AL’IN PLATFORM
USER HANDBOOK

Simplify your social housing search with Action Logement!

al-in.fr
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To search for social housing, you must use the AL’in platform, available at al-in.fr.

This platform gathers together all accommodation offered by the landlord agencies that partner with Action Logement Services.

Access to the accommodation offered on the AL’in platform is solely for employees in private sector companies (of 10 employees and above; 50 employees for the agricultural private sector), or in a priority situation managed by Action Logement Services (Article L 313-26-2 of the French Construction and Housing Code). Other housing applicants will not take priority in accessing the accommodation offered by AL-in.

Please note that some companies may set out the rules for using the AL’in platform. You should ask your company for more information on this matter.

If you have any enquiries, you can call us on +33 (0)970 800 800.

The AL’in platform presents available offers of social housing. To find out the allocation rules*, please consult the governmental website directly: demande-logement-social.gouv.fr.

Important: To apply for accommodation offered on the platform, you will need a Unique Number for social housing applications. To obtain this number, you must first visit: demande-logement-social.gouv.fr, fill in your information and upload your supporting documents.

* Main allocation rules:

- Your reference tax revenue must be within the resource limits which may vary according to the accommodation. (Each property is governed by a rental standard. According to the standard, the rental applicant must provide evidence of resources that are equal to or below regulated limits which vary according to the family composition and geographical area).

- Your household family composition must match the type of accommodation sought:
  - For 1 person: T1 to T2
  - For 2 people: T1 to T3
  - For 3 people: T2 to T4
  - For 4 people: T3 to T5
  - For 5 people and over: T4 above

- You must be able to afford the rent: you must earn (including housing benefit (AL) or personal housing benefit (APL) if applicable) around 3 times the rent (including charges).
#1 Create your social housing application

- To benefit from accommodation offered on the AL’in platform, you must have made a social housing application and obtained your (geographical) Departmental or Regional Unique Number (NUD or NUR).
- This number is your essential identification number that allows you to apply for a property.

- To create your social housing application (enter your application and upload all your supporting documents), log in to: demande-logement-social.gouv.fr
• Log in for the first time on AL’in. **You must first create an account** to search for housing suitable for your situation.

• Once you have created your account, you can **retrieve all the information in your social housing application** (input your information) using your Unique Number and **view all the accommodation on offer**.
• Connect to al-in.fr
• On the top right of the homepage, click “Log in” (Se connecter).

• The log-in page will then appear.
• If you do not yet have an account, click “Create my account” (Créer mon compte).

• Once the account set-up screen appears, fill in all parts of the form.
Once the form is filled in, click “Create my account” (Créer mon compte) but remember to tick the box “I understand and agree to the processing of my personal data” (J’ai compris et j’accepte l’utilisation de mes données personnelles).

You have now created your account.

A confirmation email will be sent to the email address you gave when creating your account.

Open the email entitled “Action Logement Services – Access request” (Action Logement Services – Demande d’accès) and click on “Click here” (Cliquez ici).
• When the page opposite appears, click on “Click here” (Cliquez ici).

• You now have to choose a password and confirm it.

• Note that your password must follow certain rules: it must contain a minimum of 8 characters with at least 1 digit, 1 upper case letter and 1 lower case letter. It must also be different from your username.

• Enter your password in the two spaces and confirm it by clicking “CONFIRM” (VALIDER).

• Your account has been created. Click “Return to application” (Revenir à l’application)

• Enter your username (email address given when creating your account) and your password. Then, click “LOG IN” (JE ME CONNECTE).
#3 Import your social housing application

- There’s a tutorial available to help you with the process and enable you to view the different steps. If you don’t want to watch it in full, you can click at any time on:

[Skip the steps]

- To create an application in AL’in, you must have obtained your Unique Number (NUD or NUR).
- Enter it and click “confirm” (valider).
- If you don’t have a Unique Number, you must enter your search (geographical) department. The link that is displayed is the address of the website on which you must save your social housing application.

For example:

- If your search department is “Paris”, you must visit the website demande-logement-social.gouv.fr
- If your search department is “Finistère”, you must visit the website demandelogement29.fr/imhowebGP29/
#3 Import your social housing application

- By clicking on the link corresponding to your search department, you access the website for registering your housing application directly.

  *Here, for example:*

  - The Finistère housing application website
  - The Paris housing application website

- Once your housing application number has been entered, you’ll receive a code at the email address you entered on the website for registering your application.

- To import your application, you must enter this code on al-in.fr, in the box for this purpose. This code is active for a period of 24 hours.

  ➜ Your application is imported on al-in.fr.
#3 Import your social housing application

- **Once your application has been imported**, you will find:
  1. Your NUR-NUD information
  2. The information to be entered for AL’in
  3. Your NUR-NUD supporting documents

Your NUR-NUD information is the data entered on the website for registering your housing application

- The **Edit my information** button redirects you to the website where your application is registered.
- The **Update** button enables you to update the information entered on the registration site.
- You must click “next step” (étape suivante) to fill in the information required by AL’in.

- Your company’s SIRET number and your co-applicant’s SIRET number if applicable must be entered on the website where your application is registered ([demande-logement-social.gouv.fr](http://demande-logement-social.gouv.fr) or any other departmental website)
- You must fill in your employer or the co-applicant’s name (the field is required) and enter the company code (if you have a code. To obtain one you must contact your employer or the co-applicant’s employer).

**SIRET number:** The SIRET number is required on AL’in. Make sure you save it on your social housing application.

**Business code:** If your company has a Business Code (Code Entreprise), you must provide it.
#3 Import your social housing application

- Your housing application may be attached to the co-applicant’s. In this case, you must tick the corresponding box and enter your employer’s name. Your company’s SIRET number must be entered on the website where your application is registered (demande-logement-social.gouv.fr or any other departmental website).

- Once the company has been confirmed, you must enter your choice concerning the use of your personal data. The choices offered may be adjusted according to your company’s policy.

**Choice no.1:** you wish to remain anonymous. Your company will not see your application and you will not have the help that it could give you (no company points).

**If you wish to make the most of your company’s housing policy:**
- **Choice no.2:** your company can see: title, last name, first name, date of birth, email address, employer name, employer Siret, several employers yes/no, workplace postcode/municipality, municipality currently residing in, desired location.
- **Choice no.3:** your company will have access to your full application and can support you in applying for properties. It can also view the history of your applications, i.e. see all the properties you have applied for.
#3 Import your social housing application

- The last step consists in identifying the supporting documents you must upload to the website where your application is registered (demande-logement-social.gouv.fr or any other departmental website) and confirm that your documents have been uploaded.

- After uploading your documents, you must submit your application to access the properties for which you are eligible.
#4 View/edit your application

Once your housing application has been imported in AL’in and you have submitted it, you can then access your dashboard.

To view your application, click on “Update” (Mettre à jour).

For any changes, you must log in to the website where your application is registered (demande-logement-social.gouv.fr or any other departmental website)

Then return to al-in.fr and click on “Update” (Mettre à jour).
If your application has been created on AL’in before 20/04/21, you must update it to confirm your Unique Number by entering a security code. Once you have successfully complete this update, future updates can be made simply by clicking the “Update” (Mettre à jour) button.

- Click “Confirm” (Confirmer).

- Enter the security code you have been sent at the email address you entered to obtain your Unique Number and confirm.

- If the security code is incorrect, check the email or click on “Fill in my application” (Saisir ma demande) to receive a new code.

- If the last name, first name or date of birth entered do not match those attached to the Unique Number, you must delete your application on AL’in, then reimport it.
If the information is correct, you can continue the process.

You will access the list of supporting documents that are required to apply for a property.

Ensure that you have uploaded all these documents on the website where you have registered your application (demande-logement-social.gouv.fr or any other departmental website).

You must confirm that they have been uploaded on the website in question by checking all the boxes.

N.B.

You must update all your supporting documents on the website where your application is registered (demande-logement-social.gouv.fr or any other departmental website) for your application to be acknowledged when it is examined.

You will access your dashboard and you can now view the list of properties.
• If there are any properties suitable for your situation, they will be displayed and you can view them by clicking the button “Properties” (Offres).

• Note: it is possible that no properties are suitable for your situation.

• In this case, you can expand your search area on the website where your application is registered (demande-logement-social.gouv.fr or any other departmental website) and when you log back in to al-in.fr, you must click on ‘Update my application’ (‘Mettre à jour ma demande’).
The results that match your search will be displayed. Click on the property posting to see the details.
#5 Choose a property

- When you click on an offer, you will see the details of the property.

- Click on the “Back to results” (Retour aux résultats) link any time you need to.
Once you have chosen the property that suits you, you can apply for it by going to the property posting and clicking “Apply” (Je postule).

You will then receive the message shown opposite confirming your application for this property.

Click “OK”.

Click the “My applications” (Mes candidatures) to access it.
Once you have applied for a property, you can track this application by clicking the “My applications” (Mes candidatures) button.

As long as your application has not been sent to the landlord, you can cancel this application at any time by clicking “Cancel this application” (Annuler cette candidature).

**N.B.** You can only have one active housing application, i.e. you can only apply for one property at a time.
#6 Track your housing application

- Once you have applied for a property, your file will be examined by an Action Logement consultant.

Different stages of your housing application:

**Stage 1**
You apply for a property.

**Stage 2**
Action Logement approves or rejects your application after analysing it. If your application is rejected, you can now apply for another property.

**Stage 3**
If your application has been approved, it is sent to the landlord housing association which will examine it alongside the other applications submitted for the same property.

**Stage 4**
The landlord housing association may contact you for additional information or organise a visit to the property.

**Stage 5**
CALEOL (the allocation commission) meets to decide on the allocation of the property.

**Stage 6**
The landlord housing association sends you the commission’s decision.

You can also find this decision on al-in.fr in your application tracker.

**Stage 7**
If the property is allocated to you, the landlord housing association will contact you to view the property (if not done before) and organise the signing of your lease.

If your application is unsuccessful, it will be archived and you will receive an email informing you of this decision.

You will then be able to apply for a different available property that matches your situation.

The landlord housing association, through the housing allocation and occupation inspection commission (CALEOL - Commission d’Attribution des Logements et d’Examen de l’Occupation des Logements), is responsible for the allocation of housing.
Once you have applied for a property, you will not be able to apply for another property until you:

- receive a response from Action Logement
- or
- cancel the application so you can apply for one that suits you better.

Once your application has been sent to the landlord housing association, it will be processed within our partner’s lead times. At this stage, your application may no longer be cancelled.

**Important:** for information on how the applicant classification used by al-in.fr works, please refer to the website’s General terms and Conditions of Use.

**Reminder:** you can only have one active housing application.

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**Do you have a question?**

- Visit the [AL’in help centre](#) (FAQ, videos and step-by-step guides)
- Contact us using our contact form.
- Call our Customer Relations Centre on +33 (0)970 800 800.