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
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

Click on forgotten password.
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.

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.