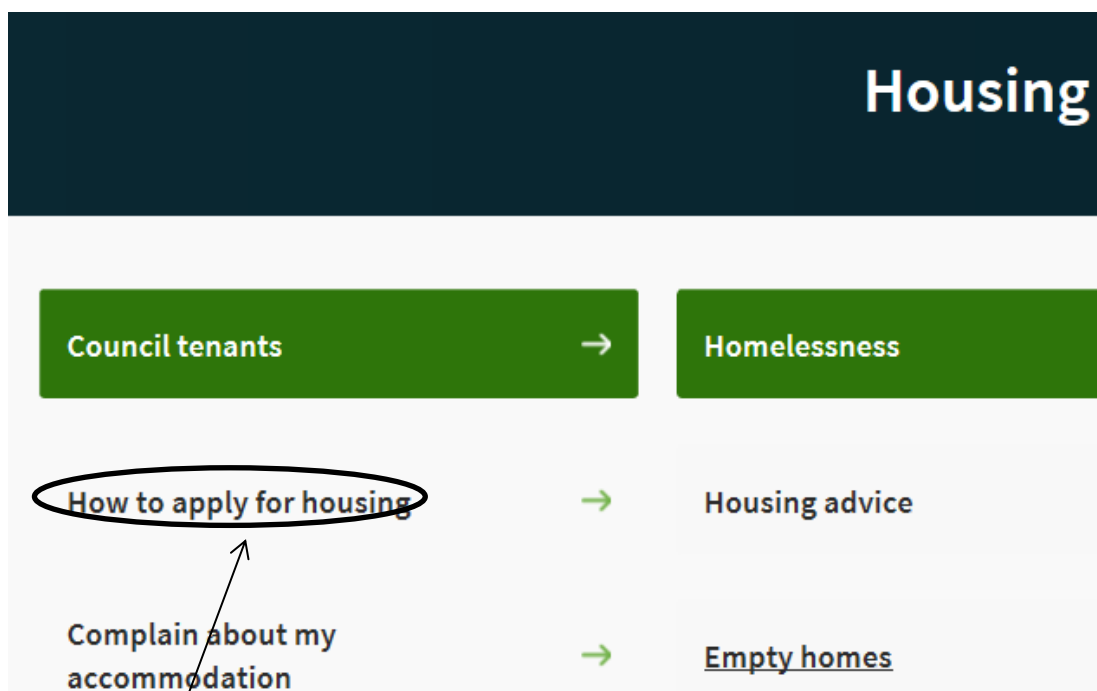


How to re-set your password

Please follow this step by step guide in order in order to re-set your password. You will still need to know the security question you set when making the application and the answer you provided.



From the Charnwood Borough Council website, click on housing



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 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

Then click on Make or Update an Application



MAKE OR UPDATE AN APPLICATION



SEARCH FOR PROPERTIES



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 on forgotten password.

Reset using Email Id / User Id / Application Id

You can then reset using either your email address, user ID (household ID) or application ID. You will need to know and be able to access the email account you used when you submitted your application.

Reset using Email Id / User Id / Application Id

Enter at least one detail below

If you have an account with more than one local authority, you must use your User ID.

Email Id

User Id

Application Id

Reset Password

Log In

Once you input your email address, user ID (household ID number) or application ID, click on reset password and the system will email the address registered on that account with instructions of how to change your password.