Customer Change in Circumstances guide

Change in circumstances for existing applicants

If you are already registered and your application is active but you need to tell us about a change in circumstances, you need to log in to your online account and update your application form with the changes. This will ensure that your application is up to date and that you can bid for suitable properties which meet your needs and have been awarded the right level of priority.
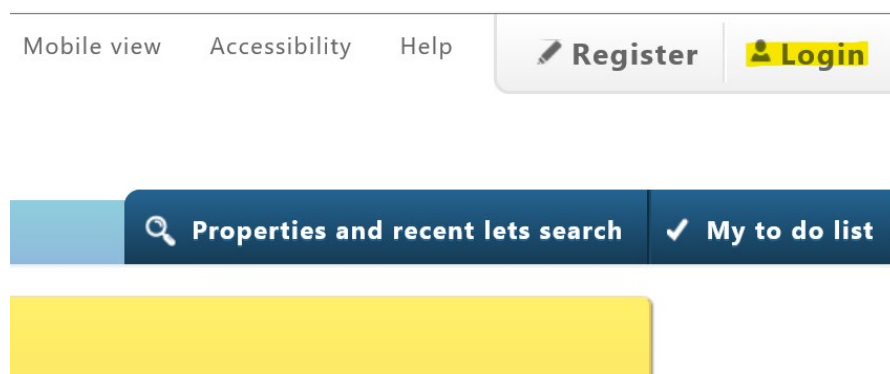
Please ensure that you go to the last page of the form and press submit once you have made the relevant changes to your application.

The application will not be suspended whilst we are reassessing your application. We will email you to request any extra information or documentation required to support your changes and you must provide this within the stated timescale or your application will be cancelled.

Examples of changes of circumstances are detailed below, although this list is not exhaustive:

• You change your address
• Someone in your household has moved in or out your home
• You want to add or remove a family member to your application e.g. birth of a child
• Change of medical circumstances of any household member
• Death of a joint applicant or household member
• Any other circumstances that may materially affect your application

In order to make a change to your application you must first log into your account

You will then see the dashboard displaying your application details. In order to make a change to your application, please select 'Edit your online application form'

About ▾   🔍 **Properties and recen**

My Account

Social housing	Active
Application reference: HR170616-1 **Registration Date:** 23/09/2020 **Band:** Band 2	
Award Date: 23/09/2020 **Bedrooms Required:** 1 **Renewal Date:** 23/09/2021	

Show more

30 ⏲
Eligible properties

Edit your Social Housing application form | Request closure | Upload / Review documents | Eligible properties

⍰ Click here for help on the My Account page

Mr Test

Return to M
My messag
My bids

⇥ Click he

My conta
Address
Mr Test Ab

611 College
Kingstandir
Birmingham
B44 0AY

Contact d
Email No
Home telep
Update cor

This will take you into the application, which will have the details you previously added to it.

Main Applicant

Main Details

Title*
Mr ▾

Your first name(s)*
Test ⍰

Your middle name

Your surname*
Abritas Access ⍰

Have you ever used a different name, eg a maiden name or by deed poll? if so, please provide details

Your National Insurance Number *
TN558565M ⍰

Your date of birth*
day   month   year
01   01   1990 📅

You can also add supporting documents to the application if they have been requested from you.

Upload documents

Select one or more files to upload

You can also drag and drop files here

(?) What types of attachments are accepted?

Previously uploaded documents

◄ Previous Page   Next Page ►

Simply progress through the application and amend the areas you want to update

◄ Previous Page   Next Page ►

When you have made the changes to the application and got to the and of the form, please select Submit form.

Edit your social housing application

Application Confirmation

You must submit this page in the next 60 minutes

Any changes you make on this form will need to be reviewed by a member of staff before they take effect.

You will need to complete each page of the form and submit the final page before our staff will review your changes.

Confirm details are correct

Please check that all the details you have entered are correct

Once you click the submit button below you cannot change your details

◄ Previous Page   Submit Form ►

Once submitted, it will be sent to the Registration Team for assessment. Whilst it is awaiting assessment you will still be able to bid for property as normal.

Application submitted

Your application has now been submitted for assessment. We will contact you by email or telephone if any further information is required. **Please do not contact us during the period of assessment; this will allow us to assess your application more quickly.**

You can log in to your on-line account to view the status of your application and we will inform you of the outcome of your application by email.

If you have updated your application with a change in your circumstances or because you were prompted by the renewal process, your changes will not take effect until they have been verified by a member of staff.

Click here to download a copy of your online application.
A copy of your online application was sent by email to the supplied address: No