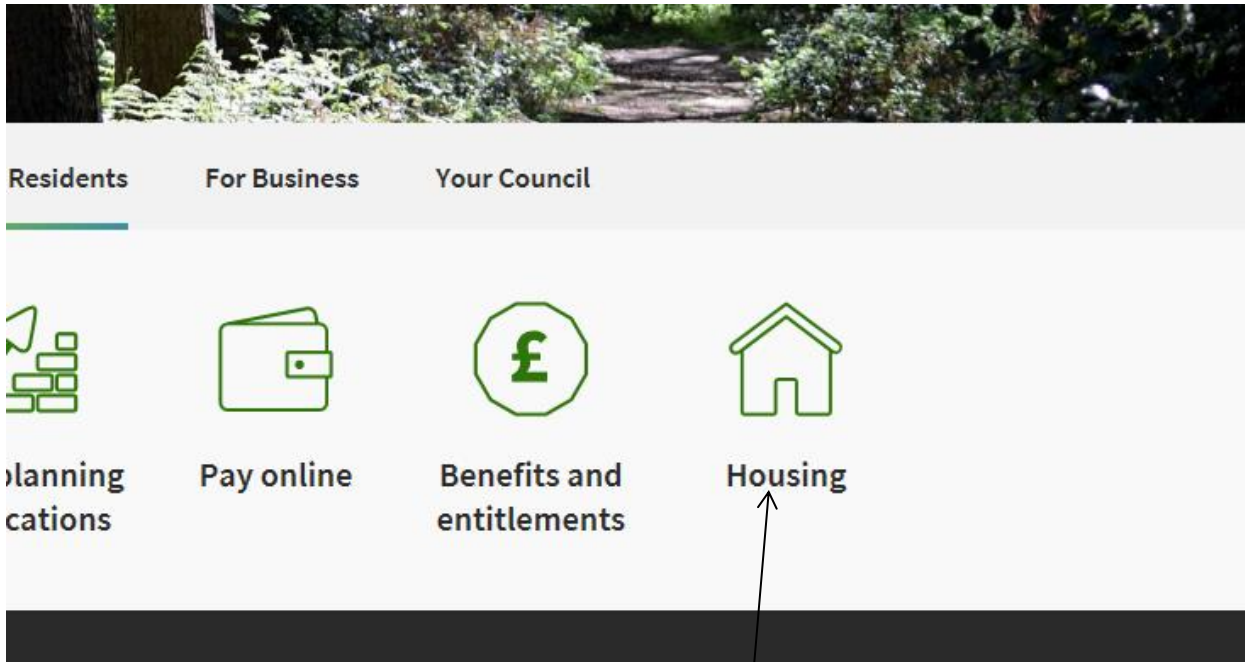


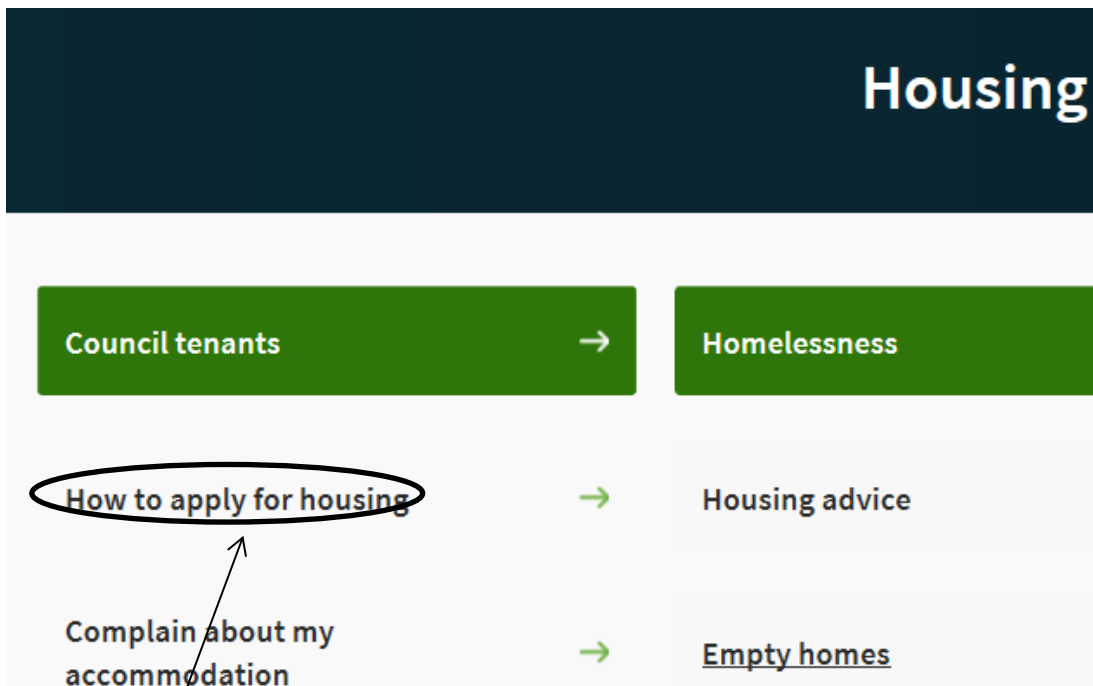
## How to submit a Housing Register application

Please follow this step by step guide in order to complete your online housing register application. If you are having problems submitting your application, please contact us on 01509 634567 for assistance.

If you have applied for the Housing Register in the past and your original application is no longer live, you can re-apply. Please follow the guidance on page 13 for how to re-apply.



From the Charnwood Borough Council website ([www.charnwood.gov.uk](http://www.charnwood.gov.uk)), click on housing



Click How to apply for housing

ation by completing the online **Housing Register Application Form**. More information  
application can be found in the Housing Register Applications Frequently Asked  
low:

**Applications Frequently Asked Questions** (PDF Document, 0.15 Mb)

supporting documents/proofs for your Housing Register application. More  
ding these proofs can be found in the Housing Register Applications Proofs Guidance

**Proofs Guidance June 2019** (PDF Document, 0.12 Mb)

- Housing advice
- Private tenants
- Complain about m  
accommodation
- Empty homes
- Private landlords
- Houses in Multiple  
(HMOs)

To start your application, click here. This takes you to our Choice Based lettings website.  
This is the website you will need every time you wish to log on to bid

Then click on Make or Update an Application



MAKE OR UPDATE  
AN APPLICATION



SEARCH A  
FOR PROPI

## Charnwood

For new applications please select the 'Start here' button

[START HERE](#)

To finish an incomplete application or update your existing appli

[LOGIN](#)

[Forgotten Password?](#)

If you have not made an application before or started one, click here. If you have and need to complete it, please follow the 'Logging Back into an existing application' guidance.

You will then see the screen entitled:

## Applying to Join Charnwood Borough Council's Housing Register

Please read this page carefully as it provides guidance on who can join the Housing register.

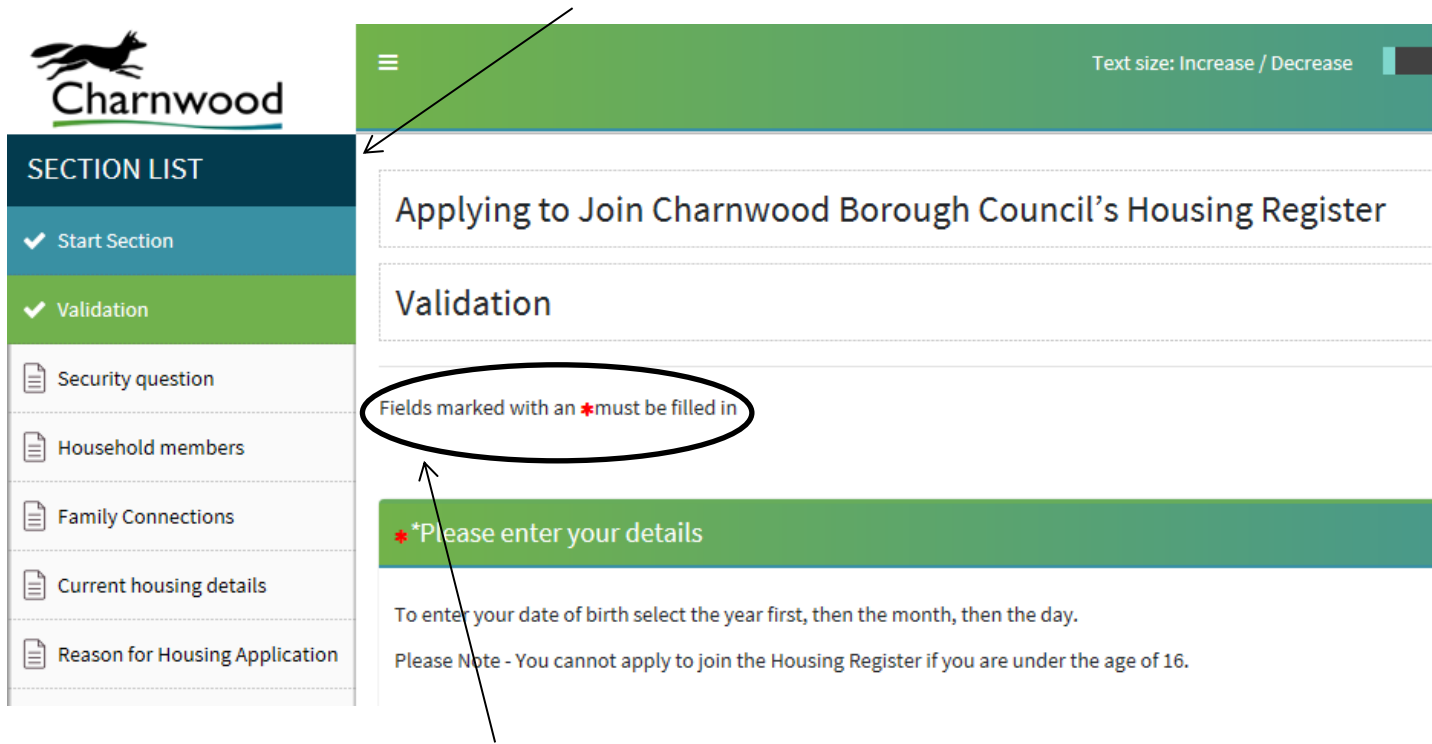
1. Please note that you will need the below information to hand before you start your application.

### Before you start your application you will need:

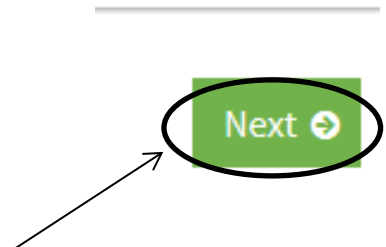
- A current email address
- Your National Insurance Number (NINO)
- Proof of your identity
- Proof of identity for all other members of your household
- Proof of your current address
- Proof of your current income

Once you have this information, click next

You are then taken to the below screen. The section list down the right hand side shows your progress in making the application. Blue means complete, green is the current section you are in and white means incomplete

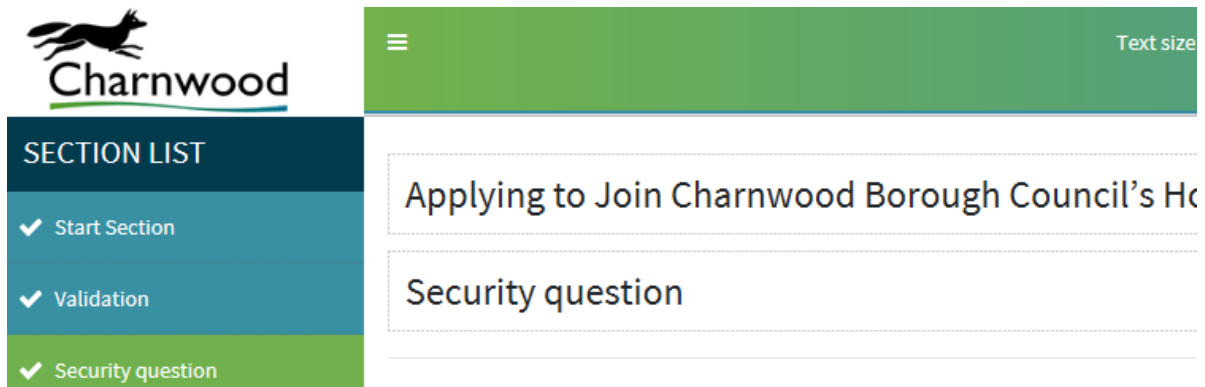


Please note that all fields marked with an \* must be completed



Enter the details as requested on the first screen and click next in the bottom right hand corner

You will need to set a security question, please chose something memorable to you.

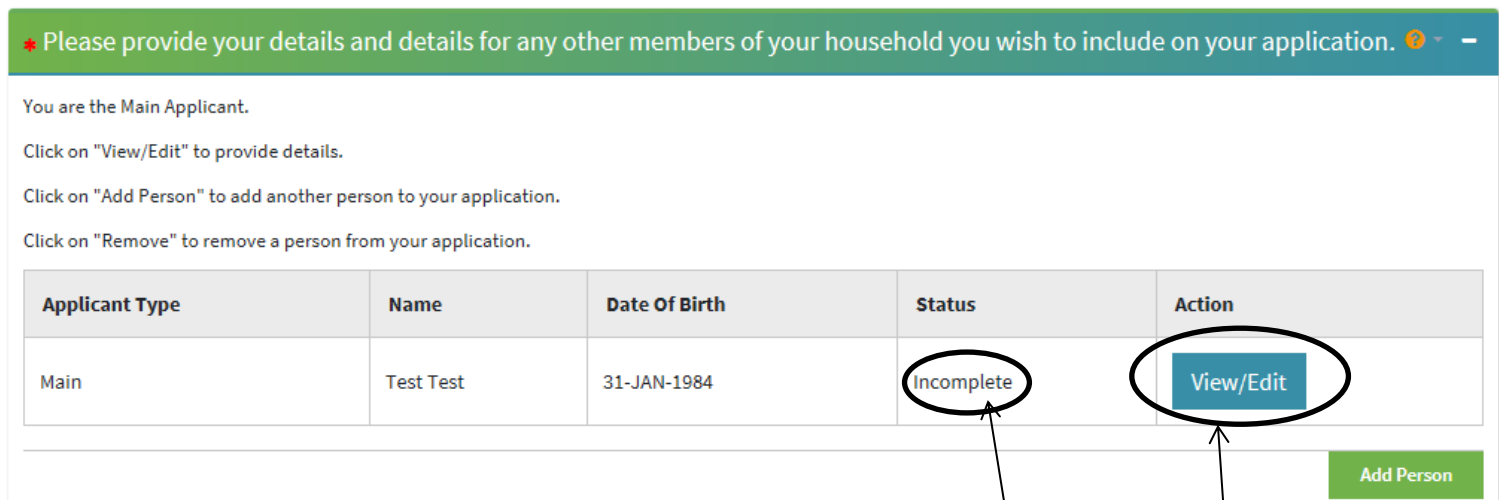


The screenshot shows the Charnwood logo at the top left. A green navigation bar contains a menu icon and a 'Text size' link. A dark blue sidebar on the left is titled 'SECTION LIST' and contains three items: 'Start Section', 'Validation', and 'Security question', each with a checkmark. The 'Security question' item is highlighted in green. The main content area has a green header with a menu icon and 'Text size'. Below the header, there are two text input fields. The first field contains the text 'Applying to Join Charnwood Borough Council's Ho'. The second field contains the text 'Security question'.

Click next once you have set your question

Household members

Fields marked with an \* must be filled in



\* Please provide your details and details for any other members of your household you wish to include on your application. ? -

You are the Main Applicant.  
Click on "View/Edit" to provide details.  
Click on "Add Person" to add another person to your application.  
Click on "Remove" to remove a person from your application.

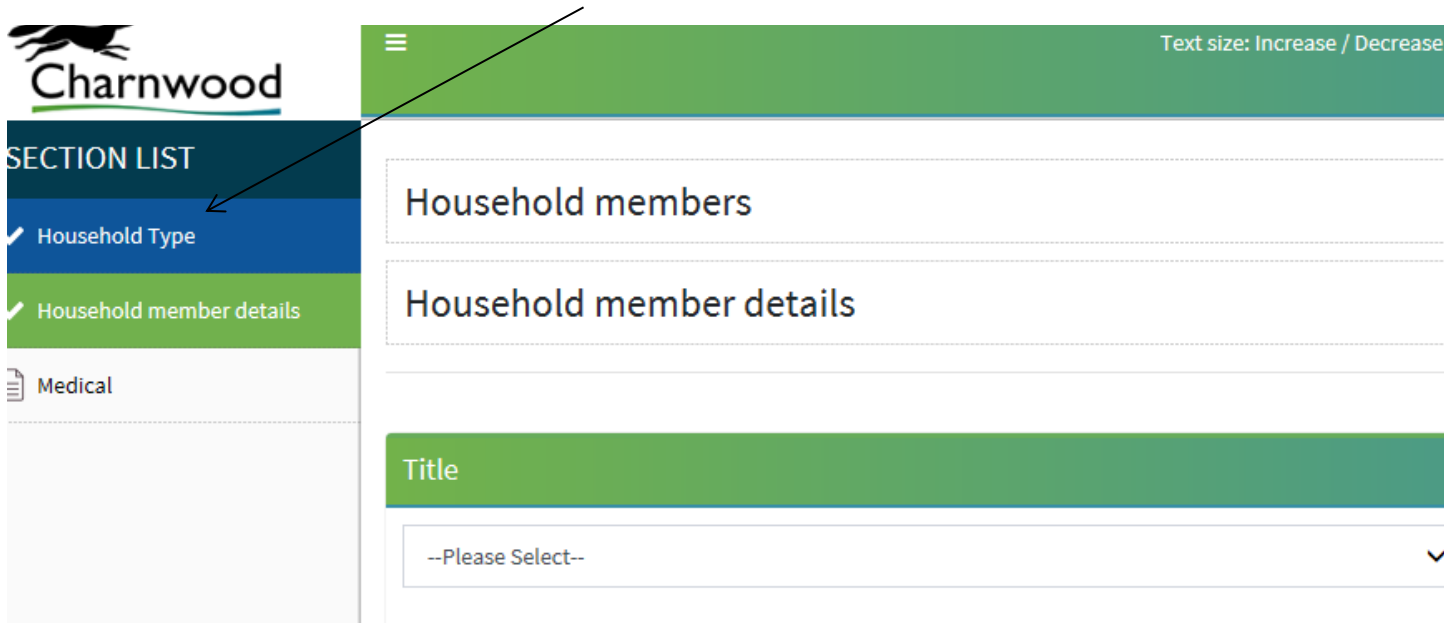
Applicant Type	Name	Date Of Birth	Status	Action
Main	Test Test	31-JAN-1984	Incomplete	View/Edit

Add Person

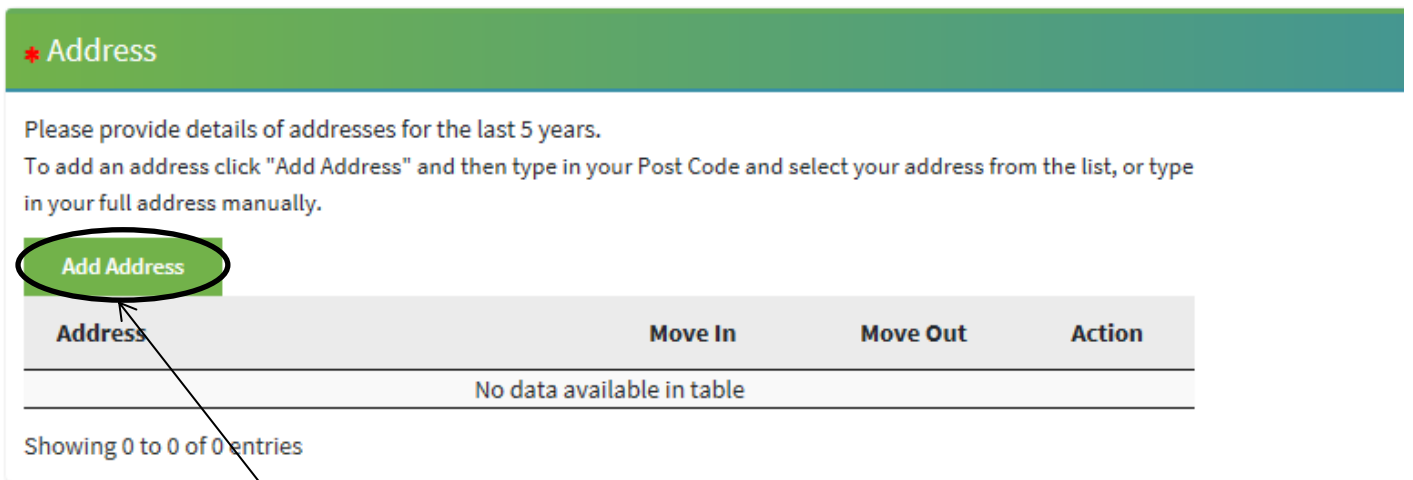
2. You are then taken to the 'household members screen' as above and your details are shown as the main applicant.

You will notice that the 'status' will show as incomplete. In order to complete this, click View/Edit

You are then presented with the below screen to complete all the details in relation to the main applicant. You will notice that the section list on the right hand side now shows the sections you need to complete for each household member.



For each household member you will need to input a need 5 year address history (as this may be different for each household member):



Click here to add an address

## \* Address

Please provide details of addresses for the last 5 years.

To add an address click "Add Address" and then type in your Post Code and select your address from the list that appears. If you do not find your address in the list, you can add it manually.

Close

Post Code Search

Is this your current address?  \*

Flat No

You have to add in the address manually, **do not use the post code search as it does not find the address.**

If this is current address select yes

Fill in all the other relevant fields

Su	Mo	Tu	We	Th	Fr	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

When you click on 'Date Moved in', a calendar will automatically pop up. Find the month then year, then click on the specific date of that month. If you still live there do not complete the date moved out field

Save Clear

Address	Move In	Move Out
No data available in table		

Showing 0 to 0 of 0 entries

When you have completed the address – click save. The system will prompt any mandatory fields that are blank

Save Clear

Address	Move In	Move Out	Action
10, unicorn way, le12 7hg	11-Apr-2000		Edit

Showing 1 to 1 of 1 entries

Once you click save, the address will populate as per the example above. If you have lived there less than 5 years, the system will prompt you until you have provided the required 5 year address history.

Fill in the rest of the screen for that household member, then click next. The system will prompt any blank fields

You then have to complete medical details in relation to that household member:

Household members

---

Medical

---

Fields marked with an \* must be filled in

Once done, click next



\* Please provide your details and details for any other members of your household you wish to include on your application. 🗨️ -

You are the Main Applicant.

Click on "View/Edit" to provide details.

Click on "Add Person" to add another person to your application.

Click on "Remove" to remove a person from your application.

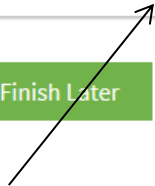
Applicant Type	Name	Date Of Birth	Status	Action
Main	Test Test	31-JAN-1984	Completed	<a href="#">View/Edit</a>

[Add Person](#)

[Previous](#)

[Finish Later](#)

[Next](#)



The system will then return to this screen and the main applicant will show as completed. If there are other people in your household (who will be moving with you), you will need to click on add person and go through the same details for each person. Please note that children are not classed as 'joint' household members. Joint household members would be anyone as part of the household who would be eligible to hold a tenancy alongside the main applicant.

Once you have added all household members click next.

The system will then take you through each section of the application and prompt you for any missing mandatory questions. For each section click next when completed. At any point you can click finish later and you will be presented with the below screen.

### Charnwood Borough Council's Housing Register

Thank you for starting an application for Charnwood Borough Council's Housing Register.

<b>UserId</b>	1202437
<b>Password</b>	338483550

Make a note of these numbers as these are what you will need to log back onto the system.

## Supporting Documents

These can be original electronic documents, scanned copies of original documents, photographs will need to show clear images of the whole original document.

**All applicants need to provide the following supporting documents:**

When you come to the above section, please read carefully the documents needed and provide all relevant documents in order to reduce the time it will take to complete the assessment

Although the fields in this section show as mandatory, this system will allow you to skip this section in order to upload the documents at a later date should you so wish. You can submit hard copies of your documents to the Housing Needs Team by bringing them into the offices or submitting them via post. Please clearly mark your details on these documents so we can be sure which application they relate to.

If you do have the documents saved to your computer or laptop, you can browse for them and attach them to the application. Alternatively you can log in via a smart phone at a later date, take photos of the documents and they upload them in this way. Please note that when your application is assessed, if there are any missing proofs we will write to you to request these.

Please give as details as to what the document is you are uploading as requested in the below fields

Document title (please include the name of the household member it refers to)\*

Classification\*

Document Description

Is Sensitive

Upload\*

Once you are done with this section click next

The system will then take you to the 'Declaration' section. You must complete this section in order for your application to be classed as complete as incomplete application will not be assessed **If this section is not completed, your application will remain at the 'incomplete status' and will be deleted off the system after 28 days.**

## Declaration

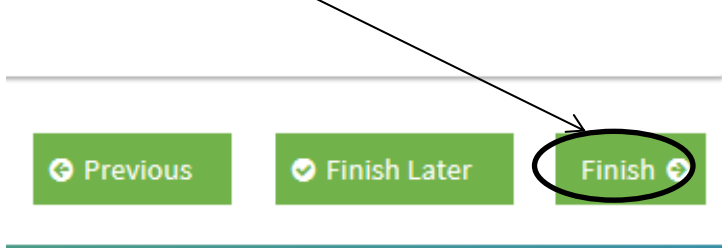
Before submitting this application you must confirm the following:

Please read the declaration carefully and if in agreement, please tick yes below

\* I confirm that I understand and agree to all of the above.

Yes

Then click on finish



You will then see the below screen. Please keep these details safe as you will need them next time you log in.

## Applying to Join Charnwood Borough Council's Housing Register

### Charnwood Borough Council's Housing Register

Thank you for submitting your application for Charnwood Borough Council's Housing Register.

**Your User ID is : 1202437:**

**Your Password is : 550039978:**

## How to re-apply

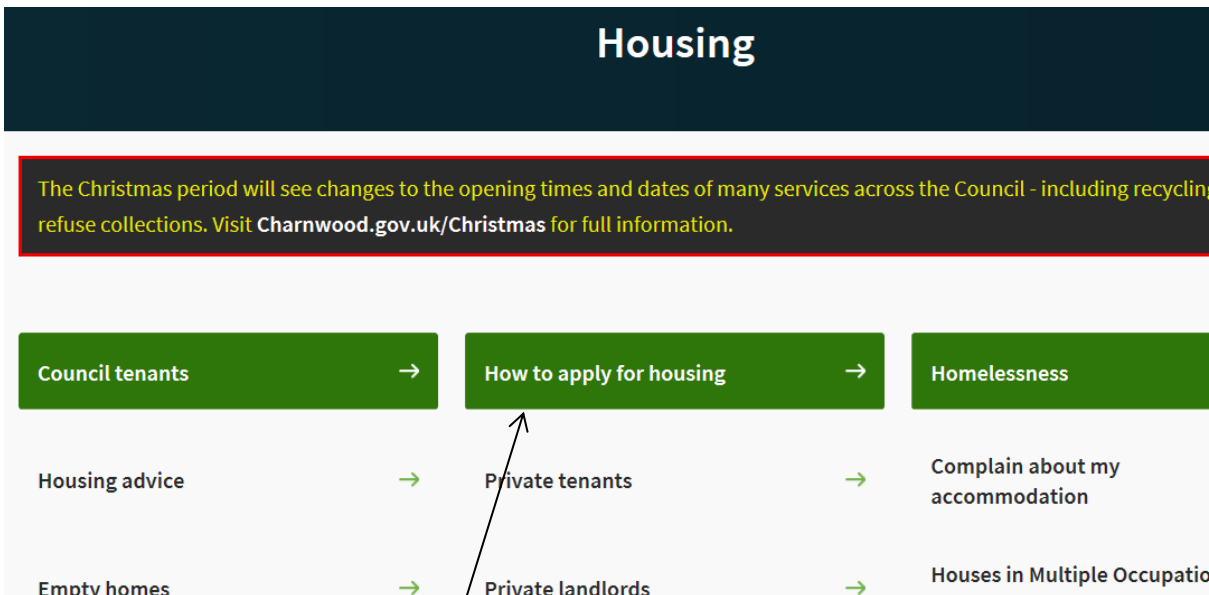
If you have applied for the housing register in the past and your original application is no longer live, you can re-apply.

You will need to know your household ID number and your security question from your previous application. If you don't know this information, please contact us to request it on 01509 634567.

To start, go to [www.charnwood.gov.uk](http://www.charnwood.gov.uk)



Click on Housing



Then click how to apply for housing

ation by completing the online **Housing Register Application Form**. More information  
 plication can be found in the Housing Register Applications Frequently Asked  
 low:

**Applications Frequently Asked Questions** (PDF Document, 0.15 Mb)


supporting documents/proofs for your Housing Register application. More  
 ding these proofs can be found in the Housing Register Applications Proofs Guidance

**Proofs Guidance June 2019** (PDF Document, 0.12 Mb)


- Housing advice
- Private tenants
- Complain about m  
accommodation
- Empty homes
- Private landlords
- Houses in Multiple  
(HMOs)

To start a new application, click here. This takes you to our Choice Based lettings website.  
 This is the website you will need every time you wish to log on to bid





MAKE OR UPDATE  
AN APPLICATION



SEARCH A  
FOR PROPI

Then click on Make or Update an Application

# Charnwood

For new applications please select the 'Start here' button

**START HERE**

To finish an incomplete application or update your existing application please select the 'Log In' button Below

**LOG IN**

[Forgotten Password?](#)

Click

start here

## \*Please enter your details

To enter your date of birth select the year first, then the month, then the day.

Please Note - You cannot apply to join the Housing Register if you are under the age of 16.

Forename \*

test70

Surname \*

charmwood62

Date Of Birth \*

24-Jun-1965

NI Number \*

AB

70

62

72

B

**Next**

You can then fill in the requested details above. When complete, click Next

You will then see the below screen. This is where you will need your Household ID number. If you cannot remember your password, you can follow the 'How to re-set your Password' guidance available online.

The image shows a 'Confirmation' screen with the following fields and options:

- Household Login Id:** 1202710
- Password:** Masked with 10 dots
- Security Question:** Memorable year (dropdown menu)
- Security Answer:** 2019 (with a clear 'x' button)

At the bottom, there are two buttons: 'Continue' (dark blue) and 'Cancel' (light blue).

Once you have completed all fields, click continue.

The system will take you to the screen to complete your application as below. Starting with your security question. Once done, click next



**SECTION LIST**

- ✓ Start Section
- ✓ Validation
- ✓ Security question
- ✓ Household members
- Family Connections
- Current housing details
- Reason for Housing Application
- Preferences
- Financial
- Housing related debts
- Offending Anti Social Behaviour
- Conflicts
- Supporting Documents
- Declaration

Housing registration

Security question

Fields marked with an **\*** must be filled in

**\* Please select a security question and answer**

You will use this to log in to your application.

Security question:  
Memorable year

Security answer:  
2019

Previous Next

Powered by [Home Connections](#)  
v19.11.2.13154

Copyright © 2019 . All rights reserved.

The application will be pre-populated with the household members from your previous application:

You can view/edit each person and add additional household members if needed.

**SECTION LIST**

- ✓ Start Section
- ✓ Validation
- ✓ Security question
- ✓ Household members
- Family Connections
- Current housing details
- Reason for Housing Application
- Preferences
- Financial
- Housing related debts
- Offending Anti Social Behaviour
- Conflicts
- Supporting Documents
- Declaration

Housing registration

Household members

Fields marked with an \* must be filled in

**\* Please provide your details and details for any other members of your household you wish to include on your application.**

You are the Main Applicant.  
 Click on "View/Edit" to provide details.  
 Click on "Add Person" to add another person to your application.  
 Click on "Remove" to remove a person from your application.

Applicant Type	Name	Date Of Birth	Status	Action
Main	Test70 Charnwood62	24-JUN-1965	Completed	<a href="#">View/Edit</a>
Joint	Test70 Charnwood62	18-JAN-1990	Completed	<a href="#">View/Edit</a> <a href="#">Remove</a>

[Add Person](#)

[Previous](#) [Finish Later](#) [Next](#)

The system will then guide you through the rest of the screens to complete your application. Please ensure that the 'declaration' section is completed prior to submitting the application.