

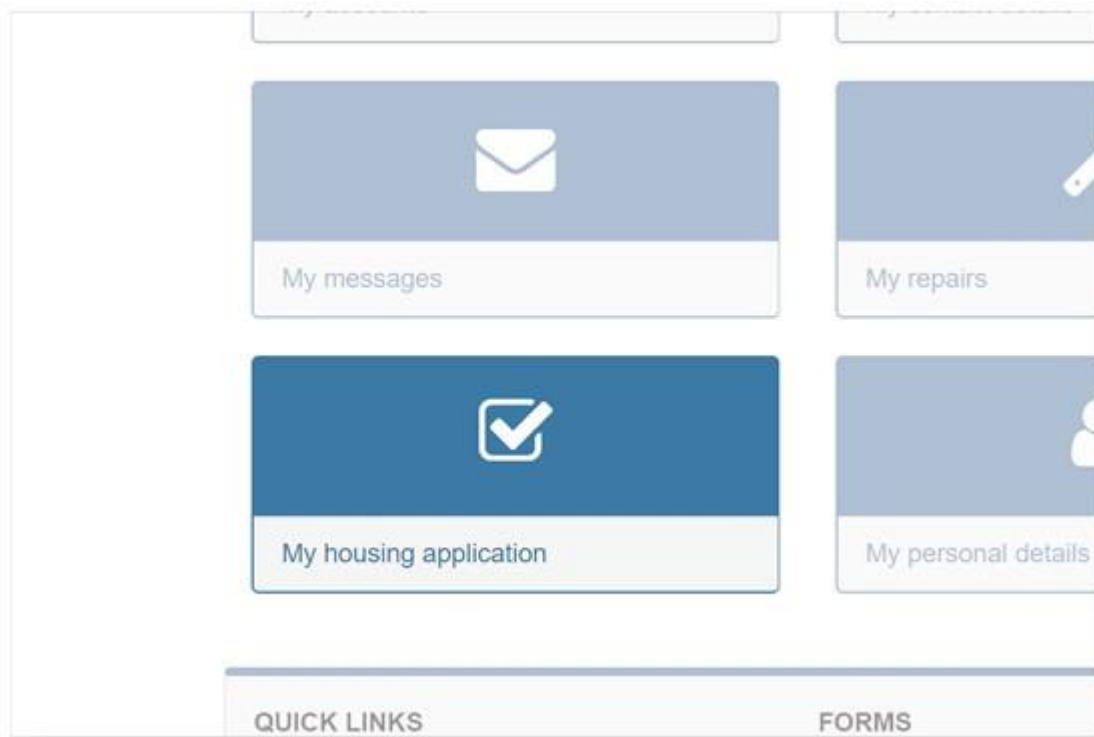


# My housing application on Housing Online

## Help resource

View the key details of your social housing application.

This information is available once your application has been approved and you have been placed on the waitlist.



Click in **My housing application** to view a summary of your application.

The screenshot shows the 'My housing application' page. At the top, there is a navigation bar with 'Home', 'My accounts', 'My contact details', 'My login details', 'My messages', 'My repairs', 'My tenancies', and 'My housing application'. The 'My housing application' link is highlighted. Below the navigation bar, the page title is 'My application' with a large 'Example' watermark. A sub-header reads: 'View the details of your application for social housing here. If your personal circumstances have changed, contact your closest Housing office to update your information.' The main content area is divided into several sections: 'Reference: 1234567', 'Registration date: 16-MAR-2020', 'People on this application: Mr John Smith', 'Maximum number of bedrooms: 1', 'Accommodation type: Single', and 'Where you want to live: Fremantle'. At the bottom, there is a 'QUICK LINKS' section with a link to 'Help with this page', and a footer with links for 'About Housing Online', 'Privacy', 'Terms and Conditions', 'Help', and 'Account security'.

The details displayed include:

- your application reference number
- the date your application was registered on the wait list
- household members on the application
- requested zone (metropolitan) or region (country area) to live in
- accommodation type (based on the householders listed in your application).

If your circumstances have changed, you need to [contact your closest Housing office](#) to update your details.

## Frequently asked questions

### **My housing application details on Housing Online are incorrect. How can I update them?**

This screen displays the information that is currently recorded on our system for your application.

If your circumstances have changed, you need to [contact your closest Housing office](#) to update the information on our records.

If the information is different to the information you provided when you submitted your application for social housing, please contact your closest Housing office as soon as convenient.

### **My application registration date is incorrect. What do I do?**

If the date that your application was approved and/or registered on the wait list is incorrect, please [contact your closest Housing office](#).

### **What does 'accommodation type' mean?**

This is the minimum number of rooms approved against your application for public housing assistance.

It is based on the number of household members registered in your application.

### **Why isn't the number of bedrooms displayed against the accommodation type on my application information?**

This usually means there are pending items to address on your application.

Please [contact your closest Housing office](#) for more advice.