application Questions' page. At the top, there is a navigation bar with 'Summary Page' and 'Logout' on the left, and five menu items: 'Home', 'Introduction', 'People Details', 'Application Questions' (highlighted with a red dot), and 'Declaration'. Below the navigation bar, the page title is 'Application Questions'. On the right side, there are four buttons: 'Go Back', 'Cancel & Exit', 'Save Changes & Exit', and 'Next Question' (highlighted with a yellow box). The main content area is titled 'Current Circumstances' and contains the question: 'Does anybody in the household have links to UK armed forces? *'. There are two radio button options: 'Yes' and 'No'. At the bottom right of the content area, there is a 'Back To Top' button.

You will reach a page asking you to confirm that you have uploaded all the required supporting documents. You will need to select **'Go Back'** at this point.

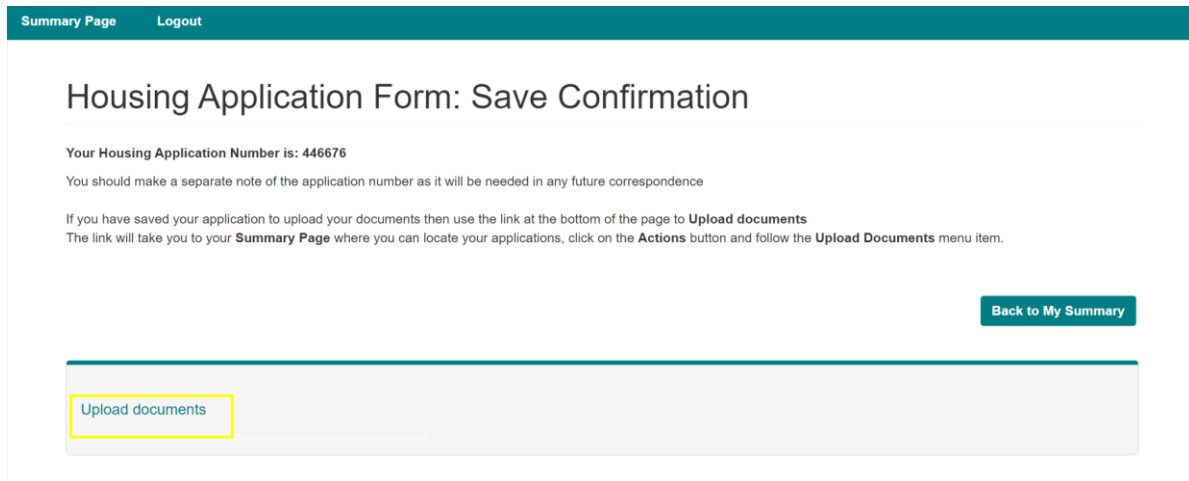


The screenshot shows the 'Application Questions' page. At the top, there is a navigation bar with 'Home', 'Introduction', 'People Details', 'Application Questions' (highlighted with a red dot), and 'Declaration'. Below the navigation bar, the page title is 'Application Questions'. On the right side, there are four buttons: 'Go Back' (highlighted with a yellow box), 'Cancel & Exit', 'Save Changes & Exit', and 'Next Question'. The main content area is titled 'Supporting Documents' and contains the following text: 'You need to upload supporting documents as part of your application. If you haven't done this yet, please click on 'Go Back' to take you to the previous page and then select 'Save Changes and Exit' button. You can then access 'My Saved and Submitted Applications' and under Actions, select Upload Documents'. Below this, it says: 'If you have uploaded all of the required documents, please confirm by answering the questions below:'. There are three numbered questions, each with a dropdown menu: '1. ID for all those on the application? * 

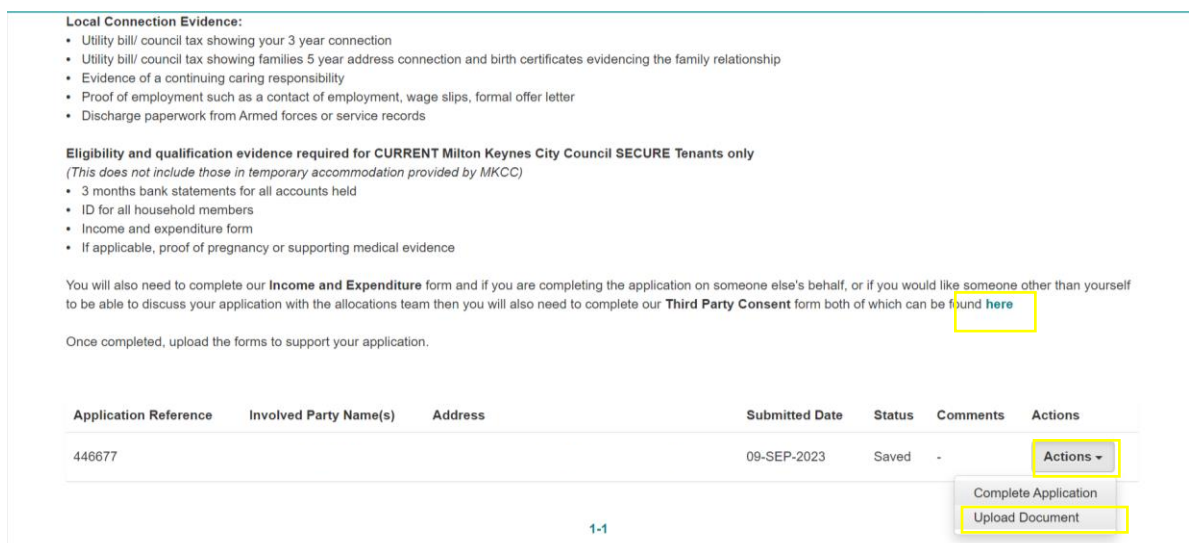
Once you have selected to go back, you will then need to select 'Save changes & Exit.'



You can then upload the required documents by selecting 'Upload Documents'



You will need to complete an income and expenditure form, click on 'Here' as highlighted below, complete and save, so you can upload as a document. Return to your application. To upload documents, select Action and 'upload document.'



Local Connection Evidence:

- Utility bill/ council tax showing your 3 year connection
- Utility bill/ council tax showing families 5 year address connection and birth certificates evidencing the family relationship
- Evidence of a continuing caring responsibility
- Proof of employment such as a contact of employment, wage slips, formal offer letter
- Discharge paperwork from Armed forces or service records

Eligibility and qualification evidence required for CURRENT Milton Keynes City Council SECURE Tenants only
(This does not include those in temporary accommodation provided by MKCC)

- 3 months bank statements for all accounts held
- ID for all household members
- Income and expenditure form
- If applicable, proof of pregnancy or supporting medical evidence

You will also need to complete our **Income and Expenditure** form and if you are completing the application on someone else's behalf, or if you would like **someone** other than yourself to be able to discuss your application with the allocations team then you will also need to complete our **Third Party Consent** form both of which can be found **here**

Once completed, upload the forms to support your application.

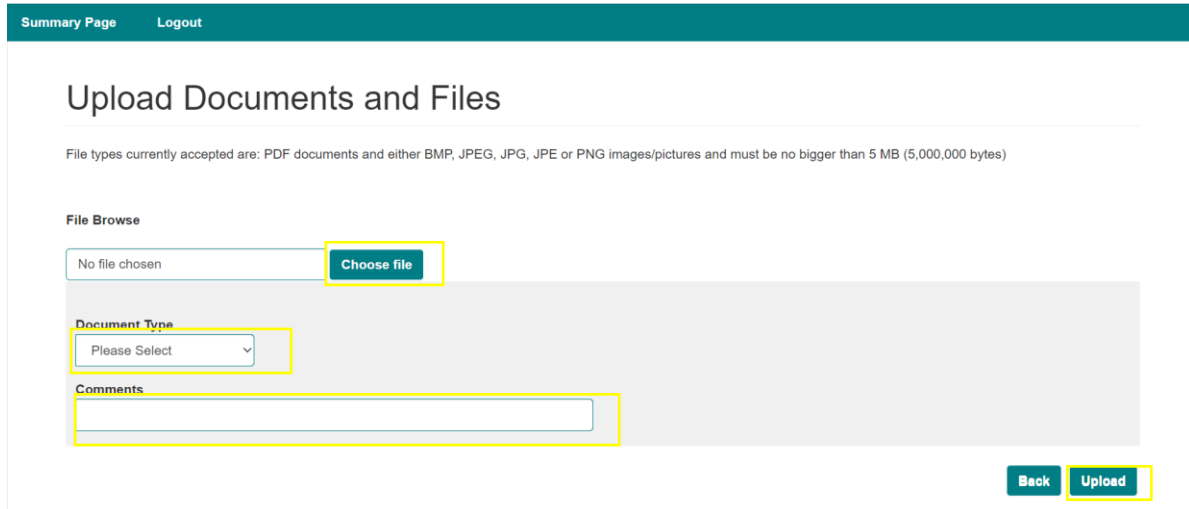
Application Reference	Involved Party Name(s)	Address	Submitted Date	Status	Comments	Actions
446677			09-SEP-2023	Saved	-	Actions ▾ Complete Application Upload Document

1-1

To upload a document, select **choose file** and pick the file/picture you want to upload. Then on Document Type drop down, select the relevant option. In the comments put a description of the document, for example ' Bank statement current account – May'

Then select **'Upload'**. Repeat this for each document.

Once all documents are uploaded, select **'Back.'**



This will take you back you your 'saved and submitted applications' page. Select Actions and click on **'Complete application'**

• Photograph of applicant(s), either passport sized photo or digital photo

Local Connection Evidence:

- Utility bill/ council tax showing your 3 year connection
- Utility bill/ council tax showing families 5 year address connection and birth certificates evidencing the family relationship
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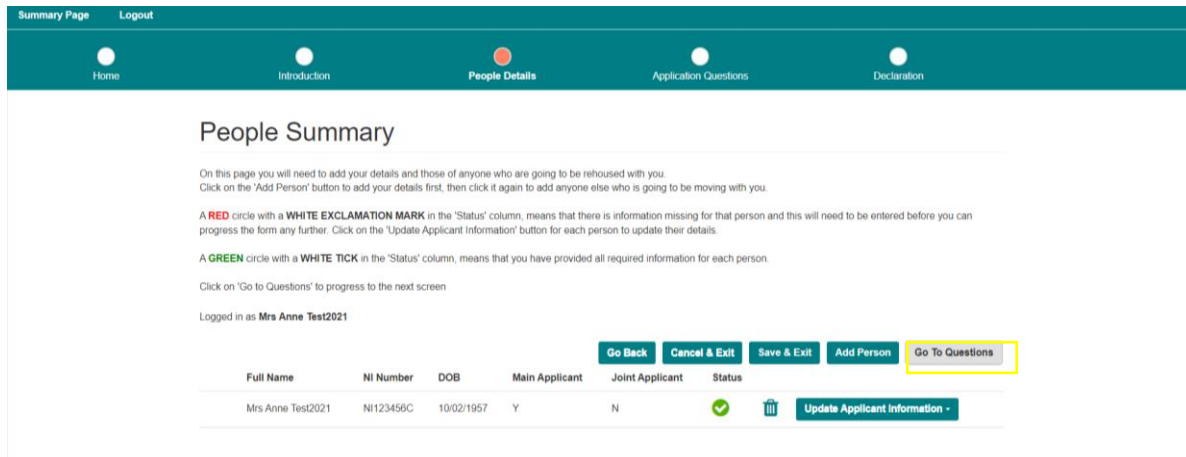
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Application Reference	Involved Party Name(s)	Address	Submitted Date	Status	Comments	Actions
446677			09-SEP-2023	Saved	-	Actions ▾ Complete Application Upload Document

1-1

This takes you back to the people summary page, select **'Go to Questions'**



Summary Page Logout

Home Introduction **People Details** Application Questions Declaration

People Summary

On this page you will need to add your details and those of anyone who are going to be rehoused with you. Click on the 'Add Person' button to add your details first, then click it again to add anyone else who is going to be moving with you.

A **RED** circle with a **WHITE EXCLAMATION MARK** in the 'Status' column, means that there is information missing for that person and this will need to be entered before you can progress the form any further. Click on the 'Update Applicant Information' button for each person to update their details.

A **GREEN** circle with a **WHITE TICK** in the 'Status' column, means that you have provided all required information for each person.

Click on 'Go to Questions' to progress to the next screen

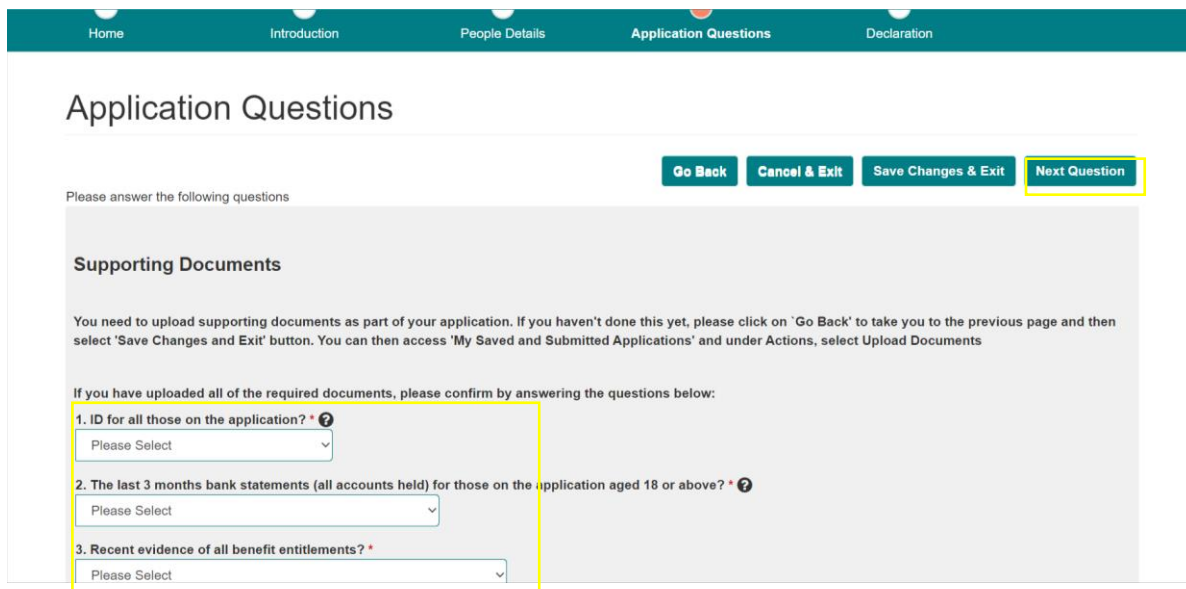
Logged in as Mrs Anne Test2021

Go Back Cancel & Exit Save & Exit Add Person **Go To Questions**

Full Name	NI Number	DOB	Main Applicant	Joint Applicant	Status	
Mrs Anne Test2021	NI123456C	10/02/1957	Y	N	✔	Update Applicant Information -

This will take you to the first questions page, use **'Next question'** until reach the 'Supporting documents page.'

On each drop down, select the relevant answer and once all completed, select **'Next Question.'**



Home Introduction People Details **Application Questions** Declaration

Application Questions

Go Back Cancel & Exit Save Changes & Exit **Next Question**

Please answer the following questions

Supporting Documents

You need to upload supporting documents as part of your application. If you haven't done this yet, please click on 'Go Back' to take you to the previous page and then select 'Save Changes and Exit' button. You can then access 'My Saved and Submitted Applications' and under Actions, select Upload Documents

If you have uploaded all of the required documents, please confirm by answering the questions below:

1. ID for all those on the application? * ?
Please Select
2. The last 3 months bank statements (all accounts held) for those on the application aged 18 or above? * ?
Please Select
3. Recent evidence of all benefit entitlements? *
Please Select

Once you have completed all the questions, you will see the consent and declaration page. Please read, tick yes and click ‘submit application and exit.’

Housing Application Form Declaration and Consent

To **COMPLETE YOUR APPLICATION** you must read and agree to the declaration below and then click on the **Submit Application & Exit** button at the bottom of the page.

REMEMBER TO: Retain your application reference number that will be provided for your records

Why does Milton Keynes City Council need information about you and what do we use your information for?
You can find all of this information on our [Data Protection and Privacy Notice](#) here

Customer Declaration and Consent:

- I declare that the information I have given is correct and complete
- I undertake to inform Milton Keynes City Council of any changes in my circumstances as soon as they take place
- I understand that if I give any information that is false or incomplete, I am committing an offence and that legal action may be taken to bring my tenancy to an end, resulting in my eviction
- I give permission for information to be disclosed to other parts of Milton Keynes City Council and other organisations, including the police and probation authorities for verification, assessment and nomination purposes
- I give permission for Milton Keynes City Council to contact any social worker, probation officer, community psychiatric nurse, or other similar worker to discuss my application in order to assess my housing need
- I give permission for Milton Keynes City Council to make any enquiries necessary to verify and/or assess my housing registration application

Please confirm that you accept our declaration *

Yes

[Go Back](#) [Cancel & Exit](#) [Submit Application & Exit](#)

Please take note of the highlighted application number, you will need this for future reference.

Summary Page Logout

Housing Application Form: Status Advice

Your Housing Application Number is: **446677**

You should make a separate note of the application number as it will be needed in any future correspondence

Now you have submitted your application, the next step is for the housing allocations team to verify it.
If you haven't uploaded the requested documents, unfortunately the application will be rejected.
If your application is rejected, we will write to you to let you know and you will need to start your application again.

If your application is accepted, it will be allocated to an allocations officer who will complete a full assessment. You will be notified of the outcome in writing.
Once your application has been verified you can make amendments to your answers, add or amend people.
If you make amendments to your answers or add a new household member, please contact the allocations team on 01908 252 937 option 4 to let us know.

[Back to My Summary](#)

The housing allocations team will now look to verify your application.

If your application is rejected, we contact you to let you know.

If your application is accepted, it will be allocated to an allocations officer who will complete a full assessment. You will be notified of the outcome in writing.