

TST quick guide - GETTING STARTED

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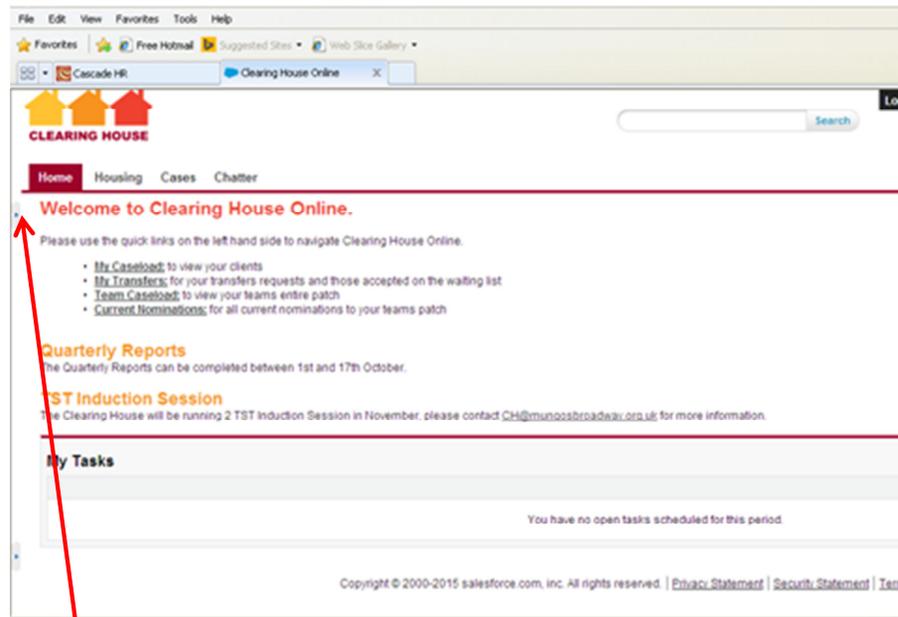
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## 1. Logging in

You will have received your new login details by email. If you haven't please contact Clearing House on 020 7710 0572 or at [ch@mungos.org](mailto:ch@mungos.org).

Your link will take you to a page where you will be required to accept the terms of a user agreement, set a password and confirm your contact information details.

After logging in you will land on this page



If it has not already expanded the sidebar, click the small icon on the left to expand the side bar.

From your Homepage you will be able to navigate to the areas of the system you need. The simplest way to navigate the system is to create a caseload for the clients you work with.

## 2. Adding your clients to 'my caseload'

If you click 'Team Caseload' in the sidebar all of your team's clients will show. You can find clients by filtering the name, borough, address (any of the headers) and selecting from the alphabet at the top to narrow your selection by letter. It is also possible to search for a client name in the search bar then use the filter function to narrow by 'clients', however this is a less practical way of finding your clients.

Once you have found your client, click on the client housing record. It is the number beginning with 'H' e.g. H12-34567

The screenshot shows the 'Clearing House' web application. The top navigation bar includes 'Home', 'Housing', 'Cases', and 'Chatter'. A sidebar on the left contains 'Quick Links (TST)' such as 'My Caseload', 'My Transfers', and 'Team Caseload'. The main content area is titled 'Team Caseload' and features a table of client records. The table has columns: Action, Nomination/Tenancy, Record Type, Client, Flat number, Address 1, Address 2, and Borough. The first row is highlighted, showing a client ID 'H15-1238867'. An orange arrow points to this ID. Another orange arrow points to the 'A-Z' filter menu at the top of the table. The user is logged in as 'Kate Moore'.

You will then need to enter your name into the 'TST Worker' field (TST information part of the form) and hit save. Do the same for all the clients you work with. You will then be able to find them easily by using the 'my caseload' link.

## 3. Submitting reports

You can submit the following update reports for your client from their client housing record (HXX-XXXX):

1. TST quarterly report – following the end of each quarter
2. Tenancy Review – Following the outcome of a client's tenancy review meeting
3. Support Case Closure – If the client is on an assured tenancy and no longer needs support
4. Tenancy End report – when the tenancy has ended and the client has moved on

Click the button for the report that you want, then click save to submit to Clearing House, see below.

Home **Housing** Cases Chatter

Quick Links (151)

My Caseload  
My Transfers  
Team Caseload  
Current Nominations  
Clearing House Library

Contact the Clearing House  
020 7710 0572  
ch@muningsbroadway.org.uk

External Links  
Clearing House website  
Alcohol unit calculator

Recent Items  
RSI-00491  
H15-1225997

Housing  
H15-1237240  
Printable View

Assessments (0) | Cases (0) | Bedspaces (1) | Referrals (1) | Contacts (1)

Housing Detail

Edit **Quarterly Report** **Tenancy Review** **Transfer Request** Support Case Closure Tenancy End Report

| Record Type              | Tenancy         | Status             |
|--------------------------|-----------------|--------------------|
|                          |                 | Housed             |
| Client                   | Andrew Campbell | Partner's name     |
| Referral                 | R1512-2413984   | Partner's Referral |
| Next of Kin              |                 |                    |
| Next of Kin phone number |                 |                    |
| Address                  |                 |                    |
| Flat number              | No. 4           | Bedspace RSI-00679 |

## 4. Requesting a transfer

Transfers will be requested online from now on. In order to start the process you will need to submit a transfer request form to Clearing House to assess whether a client re-referral to the waiting list will be possible. To do this, use the same steps as above for submitting the other forms. A transfer request button can be found at the top of a client's housing record.

## 5. Current Nominations

When a client is nominated to a property which falls within your patch, a notification email will be sent to the address you have provided. The email will hold a link to the system where you can log in and click 'current nominations' in the side bar. The referral e.g. R1234-567890, will take you to the client and support needs information. The client housing record e.g. H12-34567 will take you to the nomination, including information about property and contact details for landlord and referrer.

Home **Housing** Cases Chatter

Quick Links (151)

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Housing  
Home

View: Current Nominations

| Action | Referral      | Client | Nomination/Tenancy Name | Bedspace  | Address 1 | Borough        |
|--------|---------------|--------|-------------------------|-----------|-----------|----------------|
| Edit   | R1512-2431240 | K...   | H15-1221244             | RSI-01528 | 1-8 W...  | Waltham Forest |
| Edit   | R1512-2431266 | J...   | H15-1220890             | RSI-00870 | Que...    | Newham         |
| Edit   | R1512-2431271 | J...   | H15-1220774             | RSI-00931 | 54-6...   | Barnet         |
| Edit   | R1512-2431281 | S...   | H15-1220718             | RSI-00858 | 15 P...   | Waltham Forest |
| Edit   | R1512-2431286 | M...   | H15-1219534             | RSI-00654 | Broo...   | Waltham Forest |
| Edit   | R1512-2431317 | D...   | H15-1220662             | RSI-00898 | Spa...    | Waltham Forest |
| Edit   | R1512-2431398 | J...   | H15-1220756             | RSI-02921 | Woo...    | Newham         |
| Edit   | R1512-2431404 | Y...   | H15-1220763             | RSI-00577 | Tem...    | Waltham Forest |
| Edit   | R1512-2431405 | R...   | H15-1220686             | RSI-00329 | Fion...   | Waltham Forest |
| Edit   | R1512-2431448 | M...   | H15-1221237             | RSI-00684 | 1-14...   | Newham         |
| Edit   | R1512-2431478 | T...   | H15-1220777             | RSI-05793 | CRC...    | Enfield        |
| Edit   | R1512-2431487 | S...   | H15-1221246             | RSI-00890 | Spa...    | Waltham Forest |
| Edit   | R1601-0231546 | M...   | H15-1225781             | RSI-01026 | Plow...   | Enfield        |

The assessment information can be accessed by clicking the green ticks  (these may show as yellow exclamation marks in the event that they become older than 6 months old after the nomination has been made).

## 6. Tasks

If you have made a transfer you can find the referral you have submitted in the 'My Transfers' section. Referral, support needs and risk assessment information can be submitted/ updated here.

## 7. Resources and getting help

Helpful guides, policies and FAQs can be found in the [Clearing House library](#) under 'Quick Links' in the side bar on the left. If you can't find something you are looking for, or need to speak with a member of the team, please contact us by [logging a case](#) or using the [contact information](#) in the sidebar.



**CLEARING HOUSE**

Home Housing Schemes Cases Chatter

Quick Links (HP)

- Current Nominations
- All Current Tenancies
- Team Caseload
- Clearing House Library

**Contact the Clearing House**

020 7710 0572  
ch@muncosbroadway.org.uk

**Welcome to Clearing House Online.**

Please use the quick links on the left hand side to navigate Clearing House Online. User guides, P&Ps and FAQs can be found in the Clearing House li

- **My Tenants:** to view current tenants which you have added to your caseload
- **Current Nominations:** for all your referrals nominated your organisations properties
- **All Current Tenancies:** shows all tenancies for the whole organisation

**Requesting a nomination**

Click all current tenancies in the quick links bar on the left, find the tenancy you want to end, end the tenancy and then request a new nomination. For a quick guide to adding cases to your 'my tenants' section please visit the user guide in the Clearing House library.