

Housing Jigsaw – The Customer Portal

What is the customer portal?

The customer portal is a simple way for you to keep track of the progress of your application

As well as you being able to update your address and telephone number it also provides updates on:

- Letters
- Appointments
- Documents
- Your Personal Housing Plan (PHP)
- Meetings

What are the benefits of the customer portal?

- Reduces visits and calls to the office
- Allows you to utilise technology to easily upload all of the documents directly to the system
- Provides a visual of your customer journey
- Keeps the you informed of which stage you are on
- Reminder(s) for booked appointments, requested information, agreed actions on your Personal Housing Plan (PHP)

How do I make an application?

Type in Housing Jigsaw into your desired search engine (ex. google chrome) and search the top responses and the below should appear, and select **Register**.

<https://live.housingjigsaw.co.uk> ▾

[Housing Jigsaw](#)

Housing Jigsaw is the umbrella term for a series of intuitive, interactive and user-friendly modules designed to support local authorities deliver their ...

[Login](#)

Sign in. Sign in. Email. Password. Sign in. Forgot password ...

[Register](#)

As part of this service, and in order for you to use this service, we ...

[Register as homeless](#)

Housing Jigsaw Customer Portal ... The Housing Jigsaw ...

[Contact Us](#)

Contact us. If you are an applicant please use the following link to ...

Accessing your customer portal account

When you are completing your application you need to provide your email address, if you do not have an email address then you will not be able to access the customer portal, but you can still make a Homeless application.

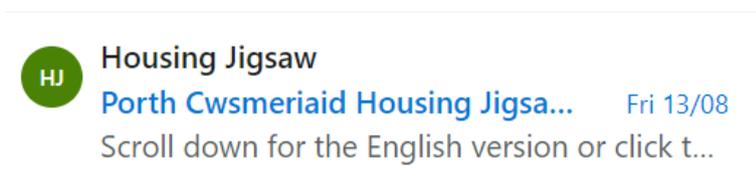
Once registered and you have ticked the box allowing us permission to send you an automatic email notification, in which you will be asked to confirm your account:



If you do not receive an email – you may want to check your junk folder.

The email you will receive will look the one below:

Important Notice: The account must be accessed within the first 24 hours of you completing your application or the link becomes inactive, **DO NOT WORRY** we can resend you an invite.



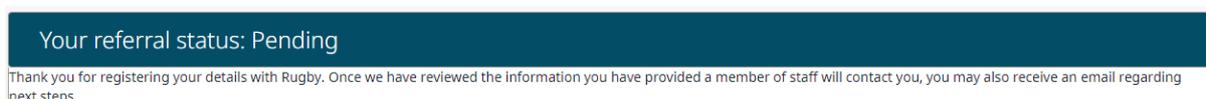
What you will first see when you log into the customer portal

The following information is designed to help you navigate around the customer portal. When you first log in, you will have the below appear.



Homelessness Assistance

Your referral status will change as your application progresses, to start with it will show as pending until it is assigned to an officer within the Community Advice and Support Team (CAST)



Notifications

You will receive updates here advising you on such things like, that your application (self-referral) has been received, an appointment has been booked for you to attend, etc

Notifications		
Activity	Created date	Seen
You have a new customer satisfaction survey to complete	23/08/2021 12:25	04/10/2021 14:15
A new Personal housing plan action has been assigned to you	07/09/2020 10:50	07/09/2020 10:57
You have a new appointment with Rugby	04/09/2020 13:15	04/09/2020 13:20
Your self-referral has been received and is in progress	04/09/2020 13:03	04/09/2020 13:08

If you **select your self-referral has been received and is in progress**, shown above the following will be shown:

Your case status: Closed	
Letters	
Appointments	
Things you need to supply	
Your Personal Housing Plan	

Letters

Letters		
Document name	Upload date	
General advice_Case ref 106670.docx	07/09/2020	NEW

When your case officer makes a decision you will be able to view the decision here.

Appointments

Appointments			
Outstanding appointments			
No outstanding appointments have been made			
Past appointments			
Date of meeting	Type	Location	Officer

If an appointment is booked you can view the date, location, purpose of the meeting (Type) and the officer it is with here.

Things you need to supply

Our case officer will request information from you, from here you are able to view the information requested and download it onto you case.

Further information on how you do this is provided later on.

Documents required:

These are the outstanding documents that you have agreed to supply to us, as part of your Personalised Housing Plan, but have yet to do so.



[View documents required](#)

Documents supplied:

These are the documents that you have already supplied to us as part of your application and will now be verified by the authority who will be alerted that you have submitted the documents. Thank you!



[View documents supplied](#)

Your Personal Housing Plan (PHP)

For more information on what a PHP is please follow this link:

https://england.shelter.org.uk/housing_advice/homelessness/get_help_from_the_council/personal_housing_plans

As you and your case officer work on your PHP you will be able to view your PHP by selecting **View my plan**

[View my plan](#)

Required actions from you:

These are the actions that you have agreed to carry out as part of your Personalised Housing Plan, but have yet to complete.



My Account

You are able to directly apply to another Local Authority as long as they use Housing Jigsaw, if you select the **Add new local authority application**, a drop down menu appears of all those councils that use this system.

My account

Rugby >

Add new local authority application ⚙

Need some more information?

Select a local authority or registered provider

Please select which local authority or registered provider you would like to apply to:

Please select... ▾

Save and continue >

Contact us

Contact Us

Contact Us

Community Advice and Support Team

Email: housingsupportteam@rugby.gov.uk

Telephone: [\(01788\) 533433](tel:01788533433)

Need some more information

This is a list of Useful links for a variety a different charities and organisations, nationally and locally.

Useful links

Useful links

p.h.i.l - Preventing Homelessness Improving Lives

The p.h.i.l. team works across Warwickshire to prevent homelessness by spotting the early warnings and offering the advice and support you need to stay in your home.

A number of factors can put your home at risk - falling behind with your rent, losing your job, a dispute with your landlord, health problems or the breakdown of a relationship.

How do I upload documents?

When your case has been assigned to a member of the team, they will select the documents you are required to provide. Please note that as you provide information and your application progresses your case officer may request new supporting information.

You are able to **view documents required** and **supplied** by selecting those options.

Documents required:

These are the outstanding documents that you have agreed to supply to us, as part of your Personalised Housing Plan, but have yet to do so.

8

[View documents required](#)

Documents supplied:

These are the documents that you have already supplied to us as part of your application and will now be verified by the authority who will be alerted that you have submitted the documents. Thank you!

1

[View documents supplied](#)

[Upload document](#)

Household member: Lisa Simpson

Signed PHP
Declaration page
Notice to quit
Tenancy agreement
Proof of debts
2 months bank /post office statements
Details of any medical condition
Copy of court papers

To upload a document you select the link shown above **Upload document**.

Click on **Choose files**, this will allow you to select the required document from your desktop and then select **Next**

Upload document

Files to add to case

Note, you can upload multiple files. You should only upload multiple documents at the same time if they are of the same type.

Supported file types: ".xls, .xlsx, .doc, .docx, .jpg, .jpeg, .png, .pdf, .eml, .msg, .mht, .zip, .tif, .tiff"

Choose files brain.png

You have currently selected 1 files

1. brain.png

[Back to Things you need to supply](#) [Next](#)

Once you have selected **Next**, you need to select the **Document Type** and **Household member** it relates to from the drop down menu.

You are only able to select each requested document type once from the document type drop down menu. Once you have selected that item it will be removed from the list of documents required and will show in the documents supplied.

You can now see that **Documents required** has changed from 8 to 7 and **Documents supplied** from 1 to 2.

Upload document

Files to add to case

Note, you can upload multiple files. You should only upload multiple documents at the same time if they are of the same type.

Document name
brain.png

Document type*
Please select a document type

Household member
Please select a household member

Comments

[Back to Things you need to supply](#) [Cancel](#) [Upload](#)

Documents required:

These are the outstanding documents that you have agreed to supply to us, as part of your Personalised Housing Plan, but have yet to do so.

7

[View documents required](#)

Documents supplied:

These are the documents that you have already supplied to us as part of your application and will now be verified by the authority who will be alerted that you have submitted the documents. Thank you!

2

[View documents supplied](#)



In the top right hand corner of your screen you will see the above Icon if you select this then the below appears allowing you to edit your **account contact information**, view contact information for CAST, **Need some more information** (Useful links) and **FAQs**.



Menu

Home

Homelessness Assistance

Account

Name:

Lisa Simpson

Email:

luffbra2020@gmail.com

Edit your account info

Local authority:

Rugby

Sign in with other Local Authority

Log out

Information

Contact us

Need some more information?

FAQs

Languages

Cymraeg