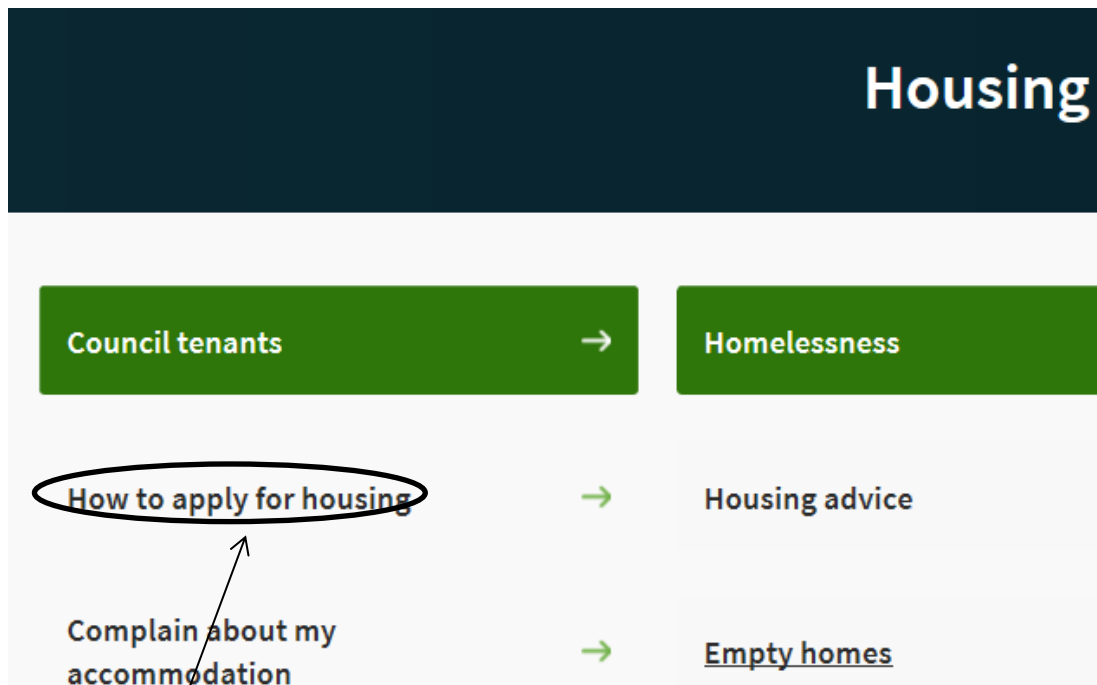


How to log back into an existing incomplete application

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

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

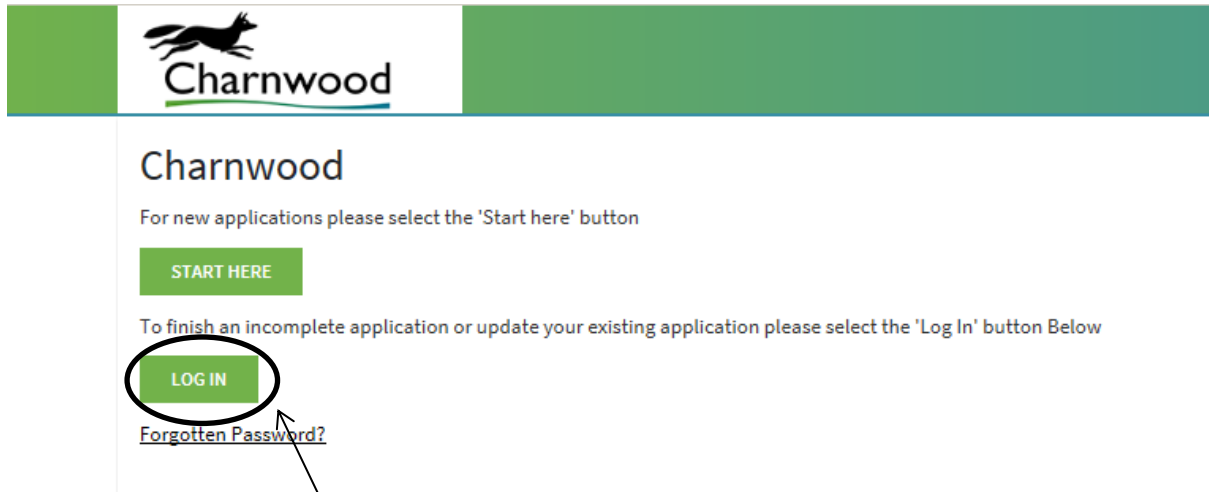
Private landlords

**Houses in Multiple
(HMOs)**

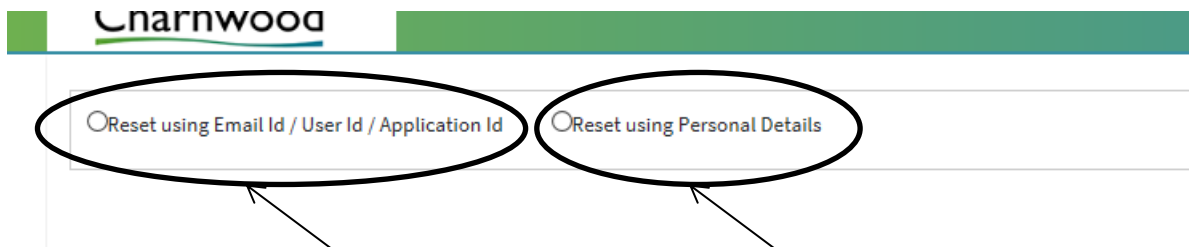
3. To log back into your application, click here. This takes you to our Choice Based lettings website. This is the website you will need every time you wish to log on to bid

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.

Reset using Email Id / User Id / Application Id Reset using Personal Details

To reset your password please complete the below form and click "Reset Password". Password

Forename #

Please enter your forename

Surname #

Please enter your surname

Date of Birth #

Please enter your Date of Birth

Security Question #

Please Select Your Security Question

Security Answer #

Please Enter your Security Answer

New Password #

Please Enter Your Password.

Re-Enter Password #

Confirm Your Password.

Reset Password

Log In

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 show 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.

My Documents My Appointments My Messages (0) My Letters My Plan Previous Plan

Name	National Insurance Number	Date of Birth	Rel:
Test Test	ZW000000D	31/01/1984	

Housing Register

Reference ID	Start Date	Date of Submission	Current Status	Continue My Application	Change of Circumstance	Update Contact Information
1105900	19/06/2019		Incomplete (REG)	Click Here	N/A	N/A

Housing Advice

Reference ID	Start Date	Date of Submission	Current Status	Continue existing application	Change of Circu
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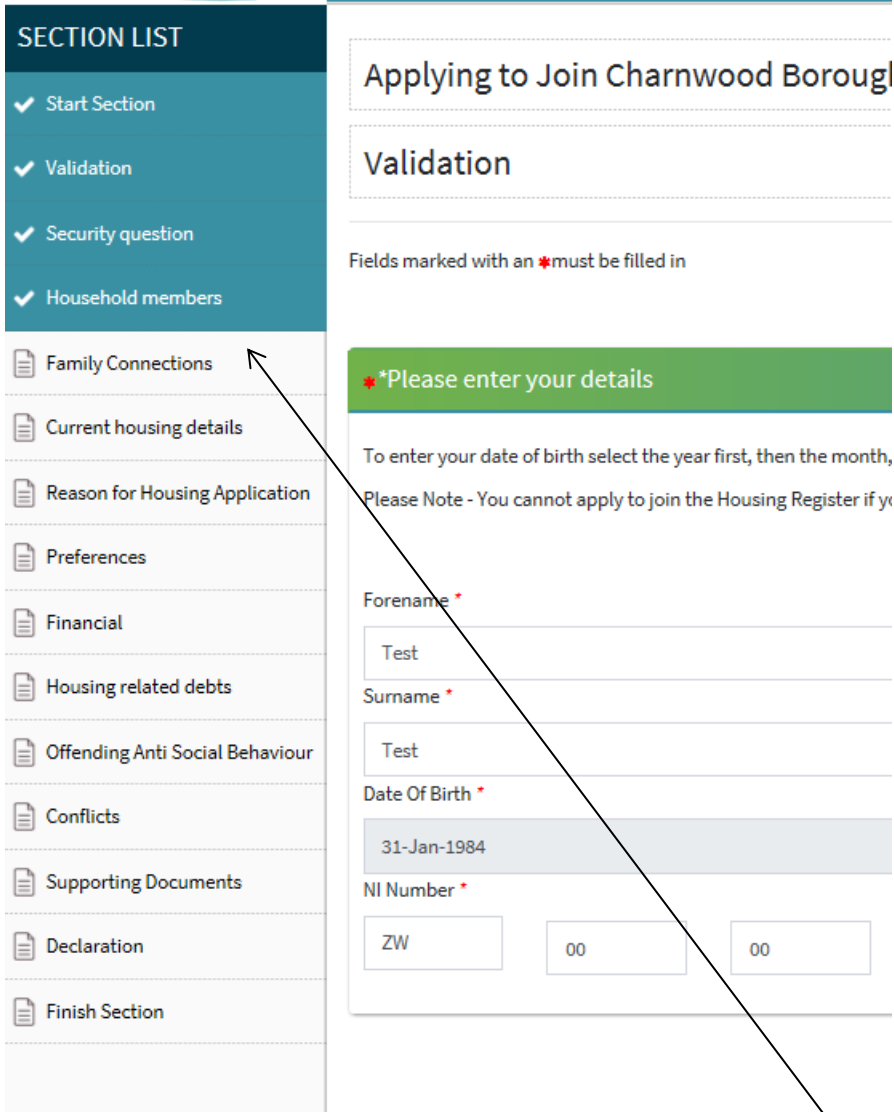
Homelessness

Reference ID	Start Date	Date of Submission	Current Status	Continue existing application	Change of Circu
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Fields marked with an # must be filled in

LogOut

To complete your application click here



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
- Finish Section

Applying to Join Charnwood Borough

Validation

Fields marked with an * must be filled in

*Please enter your details

To enter your date of birth select the year first, then the month,
Please Note - You cannot apply to join the Housing Register if y

Forename *

Test

Surname *

Test

Date Of Birth *

31-Jan-1984

NI Number *

ZW 00 00

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.