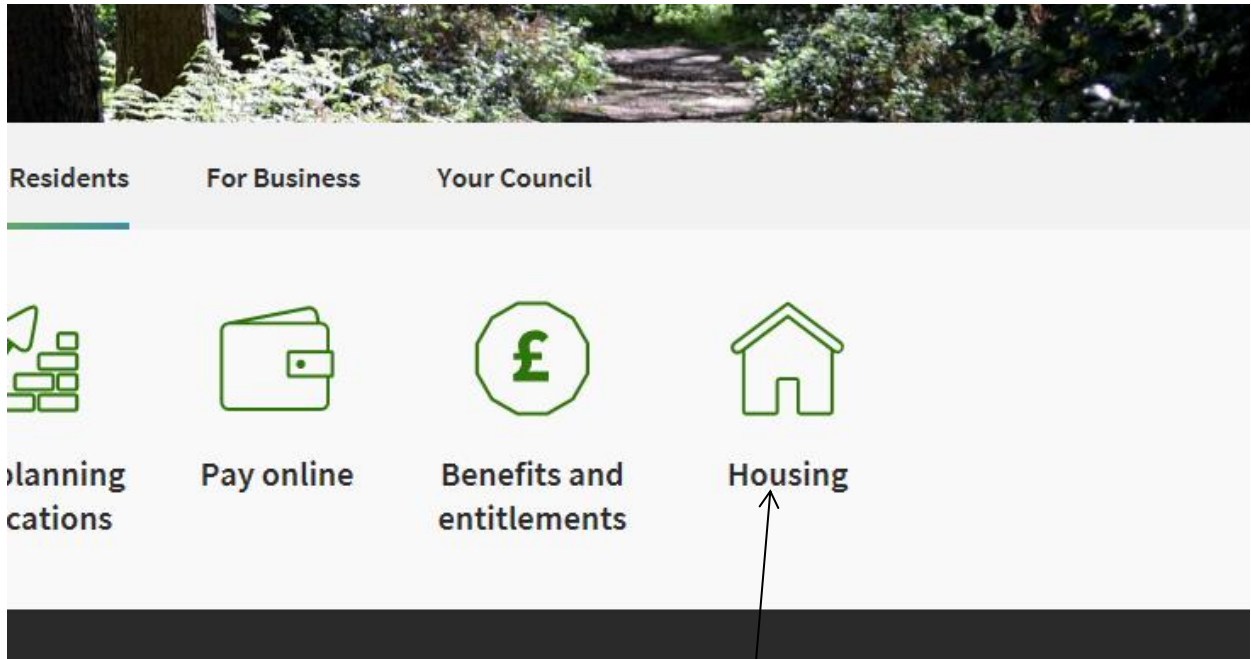


How to Submit a Change of Circumstances for your Housing Application

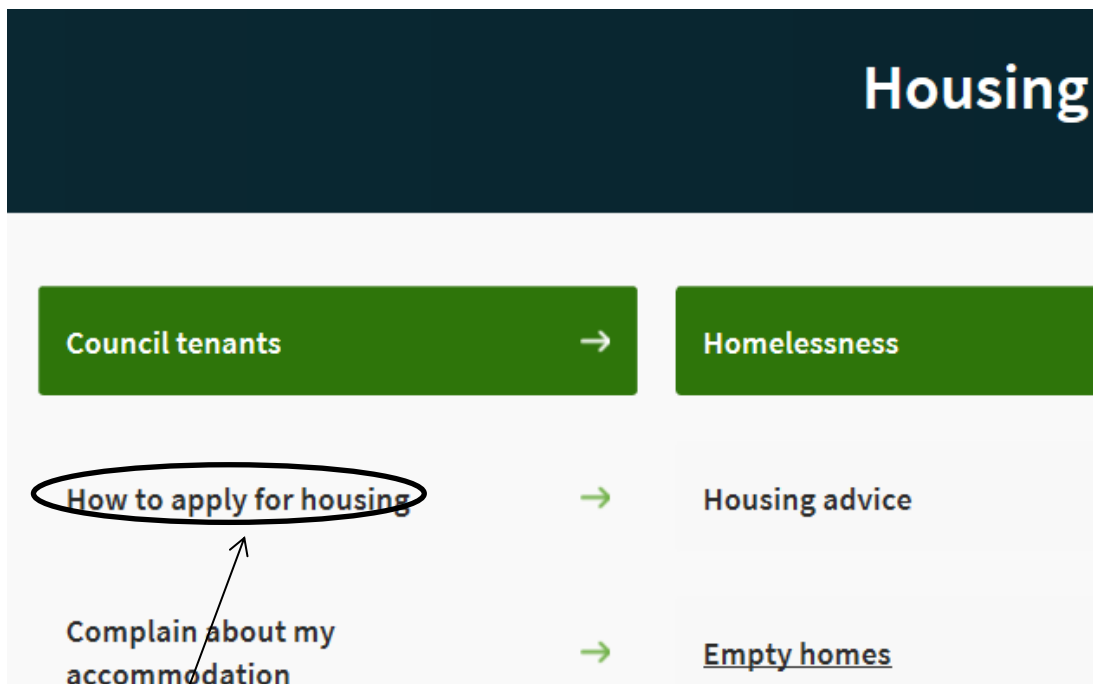
Please follow this step by step guide in order to submit a change of Circumstances.

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

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





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 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.

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

Name	National Insurance Number	Date of Birth	Relationship
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	Download
1105900	19/06/2019	20/06/2019	HR - Active Bids Permitted(REG)	N/A	Click Here	Click Here	Click to download PDF

Housing Advice

Reference ID	Start Date	Date of Submission	Current Status	Continue existing application	Change of Circumstance	Download

Homelessness

Reference ID	Start Date	Date of Submission	Current Status	Continue existing application	Change of Circumstance	Download

Fields marked with an # must be filled in

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:

Name	National Insurance Number	Date of Birth	Relationship
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	Download
1105900	19/06/2019	20/06/2019	HR - New Awaiting Initial Assessment (REG)	N/A	N/A	Click Here	Click to download PDF

Housing Advice

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

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

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