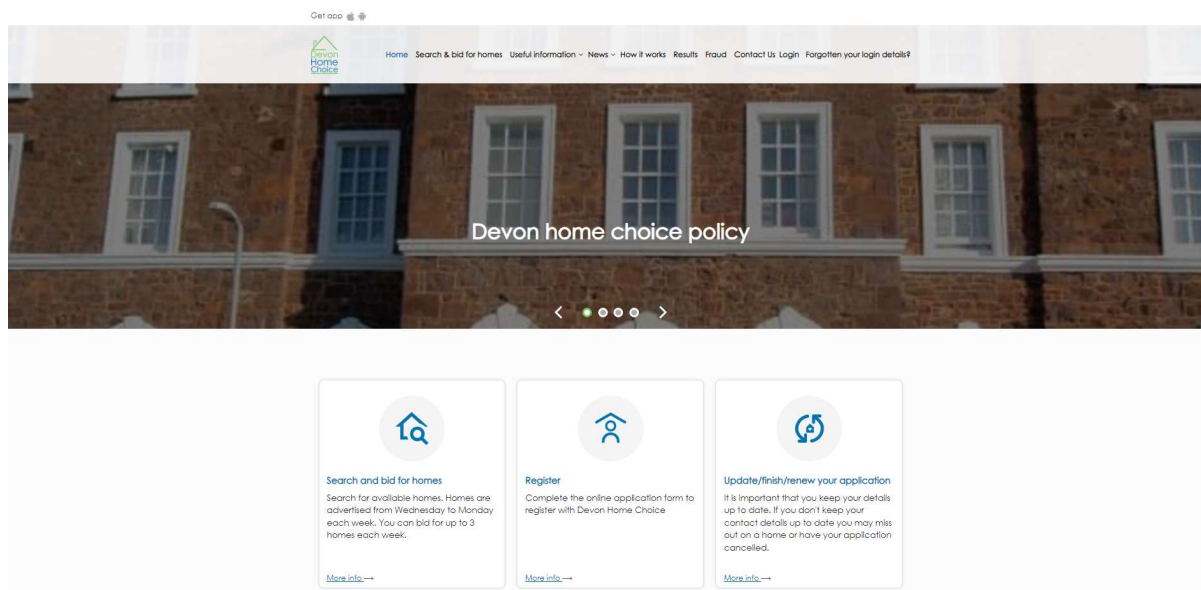



Website : www.devonhomechoice.com



New Application

To enter a brand new application (i.e. not registered before), click on  Register link. Please refer to page 3 if you have registered with Devon Home Choice previously.

When you click the 'Register' link you will be advised of the information required in order to complete your application - see Figure A below.

Devon Home Choice Application Form

Please read this information and the overview of Devon Home Choice on the following pages before completing the form.

Please ensure that you complete and submit your application within 10 days. Any applications that are not completed within 10 days will be deleted.

Please answer all of the questions that are relevant to you. Your application will not be dealt with until you have answered these questions and supplied any additional information requested on the application form.

Please answer all the questions that apply to you.

Please ensure you have the following information to hand when completing the application:

- Your current address including postcode
- Your contact telephone number
- Email address. Please note that this is important as we may email applicants to make them aware of homes that could meet their needs, or for which they are being considered
- 5 year address history for anyone over 18. You will need to provide the postcode for each address and the dates you have lived there, as well as the contact details of the landlord if any of the homes were rented
- Contact details of your landlord if you are renting your home
- Date of birth for everyone on your application
- National Insurance numbers for anyone over 16 years old
- Details of any properties you own or have a financial interest in
- The total annual income for you and anyone who needs to be rehoused with you
- Contact details of anyone who provides you with support (for example Social services or a voluntary agency)

Please note: If you do not have a local connection to Devon your application will normally be placed in either Band D or Band E. To have a local connection to Devon means that you must either have:

- Lived in Devon for either, 6 of the last 12 months, or 3 of the last 5 years, or
- Held a full or part-time job (at least 16 hours a week) in Devon for the last 6 months, or
- Got immediate family members who live in Devon

If you need help completing your application please contact your local housing team (see Contacts page for details)

Next >

You are able start your application and leave to finish at a later date by clicking the 'Finish later?' button at any stage but the application will need to be completed within 10 working days of starting.

If you click 'Finish later?' you will be given a userid and password to enable you to log in and complete the application – see next page.

Figure A

The screenshot shows a form with three questions, each with radio button options:

- Has this person ever been known by another name?**
This question is only asked in order to prevent and detect fraud.
Options: Yes, No
- Which of the following describes this persons nationality?**
Options: British/UK National, European National, Other
- Does this person have a disability?**
Options: Yes, No

At the bottom right, there are three buttons: "Finish Later" (highlighted with a red box), "Previous", and "Next".

Figure B

Devon Home Choice

Finish Later?

Thank you for saving your part-completed application form.

To finish your application form later please click on the 'Finish a part-completed application' link on the home page. You will then be required to enter your User Id, temporary password (these are shown below), and your security question/ answer.

User Id 4408
Password ba43

These will also be emailed to you. Please keep these safe, as you will need them every time
Please ensure that you close this window.

Re-registering an Inactive Application/Change of Circumstances/Renewal/To Finish a Part-Completed Application

If you have previously completed a Devon Home Choice application, to re-register an Inactive Application, update a Change of Circumstance, complete a renewal or to finish a part-completed



Application, click on [Update/finish/renew your application](#)

If you already have a previous application with DHC and try to register a new application instead of logging in, you will be prompted that a possible duplicated application is already on the system (the application Id will be displayed) and to ring your local housing team for assistance (see Figure C below).

Figure C

The screenshot shows the Devon Home Choice application interface. On the left is a "SECTION LIST" with items like "Start Section", "Applicant validation", "Security questions", "Section 1.", "Section 2. Your household and address history", "Teignbridge address", and "Section 3. Rent arrears/eviction". The main content area shows "Devon Home Choice" and "Applicant validation". A red error banner states: "Some of the information you have entered is not correct, please check the questions marked with error messages below." Below this, a blue box prompts: "Please enter your name, date of birth and National Insurance number". Further text says: "To enter your date of birth please select the year first, then the month, and then the day. Please click here to complete a change of circumstances on your current application."

In order to finish an incomplete application or to update or renew your application you will first need to click the 'Log In' button and then enter your User Id, password and security question and answer – see Figure D below.

Devon Home Choice Select Language ▾

Login details

User ID
Enter Your User ID

* Enter your password, if you do not remember your password click on 'Reset login information'.

Password

* Please select the security question.

Security question
--Select-- ▾

* Please enter the security answer.

Security answer

If you have forgotten your password, or want to change your password, please click the 'Reset login information' button below.

[Login](#) [Reset login information](#) [Forgot my user ID](#) [Back](#)

Fields marked with an * must be filled in

Figure D

Once you have entered your details click the 'Login' button and you will see the screen shown in Figure E below.

- If you are finishing a part completed application you will need to click the 'Finish my application' link below 'Continue my application'.
- If you are renewing your application or notifying a change of circumstances you will need to click the 'Report a change of circumstances' link.
- If you only wish to update your email address or telephone number or local connection click the 'Update local connection or contact details' link.

Devon Home Choice Select Language ▾

If you are updating your application please ensure that you work all the way through the form and update the declaration date. Please note that once you have updated your application you will not be able to log in until it has been reviewed and reactivated.

If you only wish to update your local connection information please use the 'Update local connection or contact details' link.

[My messages \(7\)](#) [My letters \(6\)](#)

Name	National Insurance number	Date of birth	Relationship	Mobile No.	Email	Current Address
Mr Homer	A. C	01/01/1990		07***		Exeter, EX5
Mrs Marge ...	AA A	01/01/1991	Wife	07		

Housing Register

Reference Id	Start date	Date of submission	Current status	Continue my application	Change of circumstance	Update local connection or contact details	Download
A	15/04/2024	15/04/2024	Active(REG)	N/A	Report a change of circumstances	Update local connection or contact details	Download application answers as a PDF

[Logout](#)

Figure E

You will not be able to submit the application until you have completed all sections including the declaration page and clicked on the Finish button as shown in Fig F and G below.

The screenshot shows a web interface for a 'Declaration' section. On the left is a vertical navigation menu with 13 items, each with a checkmark icon: 'Start Section', 'Applicant validation', 'Security questions', 'Section 1.', 'Section 2. Your household and address history', 'Teignbridge address', 'Section 3. Rent arrears/eviction', 'Section 4. Your current accommodation', 'Section 5. Your financial details', 'Section 5. Financial details - 2nd property', 'Section 6. Local connection', 'Section 7. Health and support', 'Section 8', 'Health and wellbeing', 'Supporting documents', and 'Declaration'. The 'Declaration' item is highlighted in blue. Below the menu, the 'Declaration' section is titled and includes a sub-header '(Everyone must complete this section)'. The main content area contains a 'Declaration:' heading followed by several paragraphs of text, each preceded by 'I understand that...'. The text includes statements about providing accurate information, the consequences of false information, and the right to access information for necessary enquiries. At the bottom of the page, there is a 'Finish Section' button.

Figure F

The screenshot shows the final part of the application form. It features three main sections, each with a blue header bar containing a red asterisk icon. The first section has the text 'I have read the declaration. By selecting "Yes" I confirm that I understand and agree to it.' Below this is a radio button labeled 'Yes'. The second section is titled 'Date:' and contains a text input field with the placeholder text 'Enter date in DD-MMM-YYYY format'. The third section is titled 'Has someone else filled in this form on behalf of the main applicant?' and contains a dropdown menu with the text '--Please Select--'. At the bottom right of the form, there are three green buttons: 'Finish Later' (with a checkmark icon), 'Previous' (with a left arrow icon), and 'Finish' (with a right arrow icon).

Figure G

Once you have finished and submitted the application, you will receive the message below. Your password will remain the same if you are renewing or completing a change of circumstances.

You will only be required to create a password if you have completed a brand new application.

You will not be able to log in to your application and bid until it has been reviewed and activated by the local authority.

Devon Home Choice

Devon Home Choice Application Form

Thank you for submitting your application.

Your reference number (User ID) is **44087185**

We will now review your application.

Whilst we aim to contact you within 20 working days to confirm your application has been activated, please note that this may vary between local authorities. This will include your Band, Band Start Date, size of homes you can bid for and the type of home we have assessed that you need.

Please note that you will not be able to login to the Devon Home Choice website until your application has been reviewed and made active.

If you have any queries about your application please [contact your local housing team](#).

For further information visit the [Devon Home Choice](#) page.

If you are using a public computer (e.g. in a library) please make sure that you log out.