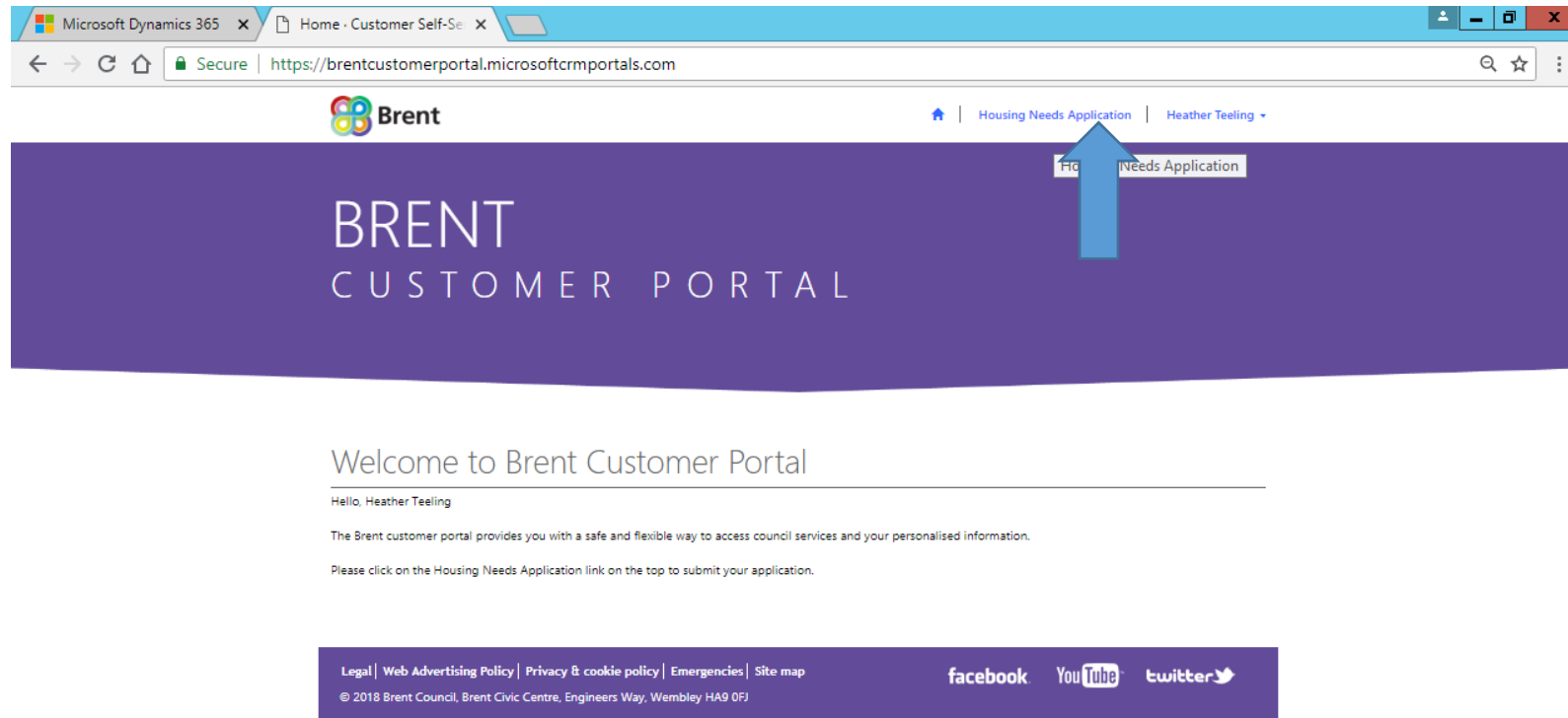


Welcome to the Brent Comber Portal!

A new application can be submitted by clicking '**Housing Needs Application**' on the top of the screen.



You will be directed to the 'Terms of Service' page. Please read the Statement of Truth and Privacy Policy.

Then tick the boxes below and **Accept and Proceed**. A notification will pop up informing the applicant of what documents will be required, however if they are not accessible during the time of the application they may still proceed but they **MUST** bring them to their assessment interview.

Click 'Continue'.

The screenshot shows a web browser window with the URL <https://brentcustomerportal.microsoftportals.com/housing-needs/terms-of-service/>. The page title is "Terms of Service". A modal window titled "Note" is displayed in the center, containing the following text:

Please Note: You will need following documents ready to submit your housing needs application. If you do not have the relevant documents ready, you can still submit the application and bring the documents on the day of your appointment.

Section	Supporting Documents
Immigration, Employment & Address proof	Passport, Home Office Document, Habitual Residence, Residence Permit, EU Identity Card.
Current Circumstances	Excluders letter, Notice from Court, Written Notice to leave, Eviction Notice - Resident Landlord, Environment Health Order/ Fire or Flood Report, Property Photos.
Medical Details	Medical Report / Certificates

Below the modal window, there are two blue arrows pointing to the "Continue" button in the modal and the "Accept & Proceed" button on the page. The page content includes sections for "Statement Of Truth:", "Privacy Policy:", and "Accept & Proceed".

Statement Of Truth:

When you begin this process, information include personal and sensitive data. Any Protection Act 1998 and the General Data within the service.

In order to provide assistance or investigate:

- Contact relevant people or other agencies.
- Refer you to other agencies.
- Cross check the information you have provided.
- Use the information you have provided for the purpose of verifying your identity.

All contacts will be made in the strictest confidence.

In order to assist you with your situation:

- I have approached Brent Council for assistance.
- I certify that the information I give is true and correct.
- I authorise Brent Council to share my information with other agencies.
- I authorise third parties to disclose my information to Brent Council.
- I have read and fully understand the terms of this agreement and will, by phone, to contact relevant people.

Privacy Policy:

Before proceeding with the use of this service, you are required to give consent for a photograph of you to be taken and placed on your housing file with Brent Council when you visit our premises.

In order for us to progress your application for housing assistance with Brent Council, we are required to place a photograph of you onto your file for identification purposes. We may be unable to progress your housing application and you will need to provide photographic identity documents at every contact with the council regarding your housing application.

- Your photo will be used to confirm your identity when you come into the Civic Centre. Your photo will remain on your file for the length of your housing application with us.
- Your photo will be accessed by Brent Council and would only be passed on to other parties if there is a risk of serious harm, threat of life or a legal duty to do so. This can include the prevention and detection of crime. We may also share information with other public bodies that are responsible for auditing or administering public funds including but not limited to other local authorities, HM Revenue and Customs and the Police. We do not process your information with countries outside of the UK or EU zone.
- Your information is also collected to protect against fraud and to ensure the safety of Brent Council Staff members (required by the Council's duties under Housing Act 1996 and the Data Protection Act 1998). In addition to protecting fraud within Brent Council, we are required to take part in national data matching that is undertaken by the National Fraud Initiative (carried out under powers in Part 2A of the Audit Commission Act 1998). This does not require the consent of the people involved.

Please note that you have the right to withdraw your photograph from your file at any time.

- If you are not satisfied with the way your information is handled, you can contact the Council's Data Protection Officer via phone: 020 937 1402 or email: dpo@brent.gov.uk. You also have the right to lodge a complaint with the Information Commissioner's Office (www.ico.org.uk).
- If you wish to contact Brent Housing Needs Service you can contact us via phone: 0208 937 2000 Option (3) or by email: Housing.Options@Brent.gov.uk.

Further information on any of the above can be found at www.brent.gov.uk/privacy

I accept Statement of Truth
 I accept Privacy Statement

If you do not accept privacy statement, please be aware that Brent will require to take a photograph of you to process this application.

Continue

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This application is made 'On behalf of'. Please Tick 'No'.

[Home](#) > [Housing Needs Application](#)

Housing Needs Application

1 Application type

Is this application for yourself

No Yes

[Proceed](#)

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Please complete the details of the person you are applying on the 'behalf of' not your details. Ensure you receive verbal consent and tick the box below.

Housing Needs Application

1 Application type ✓ 2 Applicant Details

Applicant Details

Title
Miss

First Name *
Hannah

Last Name *
Achiri

Email
hannah@brent.gov.uk

Mobile Phone
e.g. +441234567890 or 01234567890

Date of Birth *
01/01/2000

NI Number *
AB123456C

NHS Number

Gender *
Female

Marital Status *
Single, never married

Ethnicity *
Other Any Other

Sexuality *
Heterosexual

First Language *
English

Interpreter Needed?
 No Yes

I declare that customer has given verbal consent.*

Please complete the required fields and establish whether your client is a single person or applying as part of a family (i.e. more than 1 person in the application). Once completed, Click 'Validate'. Then click 'Proceed'.



Housing Needs Application

1 Application type ✓ 2 Applicant Details ✓ 3 Your Application

Applicant Type *

Singles/ Separated/ Widower – with NO dependent children ▾

Citizenship *

British Citizen ▾

Referral *

Self-referral into service ▾

Have you lived outside the UK within the last 2 yr *

No Yes

Have you been seen by this service before? *

No ▾

Has Brent housed you in last 2 years? *

No Yes



Complete your client's current circumstances. Please highlight any conditions your client suffers from (if applicable).

If you know the applicant's GP address, please provide this information.

Then click **'Validate'**. Then click **'Proceed'**

Housing Needs Application

1 Application type ✓ 2 Applicant Details ✓ 3 Your Application ✓ 4 Current Circumstances

Current Circumstances

What is your current situation *

Homeless Threatened with homelessness

What is your current Accommodation Type *

Rough sleeping

Do you suffer from any of the following?

<input type="checkbox"/> Arthritis	<input type="checkbox"/> HIV/AIDS
<input type="checkbox"/> Asthma	<input type="checkbox"/> Hypertension
<input type="checkbox"/> Back Pain	<input type="checkbox"/> Kidney disease/end stage renal disease or dialysis
<input type="checkbox"/> Cancer	<input type="checkbox"/> Liver disease, Cirrhosis
<input type="checkbox"/> COPD	<input checked="" type="checkbox"/> Mental illness
<input type="checkbox"/> Diabetes	<input type="checkbox"/> Skin disease
<input type="checkbox"/> Epilepsy	<input type="checkbox"/> Stroke/CVA
<input type="checkbox"/> Heart disease, Arrhythmia, or irregular heartbeat	<input type="checkbox"/> Tuberculosis (TB)
<input type="checkbox"/> Hepatitis A, B, or C	<input type="checkbox"/> Other

Does your condition requires urgent attention? *

No Yes

GP Address Postcode

You may scan and upload any relevant documents you have at hand here, if they unavailable your client **must** bring them on the day of their assessment.

Accommodation History: Please provide the applicants current address and 'last settled address (i.e. the last place they had a tenancy or family home).

If the client is currently roofless – click 'No fixed abode'. Then click '**Validate**'. Then click '**Proceed**'

1 Application type ✓ 2 Applicant Details ✓ 3 Your Application ✓ 4 Current Circumstances ✓ 5 Add Documents 6 Review and Book Appointment

Attach Documents

Please provide following set of documents (as applicable) in support of your application:

Section	Supporting Documents
Immigration, Employment & Address proof	Passport, Home Office Document, Habitual Residence, Residence Permit, EU Identity Card.
Current Circumstances	Excluders letter, Notice from Court, Written Notice to leave, Eviction Notice - Resident Landlord, Environment Health Order/ Fire or Flood Report, Property Photos.
Medical Details	Medical Report / Certificates

Document List

Attach Document

Name ↑	Document Category	Document Type	Created By	Created On ↓
There are no records to display.				

Accommodation Details

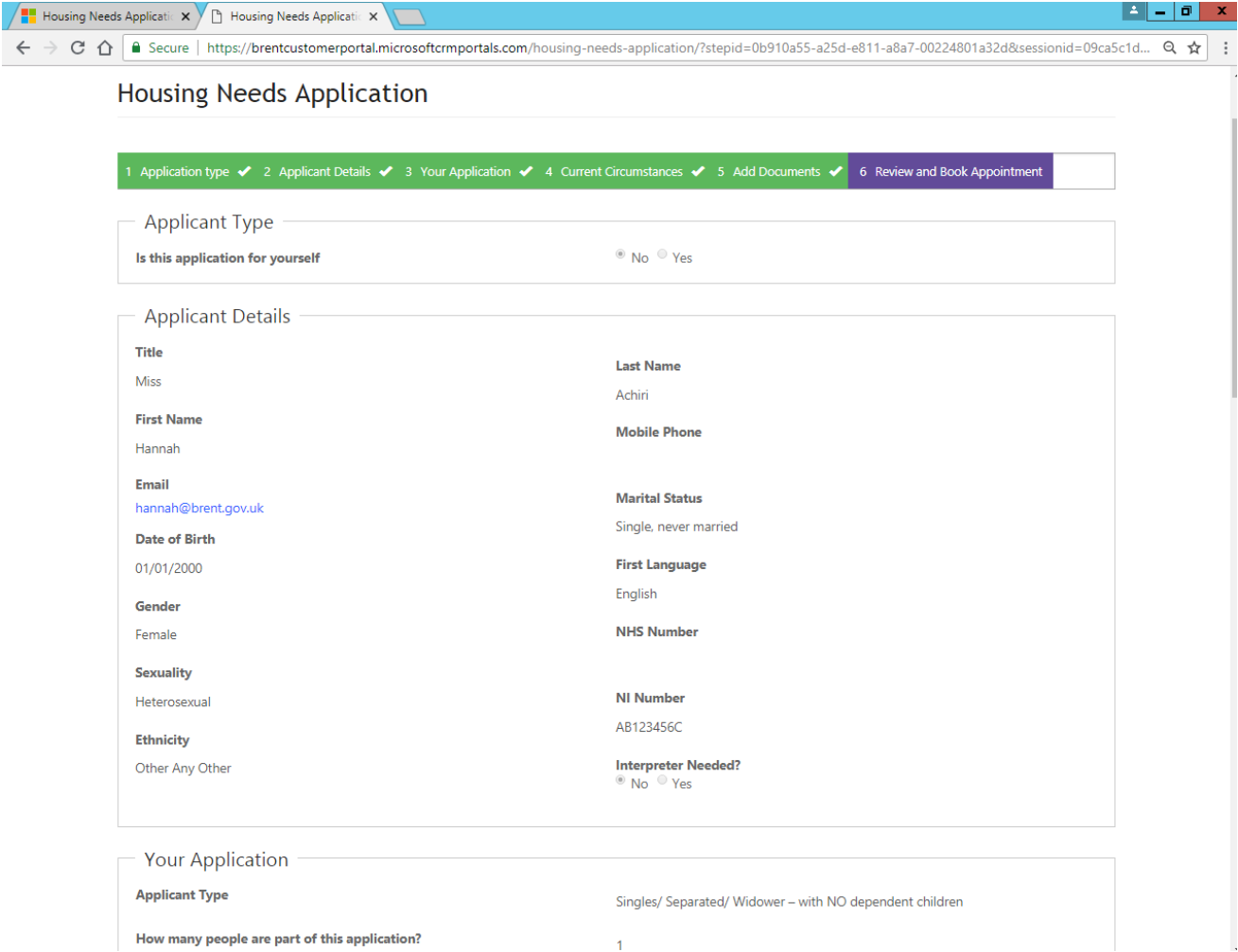
Do you have a contact address?
 Yes, I Have No Fixed Abode

Previous Accommodation History

Add

Is this a UK Address	Is this a Brent Address?	Address Line 1	Address Line 2	City	From ↓	To	Accommodation type	Reason for leaving
There are no records to display.								

The final part is now to review the information that you have submitted 'on behalf of' the applicant and then schedule the appointment.



Housing Needs Application

1 Application type ✓ 2 Applicant Details ✓ 3 Your Application ✓ 4 Current Circumstances ✓ 5 Add Documents ✓ 6 Review and Book Appointment

Applicant Type

Is this application for yourself No Yes

Applicant Details

Title Miss	Last Name Achiri
First Name Hannah	Mobile Phone
Email hannah@brent.gov.uk	Marital Status Single, never married
Date of Birth 01/01/2000	First Language English
Gender Female	NHS Number
Sexuality Heterosexual	NI Number AB123456C
Ethnicity Other Any Other	Interpreter Needed? <input checked="" type="radio"/> No <input type="radio"/> Yes

Your Application

Applicant Type	Singles/ Separated/ Widower – with NO dependent children
How many people are part of this application?	1

Select the appropriate date and time for your client at bottom of the page. When you are satisfied, click **'Submit and Book Appointment'**.

An email will be sent to your email address with the confirmation (not the client).

The screenshot shows a web browser window with two tabs titled 'Housing Needs Application'. The address bar shows a URL from 'brentcustomerportal.microsoftcrmportals.com'. The main content area is divided into several sections:

- Document List:** A table with columns 'Name', 'Document Category', 'Document Type', 'Created By', and 'Created On'. A message below the table states 'There are no records to display.'
- Accommodation Details:** A section with a heading 'Do you have a contact address?' and two radio buttons: 'Yes, I Have' (selected) and 'No Fixed Abode'. Below this is a section for 'Previous Accommodation History' with a table header including 'Is this a UK Address', 'Is this a Brent Address?', 'Address Line 1', 'Address Line 2', 'City', 'From', 'To', 'Accommodation type', and 'Reason for leaving'. A message below the table states 'There are no records to display.'
- Book Appointment:** A section with a purple header. It contains a form with the following fields:
 - 'Appointment Slot Type' with a value of 'Single/Childless'.
 - 'Select Date *' with a dropdown menu showing '31-10-2018'.
 - 'Select Slot *' with a dropdown menu showing '09:00'.
- Submit and Book Appointment:** A purple button at the bottom of the page, indicated by a blue arrow pointing to it from the left.