



# How To Register on Darlington HomeSearch



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Borough Council

## How to register on Darlington HomeSearch

- **To create your application you will need an email address, otherwise you will not be able to view your account once created or be able to bid on properties yourself.**
- **If you do not have an email address or access to the internet please contact the Darlington Borough Council Housing Allocations team on : 01325 405333**



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# How to register on Darlington HomeSearch

- **Step 1. Visit the Darlington HomeSearch website.**

[www.darlingtonhomeseach.jigsaw.uk](http://www.darlingtonhomeseach.jigsaw.uk)

- **Step 2. If you wish to join the housing register, tap on the link or left click with your cursor on “Application - Join the register”**



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- **Step 3 – Enter your email address and create a password.**
- This must be a minimum of 12 characters in length and must have at least one character from these categories:
- Non-alphanumeric (-\!-<>,;:\_=?\*+#. &%()|[]\$^@/)
- English uppercase characters (A-Z)
- English lowercase characters(a-z)
- Numbers (0-9)



Register

Please register by entering your email and a password

Email

Passwords must be between 12 and 128 characters in length. ✓  
Your password must include at least one character from 3 of these categories: ✓

- English uppercase characters (A-Z) ✓
- English lowercase characters (a-z) ✓
- Numbers (0-9) ✓
- Non-alphanumeric (e.g. [-\!-<>,;:\_=?\*+#. &%()|[]\$^@/]) ✓

Password is good

Enter Password

Confirm Password

By clicking register you confirm that you agree to our website [terms of use](#), our [privacy policy](#) and consent to [cookies](#) being stored on your device. As part of this service, and in order for you to use this service, we will contact you periodically about your account; if you don't wish to receive these emails then you shouldn't use the service.

Register



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- **Step 4- You must repeat the password in the “Confirm Password” box.**
- If the passwords do not match (if you have entered it incorrectly) you will be asked to re-enter the password until it matches.
- Once you have entered your email and your password in the required boxes tap or left click with your cursor on the “Register” button.

Register

Please register by entering your email and a password

Email

Passwords must be between 12 and 128 characters in length. ✓  
Your password must include at least one character from 3 of these categories:

- English uppercase characters (A-Z) ✓
- English lowercase characters (a-z) ✓
- Numbers (0-9) ✓
- Non-alphanumeric (e.g. [-\!@&\*\_~?+!#&%(){}\$^&#]) ✓

Password is good

Enter Password

Confirm Password

By clicking register you confirm that you agree to our website [terms of use](#), our [privacy policy](#) and consent to [cookies](#) being stored on your device. As part of this service, and in order for you to use this service, we will contact you periodically about your account; if you don't want to receive these emails then you shouldn't use the service.

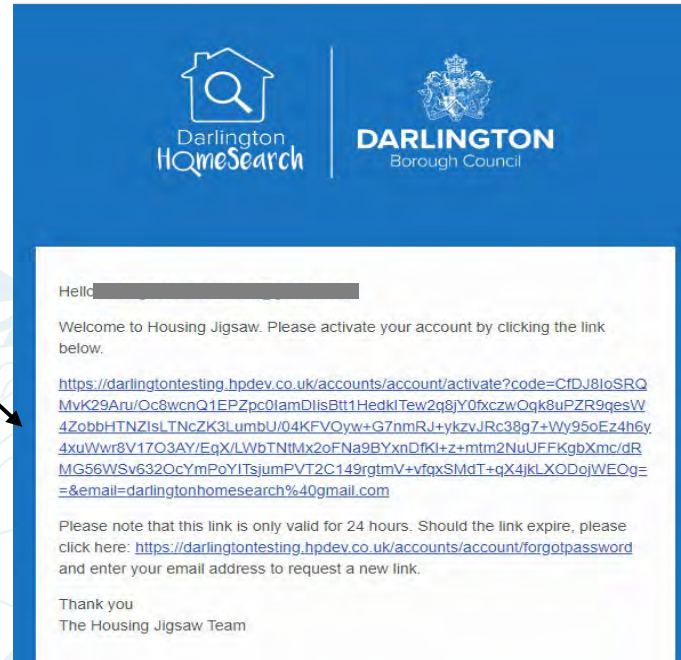
Register





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- **Step 5 – At this point go to your email inbox, you will have received an email from “housingjigsaw.co.uk”**  
Tap or Click on the activation link (left click with your cursor).



# How to register on Darlington HomeSearch

- **Step 6 - Once you tap or click (left click with your cursor) on “Register”, you will be taken to the “Welcome screen” now tap/click on “Save and continue.”**

Welcome to darlingtontesting.hpdev.co.uk

Thanks for registering, we just need to collect a bit more information to create your account with:

Darlington

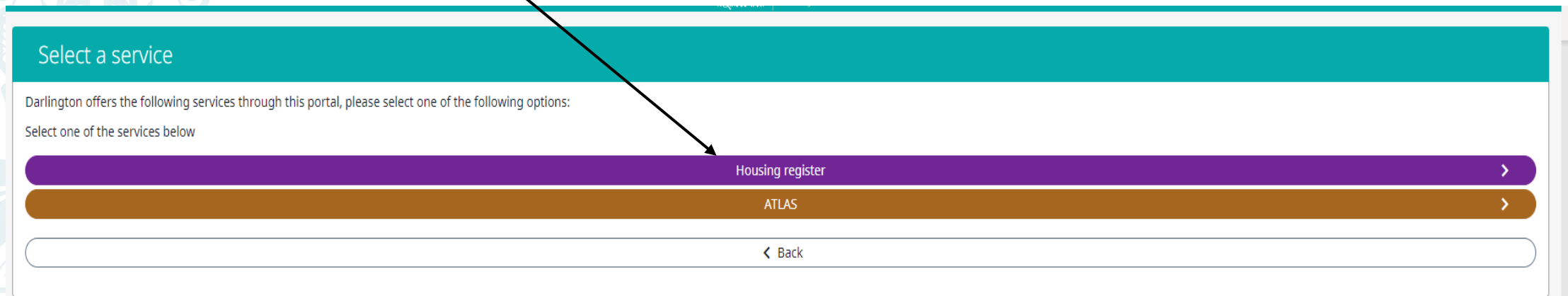
Save and continue



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# How to register on Darlington HomeSearch

- **Step 7 – On the next screen tap or click (left click with your cursor) “Housing register” to proceed.**



Select a service

Darlington offers the following services through this portal, please select one of the following options:  
Select one of the services below

Housing register >

ATLAS >

< Back





# How to register on Darlington HomeSearch

- **Step 8 – You now need to enter all of your personal details.**

Anything marked with a \* is mandatory meaning you must provide an answer.

Personal

Addresses

Phone & Email

Support Worker (Optional)

Personal

Please provide the following personal information.

Title  
Please select

Last name\*  
Last name

Gender\*  
Please select...

Nick / Other / Maiden name  
Other name

National insurance number \* ⓘ  
NI number

First name\*  
First name

Date of birth\*  
Date of birth

Pregnancy due date  
Pregnancy due date

NHS number  
NHS number

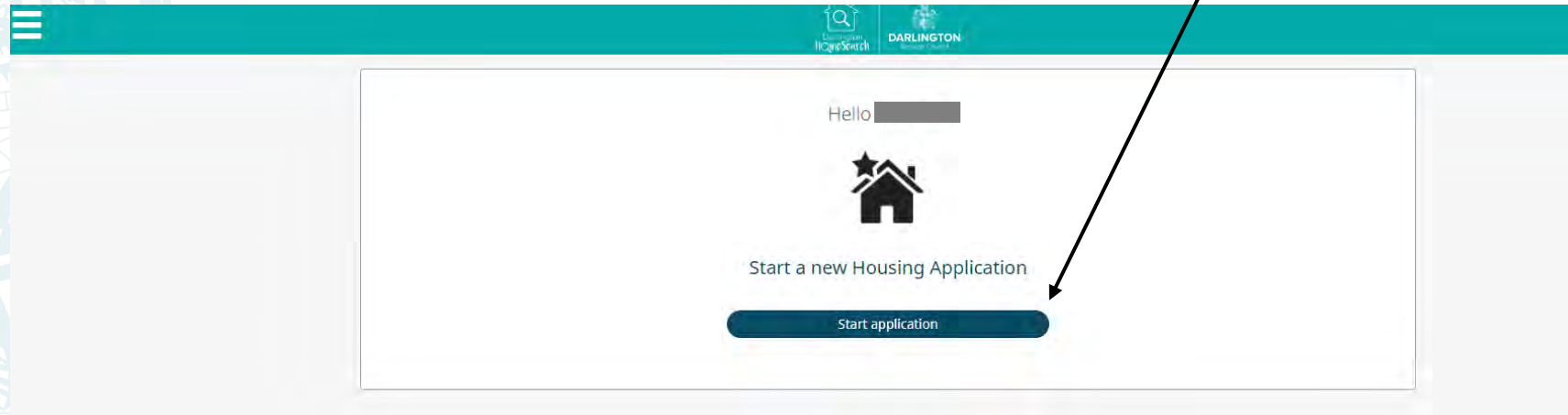
Cancel

Next



# How to register on Darlington HomeSearch

- **Step 9 – Once all information has been entered, tap or click (left click with your cursor) on the “Start application” button.**



# How to register on Darlington HomeSearch

- **Step 10 - Fill in the information required.** (Again, anything marked with a \* is mandatory meaning you must provide an answer.)

The screenshot shows the 'Darlington Housing Register' application form, specifically the 'My Current Housing Situation' section. On the left is a sidebar titled 'Application Progress and Navigation' with a list of steps: Summary, Add Household Members, Darlington Housing Register, Darlington Housing Application Form, Housing Needs Assessment, My Current Housing Situation (highlighted in orange), Nationality, Financial Information, Medical, Local Connection, Equal Opportunities Monitoring, Plan for the future / Housing Choices, and Submit application. The main content area contains the following questions and input fields:

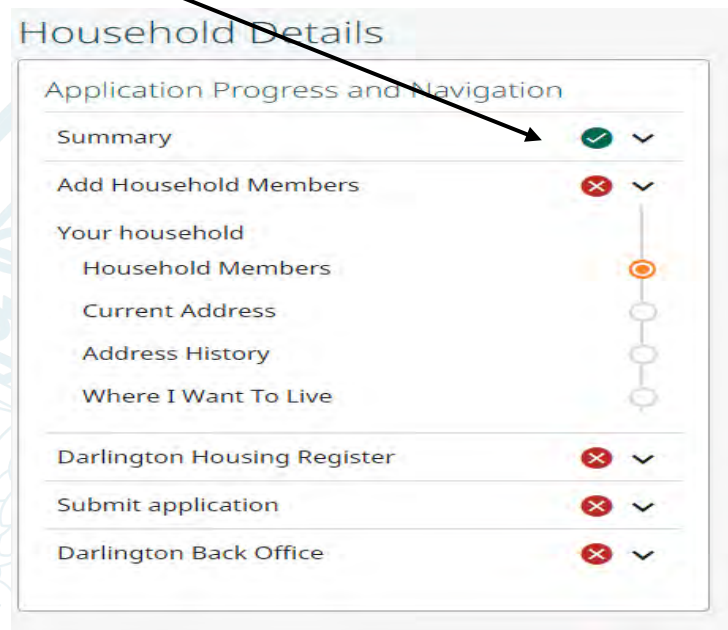
- \* Current property type:** A dropdown menu with 'House' selected.
- If you live above ground floor level, which floor?:** A dropdown menu with 'Please select'.
- Does your current property have any adaptations?:** Radio buttons for 'Yes' and 'No'.
- \* Where is your toilet located?:** A dropdown menu with 'Upstairs' selected.
- Are you lacking any basic facilities - no access to kitchen, bathroom/inside wc/hot or cold water supply/electricity or gas heating?:** Radio buttons for 'Yes' and 'No'.
- Do you share any of the following facilities with anyone who is not moving with you?:** Checkboxes for 'Not Applicable', 'Kitchen facilities', 'Bathroom facilities', and 'Toilet facilities'.
- Is your current property in disrepair?:** Radio buttons for 'Yes' and 'No'.

- Please note if your answers indicate you are in housing need you will need to provide supporting documentation.



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- **Step 11 – Fill in the rest of the application, any incomplete sections will be highlighted in red on the Application Progress and Navigation section screen. When a section is complete it will change to green.**



# How to register on Darlington HomeSearch

- **Step 12 – Once the application is complete please sign (either using mouse or if on touchscreen by hand). If you make a mistake you can choose to use the clear button and try again.**

Even if someone else has filled in this form for you, you must sign this declaration if you can.  
Please read the declaration carefully before you sign and date it I hereby declare that the information given on this form is correct and complete to the best of my knowledge.  
I understand that under Section 214 of the Housing Act 1996 it is an offence to knowingly or recklessly make a statement which is false and/or withhold information in order to obtain assistance with accommodation.  
It is also an offence if you do not notify the Council of any material change in your circumstances as soon as possible.  
I am aware that if I give information that is incorrect or incomplete, the Council may take action against me. This may include court action and anyone guilty of such an offence is liable, on conviction, to a fine of up to £5,000.

**Customer Details**

Name:

Date of birth:

**Signatures**

Sign in the box below:

Signed and agreed by Family Homeless on this date: \*





# How to register on Darlington HomeSearch

- **Step 13 - Now tap or click (left click with your cursor) on the “Submit application” button.**

Even if someone else has filled in this form for you, you must sign this declaration if you can.  
Please read the declaration carefully before you sign and date it. I hereby declare that the information given on this form is correct and complete to the best of my knowledge.  
I understand that under Section 214 of the Housing Act 1996 it is an offence to knowingly or recklessly make a statement which is false and/or withhold information in order to obtain assistance with accommodation.  
It is also an offence if you do not notify the Council of any material change in your circumstances as soon as possible.  
I am aware that if I give information that is incorrect or incomplete, the Council may take action against me. This may include court action and anyone guilty of such an offence is liable, on conviction, to a fine of up to £5,000.

**Customer Details**

Name: [REDACTED]  
Date of birth: 20/02/2000

**Signatures**

[REDACTED] signature \*  
Sign in the box below:  
[Signature Box]

[Clear]

Signed and agreed by Family Homeless on this date: \*  
DD/MM/YYYY

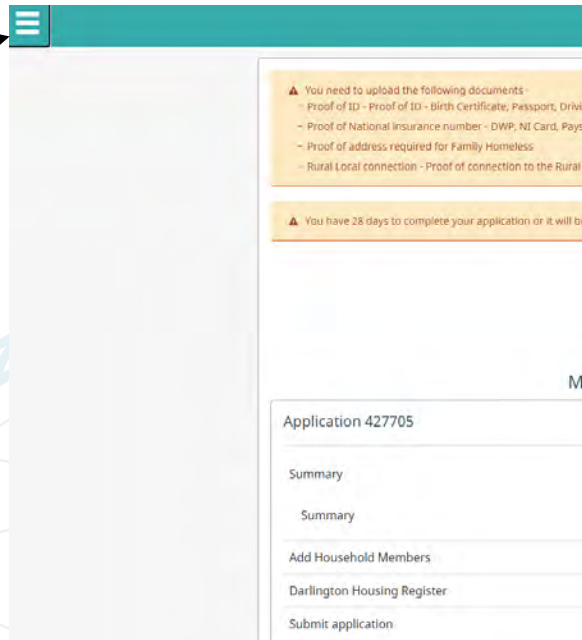
[Previous] [Submit application]

- **You have now successfully created your Darlington HomeSearch account!**



# How to register on Darlington HomeSearch

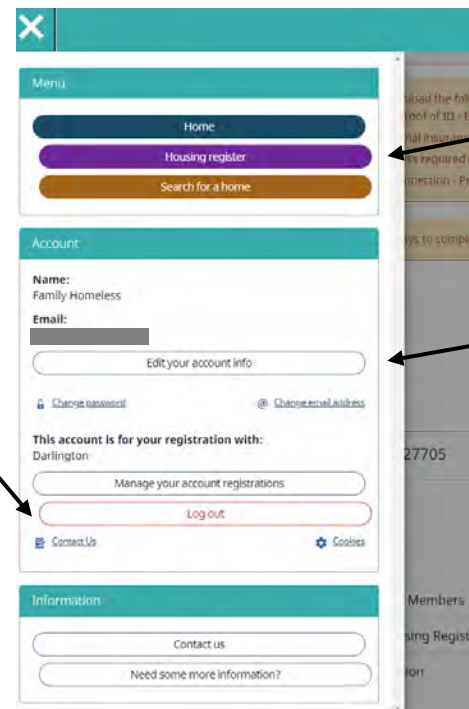
- **Once these steps are complete, for easy navigation you can tap or click (left click with your cursor) on the three lines in the top left hand side of the screen**



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# How to register on Darlington HomeSearch

- From here you can navigate to the different sections of the site by tapping or clicking (left click with your cursor) on the relevant section.
- You can also log out using this menu.



## How to register on Darlington HomeSearch

- **You can now upload any supporting documents, See the “How to upload documents on Darlington HomeSearch” guide for further steps.**



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