How to log back into an existing incomplete application

Please follow this step by step guide in order to log back into an existing incomplete application in order to complete and submit the application.

1. From the Charnwood Borough Council website, click on housing

2. Click How to apply for housing
3. To log back into 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.

4. Then click on Make or Update an Application
Click log in if you know your log in details. If you don’t know these, click on forgotten password.

You can then reset using your log in ID if you know it, or if not, using your personal details which will bring up the following screen.
You will still need to remember the security question you set and the answer to this.
Once you have logged back in you will see the below screen. This shows the status of your application. If it shows as incomplete, your application will not be seen by the assessment officers and will not be assessed.

To complete your application click here.
The Section List on the left shows the sections that are complete in blue. Click Next.
The system will take you back through sections that are already completed until you are taken to the section you have not completed.

Please refer back to the Housing Register Online Application Guidance to complete the rest of your application.