

## ALERT Release Notes 12<sup>th</sup> September

### Customer Emails

When partner agencies make referrals on behalf of a Customer, there is now an option to have a copy of the referral sent to the Customer's email address.

**Declaration**

You can only check this box if an email address for the customer was provided and they are ok to be contacted via email.

Please check this box if you would like the customer to receive an email containing details of this referral (This will only be sent if an email address was provided)

The customer has:

- Specified the Local Authority they wish to be referred to
- Consented for this referral to be made
- Consented that their contact details can be supplied to the housing authority so they can contact the customer regarding the referral.

I agree\*


Can't find the Authority you're looking for? They might not be signed up to ALERT yet. To find their current method of receiving referrals please visit: <https://www.gov.uk/homelessness-help-from-council>

Receiving Local Authority\*

Is the applicant homeless or threatened with homelessness\*

Next >

The email the customer receives will look like this:



# housingjigsaw

Dear **\*customer name\***,

A referral was made on your behalf to **\*Local Authority name\*** by **\*Partner agency name\***.

Your referral reference number is: **\*reference number\***, please use this reference number when contacting the Local Authority.

Best wishes  
The Housing Jigsaw Team

## Search Bar

Using the “Search” bar, you can now search for any referral that you have sent or received. ALERT can find your customer by first name, last name, NI number, or by the referral reference number.

| First Name   | Last Name     |
|--------------|---------------|
| David        | Smith         |
| NI number    | Reference no. |
| not provided | 58            |

| First Name   | Last Name     |
|--------------|---------------|
| David        | James         |
| NI number    | Reference no. |
| not provided | 70            |

| First Name   | Last Name     |
|--------------|---------------|
| David        | Smith         |
| NI number    | Reference no. |
| not provided | 75            |

## Changes to the referrals screen based on MHCLG Feedback

On the “Referrals in” screen the “Homelessness date” is now displayed. This will allow the Local Authority to see which customers are homeless first. The ‘Days remaining’ column now displays the days since the referral was made. Please see the screenshot below as an example:

| Inbound referrals |               |                            |                   |               |                                          |                            |         |          |  |
|-------------------|---------------|----------------------------|-------------------|---------------|------------------------------------------|----------------------------|---------|----------|--|
| Status:           |               | Type:                      |                   |               |                                          |                            |         |          |  |
| Pending           |               | S213B                      |                   |               |                                          |                            |         |          |  |
| Name              | Reference no. | Referring party            | Homelessness date | Date received | Days remaining                           | Type                       | Status  | Download |  |
| Dawn James        | 72            | National Probation Service | Already homeless  | 23/08/2018    | 19 days since referral was made/received | 213B Specified public body | Pending | ↓        |  |
| Andrew Smith      | 67            | National Probation Service | Already homeless  | 16/08/2018    | 26 days since referral was made/received | 213B Specified public body | Pending | ↓        |  |
| Sarah Smith       | 69            | National Probation Service | Already homeless  | 21/08/2018    | 21 days since referral was made/received | 213B Specified public body | Pending | ↓        |  |
| Louisa Rainbow    | 62            | National Probation Service | Already homeless  | 11/08/2018    | 31 days since referral was made/received | 213B Specified public body | Pending | ↓        |  |
| Adam Smith        | 84            | National Probation Service | 20/09/2018        | 11/09/2018    | Received today                           | 213B Specified public body | Pending | ↓        |  |