

Housing Application

A guide to submitting
supporting evidence



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If we can't read it, we can't accept it.

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Giving false information is a criminal offence.

What documents can I use?

These are examples of **proof of residency** we accept.



Housing Benefit records



Landline phone bills



Council Tax records



Bank statements*



Council Tax Reduction



Credit card statements*



Tenancy agreement



DWP letters



Utility bills



School/college letters



TV licence



Council records

All documents must show your name, address and date.

Proof of residency must be dated with the last 3 months and cover the previous two years (for example: **Jan 2026, Jan 2025, Jan 2024**).

These are examples of **proof of identification** we accept.



Birth Certificate



Driving License



Valid Passport



Home Office Documentation

Readability

We must be able to clearly read and check your document



- **Clear and easy to read**
- **Full page**
- **Shows your name and address**
- **Real and unedited**



- **Blurry or unclear**
- **Missing information**
- **Damaged or cut off**
- **Edited or changed**

If we can't read it, we can't accept it.

Examples:



Documents we do NOT accept



Mobile Phone Bills



Social Media Messages



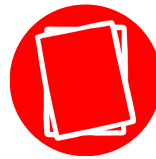
App-only banks*



Catalogue



NHS screenshots



Letters with no address

These cannot be properly checked or do not prove your address.

*Banks like Monzo and Sterling allow customers to change address without verification and can't be used as proof of residency.

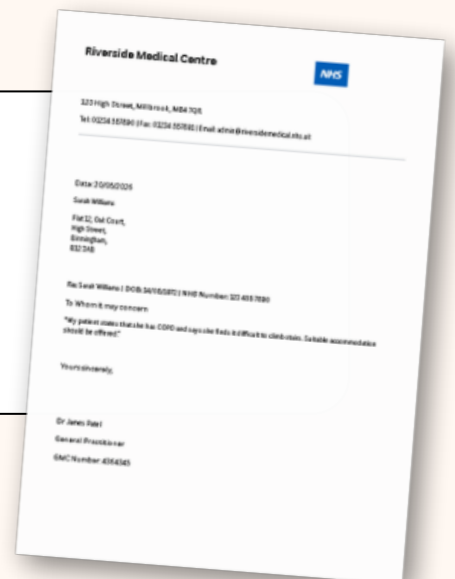
Priority Supporting Evidence



- Written by a professional
- Clearly explains your situation
- Explains why you need to move
- Explains what type of home you need
- Dated within the last 3 months



- Only repeats what you said
- No clear opinion
- Too short or vague



✓ This property has stairs the applicant cannot use. They need ground floor housing.

✗ My patient says they struggle.

What we assess



Your Situation

An explanation of what your current situation is
e.g Medical, welfare, safety at risk.



Your Current Home

An explanation of how your home makes it worse
e.g Stairs up to bathroom, too far from support



What You Need

An explanation of what type of home would
improve your situation
e.g Ground Floor, Level access, move closer to
give/receive support

**This is how we assess how your current home
affects your needs and how a move will improve
your circumstances**

Fraud



Providing false information or changing documents to improve your chances of getting higher priority is a criminal offence and may result in your application being cancelled or legal action being taken.



- **Changing documents**
- **Hiding information**
- **Uploading fake documents**
- **Asking others to lie**



- **Your application can be cancelled**
- **You can be banned from the housing register**
- **Legal action may be taken**

Always be honest - we are here to help!

Help and Advice



- Take photos in good lighting
- Make sure the whole page is in the picture
- Lay the document flat (not at an angle)
- Upload original files where possible



If you're not sure whether a document is right:

- send it anyway and we will check it
- Or contact us before you submit

CONTACT US

If you need help or have questions:

- Call - 0121 368 1166
- Email - housing_registration@sandwell.gov.uk
- Visit - Sandwell Council, Freeth St, Oldbury

Providing clear and correct documents in a timely manner helps us process your application faster.