

# Telling us about a Change of your Circumstances



## Customer Guide

If your circumstances change you need to tell us by updating your application.

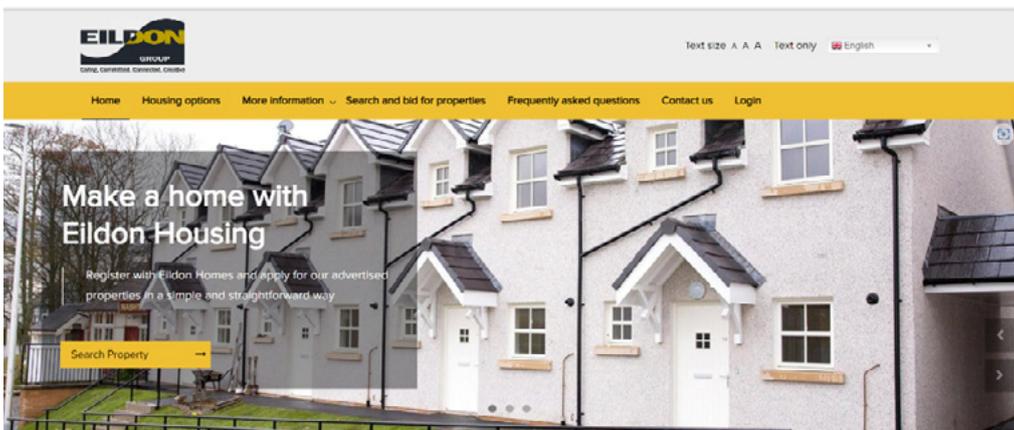
All applications will reviewed annually, on the anniversary of their housing registration, to ensure the information held by Eildon is still relevant and up to date. We will email you to let you know when to do this. We will remind you one further time and if you fail to update your application it will be cancelled and removed from our housing list.

Please keep us up to date with any changes in your circumstances by following these steps.

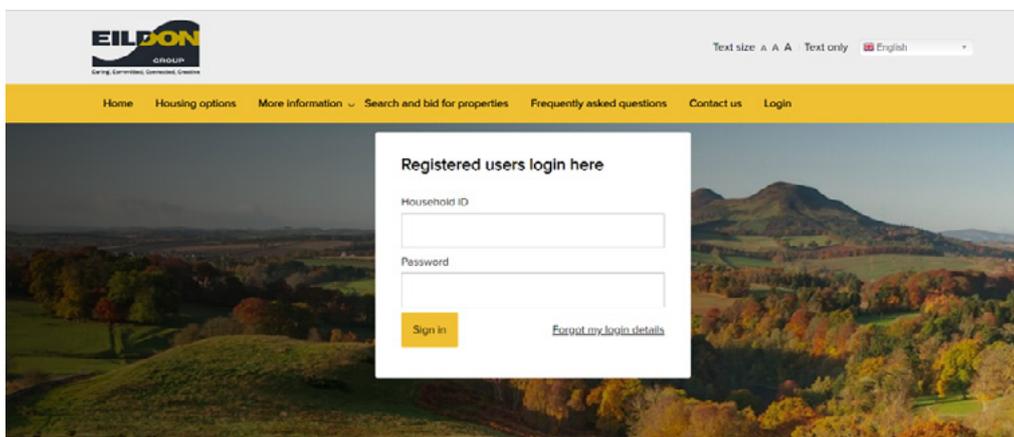
Visit [Eildon Homes \(eildonhomes.org.uk\)](http://Eildon Homes (eildonhomes.org.uk))

## Log into your application

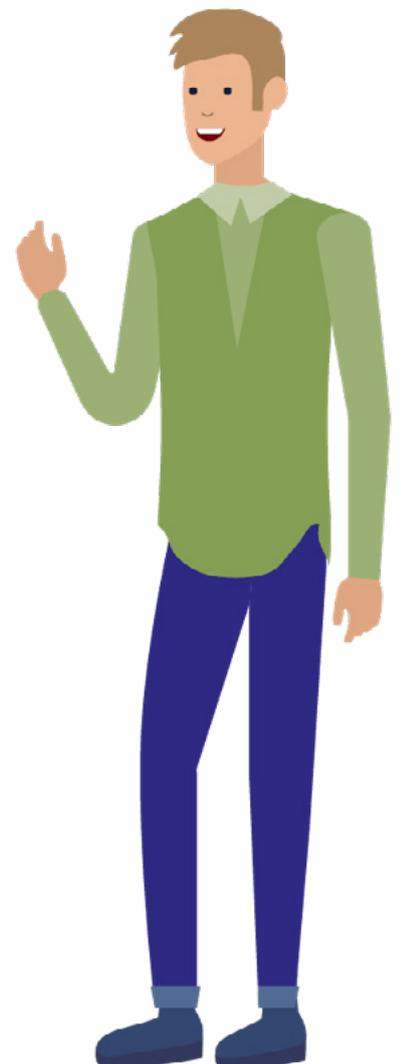
Click Log In



## Enter your Household ID and Password



Don't worry if you have forgotten your Household ID or Password – just click the 'Forgot my login details' button.'



✓ Applicant logged in successfully

Welcome to Eildon

Go to my account

Click 'My account'



My account

Bid preference

Inbox

My current bids

My previous bids

Property alert

See all properties

Account details

|                      |                   |
|----------------------|-------------------|
| Applicant name       |                   |
| Status               | Registered        |
| Bedroom eligibility  | 2                 |
| Bedspace eligibility | 2                 |
| Band                 | 4 - No priority   |
| Date of application  | 05/10/2021        |
| Date of birth        | 05/03/1978        |
| Date of last login   | 29/08/2023        |
| No of bids           | 0                 |
| Disability code      |                   |
| Applicant category   | CBL               |
| Mobility category    | No mobility needs |

Contact info

Update my details

Report a change of circumstances

Click 'Update my Details' button

You will now see your account page. Click on the link 'Report a change of circumstances'.

Eildon

My documents My appointments My messages (11) My letters (0)

| Name | National insurance number | Date of birth | Relationship |
|------|---------------------------|---------------|--------------|
|      |                           |               |              |

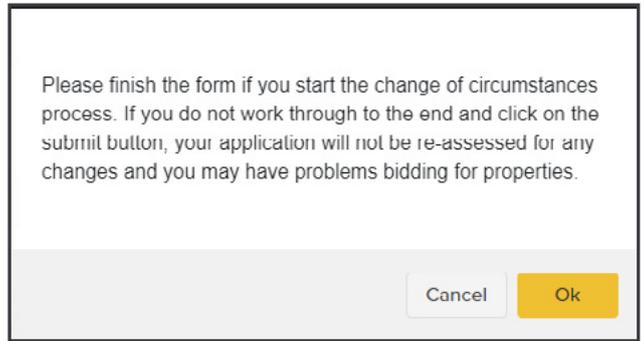
Housing Register

| Application ID | Start date | Date of submission | Current status | Continue my application | Change of circumstance           | Update contact information | Download                              | Manage my application |
|----------------|------------|--------------------|----------------|-------------------------|----------------------------------|----------------------------|---------------------------------------|-----------------------|
|                | 05/10/2021 | 05/10/2021         | Live(REG)      | N/A                     | Report a change of circumstances | Update contact information | Download application answers as a PDF | Cancel my application |

Logout

Once you start completing your change of circumstances you need to work through to the end of the form and click on the submit button. Otherwise your application will not be re-assessed for any changes and you may have problems bidding for properties.

Click OK



Work your way through the form using the next button and make any changes as required.

If you need to add a new household member you can do this on the 'Household Member Details' page by clicking 'Add Person'

## Your details

**Eildon**

Your details

Fields marked with an \* must be filled in

**Please enter the main applicant's details**

Forename \*

Please enter Forename

Surname \*

Please enter Surname

Date of birth \*

Enter date in DD-MMM-YYYY format

Please enter Date of birth

NI number \*

Next

When you reach the end of the form make sure you click the 'Finish' button to confirm your changes.

**Declaration**

**Declaration**

I declare that the details I have given are true, and I have not left out any information that may affect my application.

I understand that giving false or misleading information may result in registration being refused, offers of housing being withdrawn, or action being taken to terminate any tenancy granted.

I will inform Eildon Housing Association of any changes of circumstances.

I consent to the information I have provided on this form being held on computer and/or on paper, together with any relevant supporting information, and to the information being shared with, and processed by member organisations of Eildon Housing Association, for the purpose of securing re-housing, for audit and statistical purposes, and for fraud prevention.

I give permission for information regarding my application to be shared with and verified by credit reference agencies, statutory and voluntary bodies, including the police and health professionals, in order to check the details of this application and to provide assistance with rehousing and sustaining any tenancy that may be offered to me.

If my application is successful, I also give permission for my information to be shared with contractors who assist with the services landlords provide and with private organisations, such as utility companies, so they can provide services and contact me in respect of utility charges.

I also consent to references being obtained from any of my previous landlords.

I confirm that neither I nor anyone who will reside with me as a member of my family are subject to immigration control within the meaning of the Asylum and Immigration Act 1996.

I understand that completing this form does not commit any member organisation of Eildon Housing Association to offering a tenancy.

I understand that if I, or a member of my household, have any connection with any Eildon Housing Association member employee or board member, or any company, organisation, or individual with whom Eildon Housing Association does business, I should declare this.

I have checked the information on this form and accept it is correct. I accept this information will only be used by Eildon Housing Association for the purposes specified above and within the rights of individuals under the Data Protection Act 2018 and UK General Data Protection Regulation (UK GDPR).

Eildon Housing Association is under a duty to protect the public funds it administers and to this end may use the information you have provided on this form for the prevention and detection of fraud. It may also share this information with other bodies responsible for auditing or administering public funds for these purposes.

**Please check the box to confirm**

I agree

**Declaration date**

Previous Finish