How to Submit a Change of Circumstances for your Housing Application

Please follow this step by step guide in order to submit a change of Circumstances.

Please note: you can only submit a Change of Circumstances if your application has been assessed and you can actively bid for properties.

If your application is still waiting for assessment, please see page 4 of this guidance.

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 log in to access your account.

**Login Details**

User Id

Enter Your Household ID.

Password

Enter your password, if you do not remember your password click on ‘Reset Login Information’.

Security Question

Please select the Security question.

---Select---

Security Answer

Please enter the security answer.

If you have forgotten you password, or want to change your password, please click the ‘Reset login Information’ button below.

Login  Reset login Information  Back

Fill in the above details.
Once you have logged back in you will see the below screen. Here you can see the current status of your application.

To submit a Change of Circumstances click here. Please note that your application will be suspended once a Change of Circumstances has been submitted whilst the assessment is being carried out.

The system will then take you through the entire application where you can change the necessary details.

**If your application has not yet been assessed**

If your application has not been assessed as yet, you can still submit further documents or make limited changes to your application. In order to do this, follow the steps above to log into your account.

You will then see the screen on the following page:
You can click here to submit further documents.

As you can see, Change of circumstances is not available at this status.

You can click here to update your contact details.