

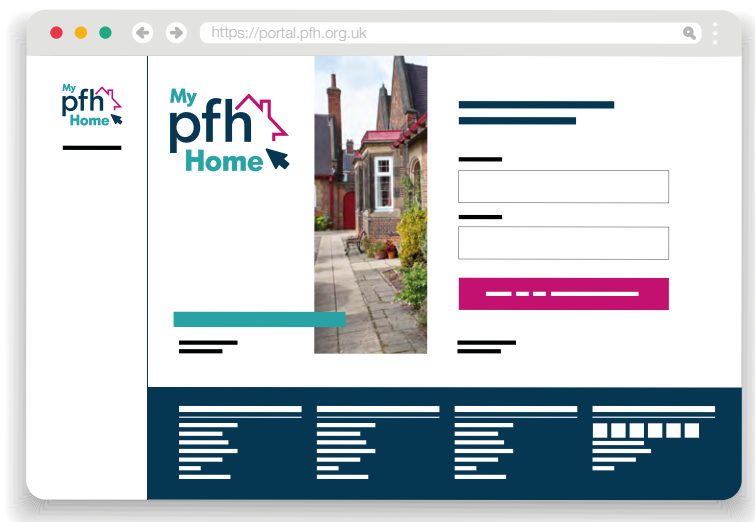
Guide to completing a housing application

To complete a housing application on My PFH Home, please follow the steps below:

Step 1

Go to:

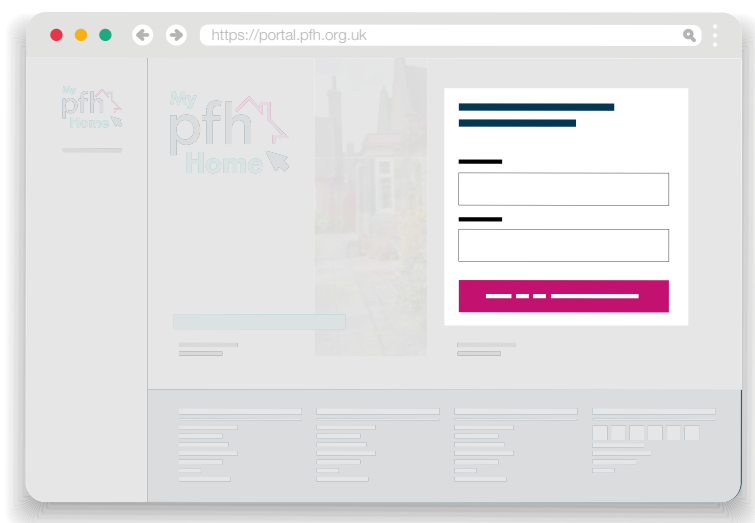
<https://mypfhhome.pfh.org.uk>



Step 2

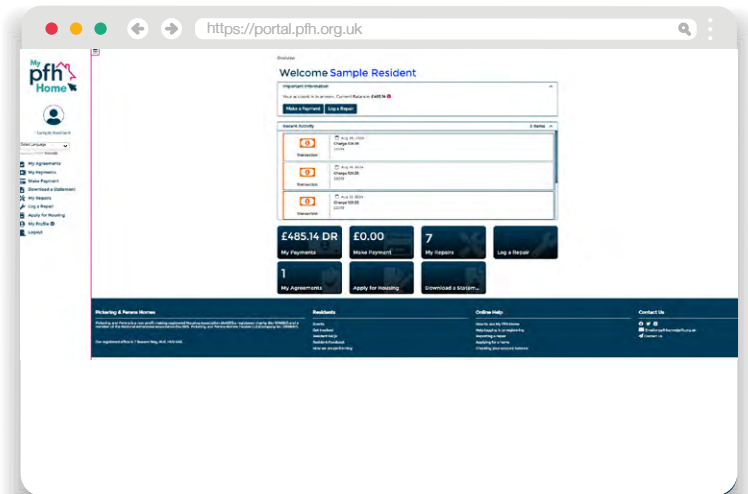
Enter your email address and password, which you set up when you registered. Then click 'sign in'.

If you have not yet registered with My PFH Home, please see our 'Guides to registering with My PFH Home'.



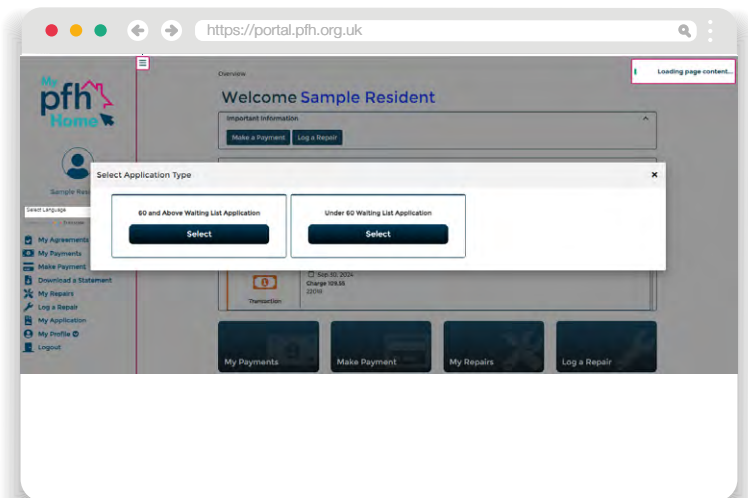
Step 3

Now you are logged in to My PFH Home, click on the 'apply for housing' tile.



Step 4

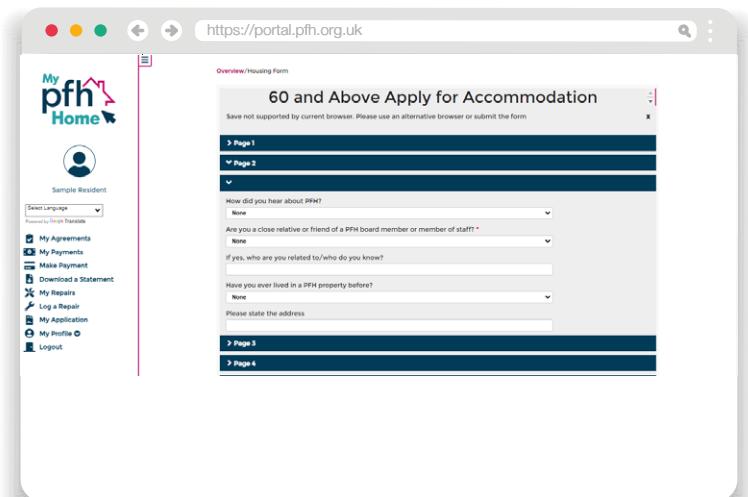
Select if you want to complete a '60 and above' or 'under 60' waiting list application.



Step 5

Read the list of documents you will need to send along with your application and make sure you have these to hand to send once you have completed your application. Your application will not be made live until we receive your documents.

Please note: It should take you around 20 minutes to complete the application form. If need to take a break at any time, please click on 'save progress' and you can come back to complete the rest of the form.

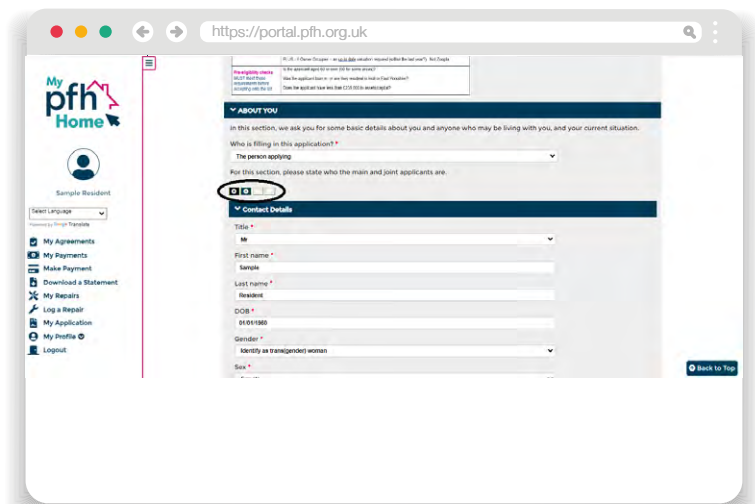


Step 6

Complete all the information in the 'About you' section.

Firstly, select who is completing the application from the dropdown list. Then enter the contact details.

To add more people onto the application, click on the + button under 'About you' (just hover near the 'contact details' heading, and this will appear).



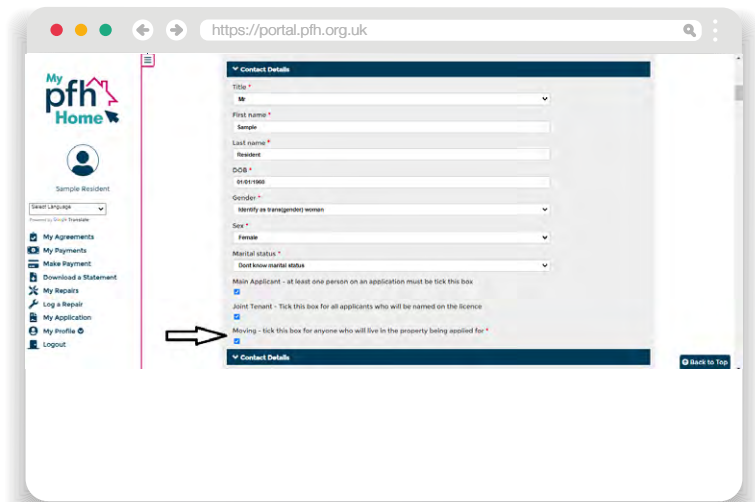
Step 7

Enter your contact details, including your full name, date of birth, gender, sex and marital status.

For the main applicant, please tick the 'main applicant' box (Note: at least one person on an application must tick this box).

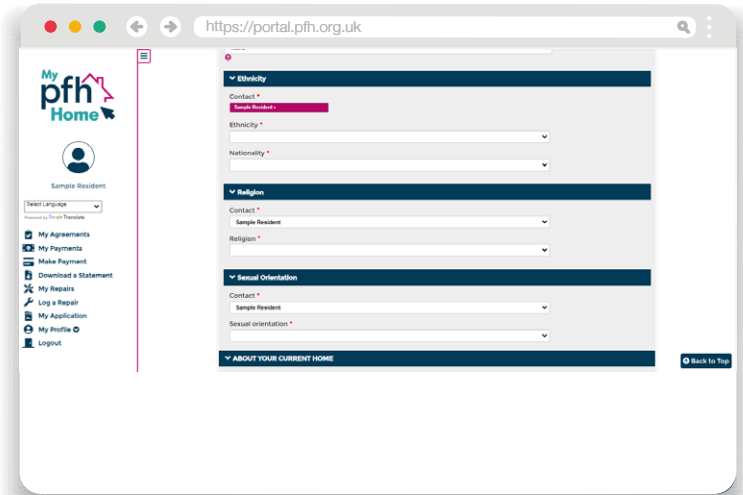
If it is a joint application, tick the 'joint applicant' box (Note: tick this box for all applicants who will be named on the licence).

Tick the 'moving' box. (Note: tick this box for anyone who will live in the property being applied for).



Step 8

Enter your contact details (email address and phone number), along with your ethnicity, religion and sexual orientation.



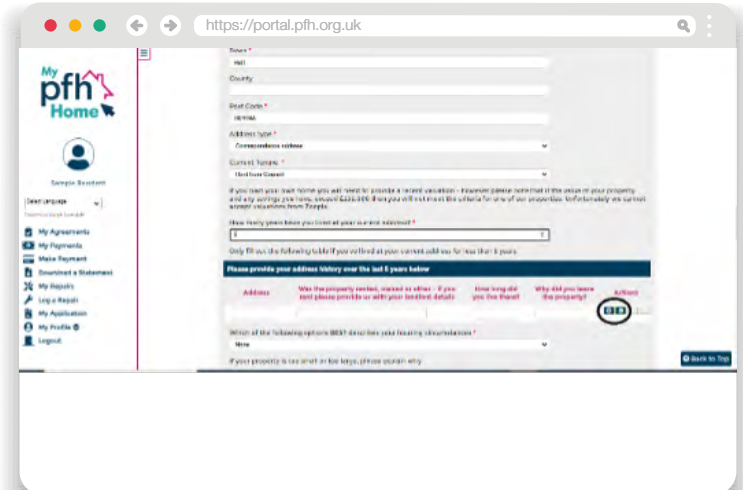
The screenshot shows the 'My pfh Home' portal interface. The left sidebar contains navigation options: My Agreements, My Payments, Make Payment, Download a Statement, My Repairs, Log a Repair, My Application, My Profile, and Logout. The main content area is titled 'ABOUT YOUR CURRENT HOME' and includes three sections: 'Ethnicity', 'Religion', and 'Sexual Orientation'. Each section has a 'Contact *' field and a dropdown menu for the respective category. The 'Ethnicity' section also includes a 'Nationality *' dropdown. A 'Back to Top' button is visible in the bottom right corner.

Step 9

Complete the 'About your current home' section. Please enter all the details about your current home, including the type of property, full address, type of tenure, and how long you have lived there.

If you have lived in your current home for less than 5 years, you will need to provide details of the other addresses you have lived in over the last 5 years. To add a new address, click on the + button to add a new line.

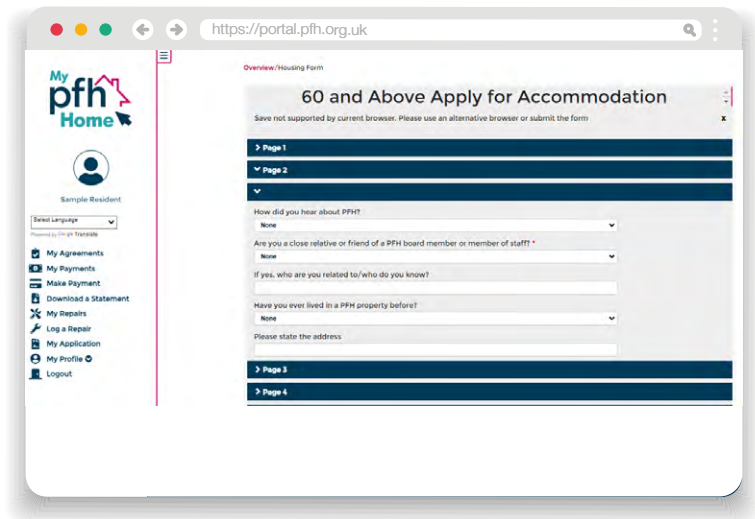
Then complete the details of your housing circumstances.



The screenshot shows the 'My pfh Home' portal interface, specifically the 'About your current home' section. The left sidebar is the same as in Step 8. The main content area includes fields for 'Tenure *', 'Country', 'Post Code *', 'Address *', 'Consolidate address', and 'Current tenure *'. Below these fields is a warning message: 'If you rent your 'my pfh Home' you will need to provide a recent valuation - however please note that if the value of your property and any mortgage you have, exceeds £225,000, we may not be able to offer you the full range of our services. Unfortunately we cannot accept valuations from Zoopla.' There is a 'How many years have you lived at your current address?' field with a dropdown menu. A blue button labeled 'Please provide your address history over the last 5 years below' is visible. Below this is a table with columns: 'Address', 'Who the property was let, owned or other', 'If you rent please provide us with your tenanted details', 'How long did you live there?', 'Why did you leave the property?', and 'Address'. A 'None' dropdown is also present. A 'Back to Top' button is in the bottom right corner.

Step 10

On page 2, answer questions including how you heard about us, if you are a friend or relative of a PFH Board or staff member and if you have lived in a PFH property before.

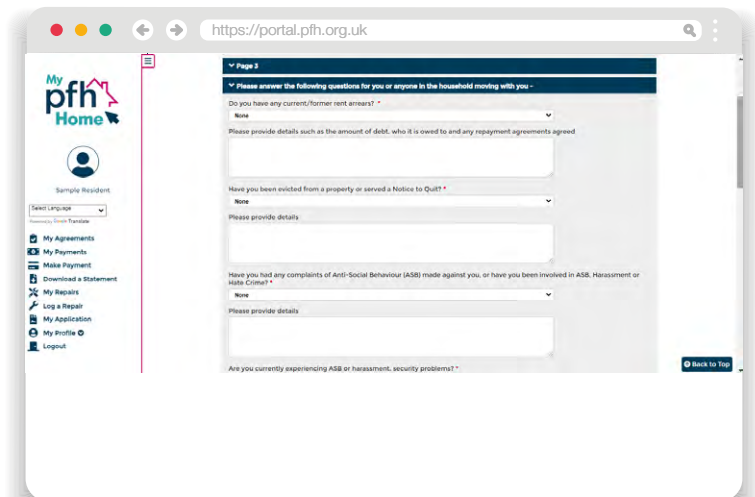


The screenshot shows a web browser window with the URL <https://portal.pfh.org.uk>. The page title is "60 and Above Apply for Accommodation". The form is titled "60 and Above Apply for Accommodation" and includes a warning: "Save not supported by current browser. Please use an alternative browser or submit the form". The form is divided into sections: "Page 1", "Page 2", "Page 3", and "Page 4". The "Page 2" section contains the following questions and input fields:

- How did you hear about PFHT? (Dropdown menu with "None" selected)
- Are you a close relative or friend of a PFH board member or member of staff? (Dropdown menu with "None" selected)
- If yes, who are you related to/who do you know? (Text input field)
- Have you ever lived in a PFH property before? (Dropdown menu with "None" selected)
- Please state the address: (Text input field)

Step 11

On page 3, answer the questions for you or anyone in the household moving with you, including information about rent arrears, evictions, ASB complaints or issues, domestic abuse, health / mobility issues, disabilities and pets.

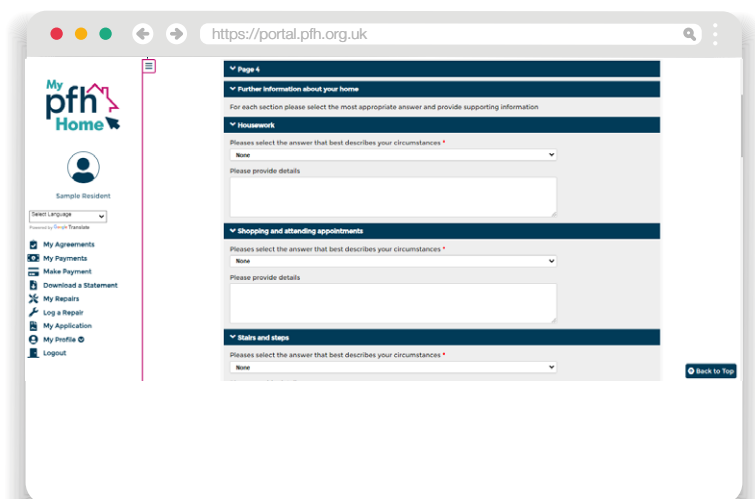


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- Please answer the following questions for you or anyone in the household moving with you -
- Do you have any current/former rent arrears? (Dropdown menu with "None" selected)
- Please provide details such as the amount of debt, who it is owed to and any repayment agreements agreed (Text input field)
- Have you been evicted from a property or served a Notice to Quit? (Dropdown menu with "None" selected)
- Please provide details: (Text input field)
- Have you had any complaints of Anti-Social Behaviour (ASB) made against you, or have you been involved in ASB, Harassment or Hate Crime? (Dropdown menu with "None" selected)
- Please provide details: (Text input field)
- Are you currently experiencing ASB or harassment, security problems? (Text input field)

Step 12

On page 4, enter further information about your home including: housework, shopping & attending appointment, stairs & steps, heating, repairs & maintenance, garden, bathroom, mobility aids, kitchen & food preparation, support and social circumstances. Please provide any relevant supporting information.

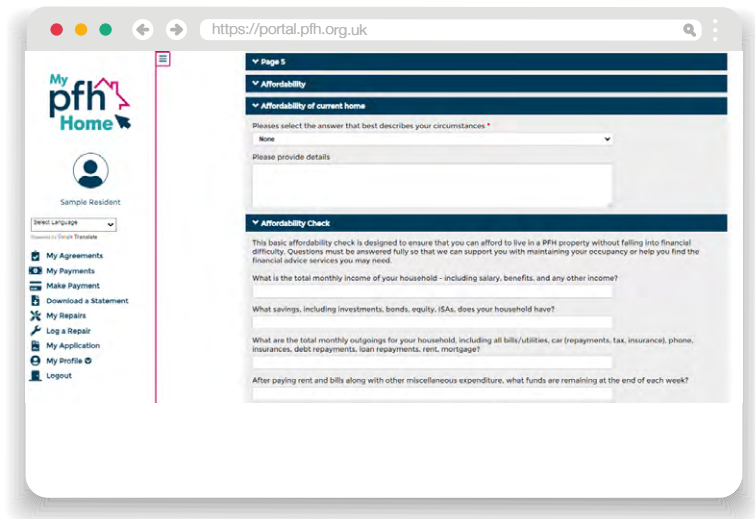


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- Further information about your home
- For each section please select the most appropriate answer and provide supporting information
- Housework: Please select the answer that best describes your circumstances (Dropdown menu with "None" selected). Please provide details: (Text input field)
- Shopping and attending appointments: Please select the answer that best describes your circumstances (Dropdown menu with "None" selected). Please provide details: (Text input field)
- Stairs and steps: Please select the answer that best describes your circumstances (Dropdown menu with "None" selected). Please provide details: (Text input field)

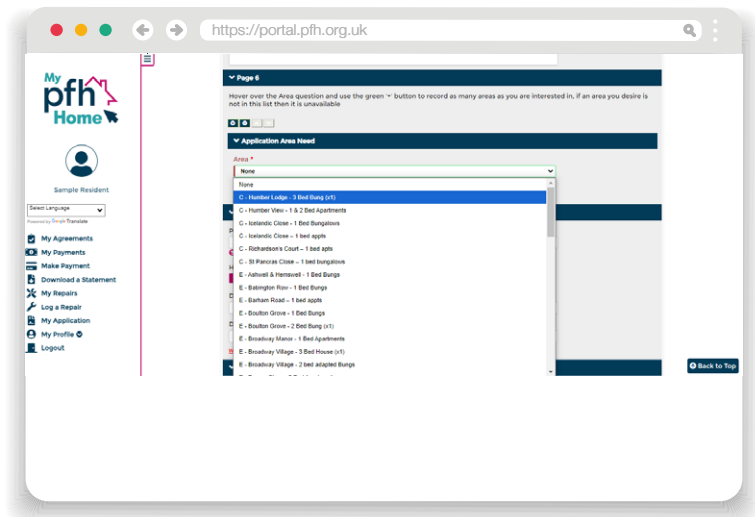
Step 13

On page 5, provide details of the affordability of your current home.



Step 14

On page 6, please enter details of the areas you are interested in by selecting them from the dropdown list. You can also see the type of properties available in each area.

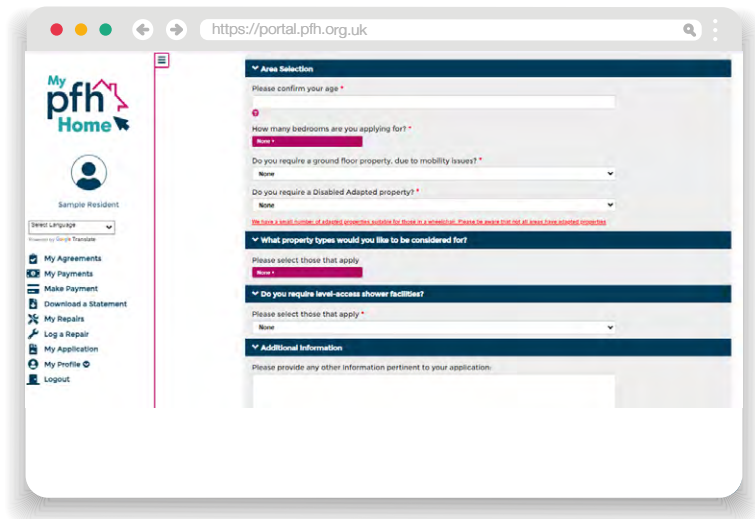


Please note: areas are prefixed with C, E, ER, N and W to show if they are in Central Hull, East Hull, East Riding, North Hull or West Hull.

To select multiple areas, hover near to the heading 'Application area need' then click on the + icon. Please note: Any areas they don't appear on the dropdown list are currently closed for applications due to demand.

Step 15

Once you have selected all the areas you are interested in, please confirm your age, how many bedrooms you are applying for, whether you need a ground floor property because of mobility issues or you need an adapted property. Then select the types of property you would like to be considered for and whether you need level-access shower facilities. You then have the option to add any additional information pertinent to your application.



The screenshot shows the 'Area Selection' form on the My pfh Home portal. The form includes several sections with dropdown menus and checkboxes:

- Area Selection**: A section header.
- Please confirm your age ***: A dropdown menu.
- How many bedrooms are you applying for? ***: A dropdown menu with 'None' selected.
- Do you require a ground floor property, due to mobility issues? ***: A dropdown menu with 'None' selected.
- Do you require a Disabled Adapted property? ***: A dropdown menu with 'None' selected.
- What property types would you like to be considered for? ***: A section header.
- Do you require level-access shower facilities? ***: A section header.
- Additional Information**: A section header.

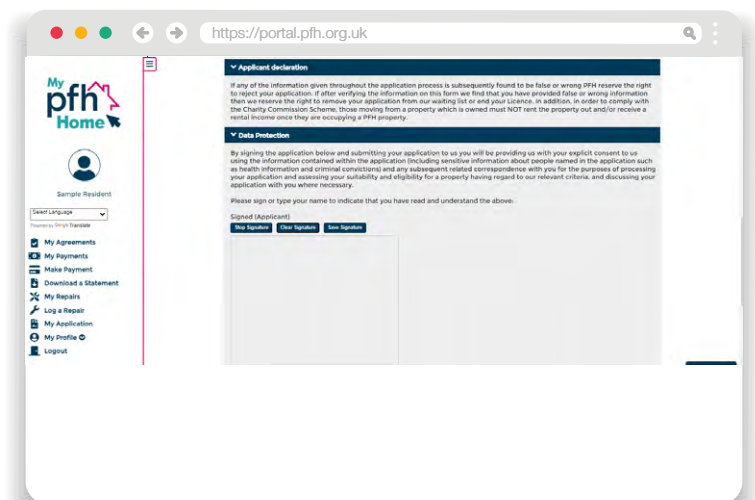
The form also includes a sidebar with navigation options: My Agreements, My Payments, Make Payment, Download a Statement, My Repairs, Log a Repair, My Application, My Profile, and Logout.

Step 16

Lastly, you need to sign your application. Simply click on 'start signature' and use your mouse or finger (depending what device you are using) to write your signature in the white box. Then select 'save signature'.

Now click 'submit' to send your application.

Please note: Any mandatory fields that you have not completed will be highlighted in red and you will need to complete these before you can submit your application.



The screenshot shows the 'Applicant declaration' and 'Data Protection' sections on the My pfh Home portal. The 'Applicant declaration' section includes a warning about false information and a 'Signed Declaration' section with a 'Start Signature' button. The 'Data Protection' section includes a consent statement and a 'Signed Declaration' section with a 'Save Signature' button.

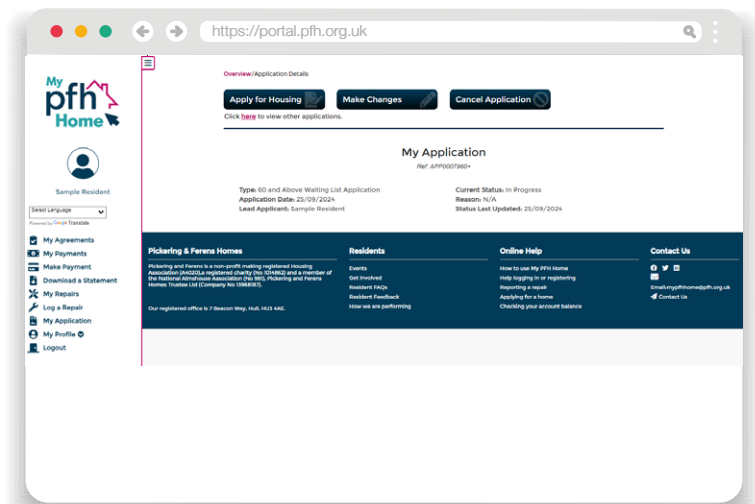
Step 17

Now you have completed your housing application you need to email us the documents mentioned on the form to info@pfh.org.uk

Important note: Your application will not be made live until we receive these documents.

Step 18

To view your application, click on 'My application', then click 'Select' on the application you want to view. Here you can choose to 'Make changes' or 'Cancel application'.



If you have any issues completing a housing application form on My PFH Home, please email mypfhhome@pfh.org.uk or call us on 01482 223 783 and we can book an appointment to complete an application with you over the phone.

mypfhhome.pfh.org.uk

