

Birmingham Choice

A Guide to Online Registration

 **RESET**

 **RESHAPE**

 **RESTART**

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Before you Register

All applications to join Birmingham City Council's Housing Register should be completed online at <https://www.birminghamchoice.co.uk>.

This applies to new applications or if you are telling us about a change in circumstances on a current application.

To be able to join the Birmingham City Council's housing register you must be aged 16 years or over and have the right to live in the UK.

Your application will only be accepted if you are eligible and qualify to join the register.

To find out more about the Allocation Scheme and if you are likely to be eligible and qualify, you can read the [full scheme document](#).

If you are applying for the first time, to start your application you will need:

- ✓ Full names and dates of birth for all household members
- ✓ National Insurance numbers for all household members aged 16 and over
- ✓ An email address
- ✓ A telephone number
- ✓ Current address, including postcode
- ✓ Address history, including dates, for the last 5 years
- ✓ Homeless reference number (if applicable)
- ✓ To choose a memorable date and password
- ✓ A pen and paper to note your login reference

How long will it take to complete the application?

The form should take 20 – 60 minutes to complete dependant on the number of family members in your household to be included.

You will have up to 15 minutes PER PAGE. If you run out of time you will be returned to the login page, where you should re-enter your login reference, memorable date, and password. You can then click on the link to continue your Social Housing application form. Details that you entered on the previous page will be saved, but part completed pages will not.

The application is in two parts. First you need to **register** your personal details and secondly, **apply for social housing**.

Questions marked with an asterisk* are mandatory and you will not be able to move on to the next section until you have answered them. At this point you will be asked to choose a memorable date and password. When you submit the household registration form this will create your personal account and you will be given a Login Reference number and you then can then click on the link under the Social Housing heading to complete the online housing application form.

Answer all questions that apply to you or if the question is asking for a **Yes/No** answer then click on the applicable one to your circumstances, then click on **'next page'** to save your answers and move on.

When you begin your application, you will be asked questions about yourself, your household, and your housing circumstances.

If you are asked anything that you are unable to answer straight away or if you need a break, you can always save your progress and return to complete the process later.

You must provide information that is truthful and accurate. You will be asked to confirm an online declaration that you have answered the questions truthfully and have not withheld any information.

What if I don't have a computer?

Birmingham Choice is available to use on mobile devices.

All aspects of the Birmingham Choice website including registering, uploading documents and bidding for properties can now be completed on a smart phone or tablet.

Alternatively, you could visit a library, ask a friend, relative or support worker to help you.

Accessibility

This website has various accessibility features to help you use the site:

Text only or Graphical mode

Text only mode allows you to read clutter free pages by removing unwanted content like images, you can toggle between text only and graphical mode.

Show website in text only mode

Change size of text

It is possible to resize the text on this website by using the 'Normal text size', 'Large text size' and 'Extra large text size' buttons below.

Normal text size

Large text size

Extra large text size

Language translation

You can translate our website into 60 different languages using Google Translate.

Birmingham City Council is not responsible for the content or accuracy of external websites.

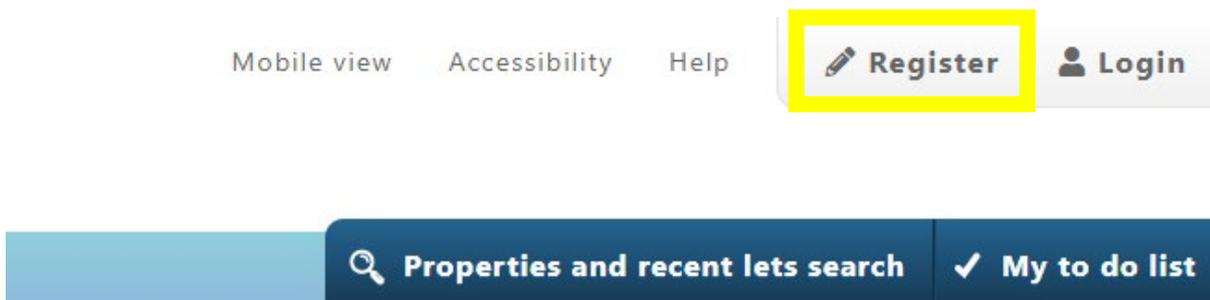
Register Online

The following section offers guidance on how to complete a housing application online to register for social housing.

The steps refer to different parts of the online form and provide guidance on how to complete the form.

Step 1.

In order to start you must first go to <https://www.birminghamchoice.co.uk> and select **Register** on the Home screen.



Step 2.

Enter your national insurance number. If you are moving with a spouse or partner, you should also input their national Insurance number as the joint applicant.

Register your household

National insurance number check

You must submit this page in the next 15 minutes

National Insurance Check

To begin, please enter the National Insurance number of the primary applicant, and if applicable, the joint applicant.

A National Insurance Number is made up of two letters, six numbers and a final letter, which is always A, B, C, or D. You can find it on any official papers you may have at home. Look on any of the following: an end of year statement of tax and NICs paid (P60), payslip (recent or old), official correspondence, annual tax return, sub-contractor's tax certificate (CIS6) or employer's wage records

Primary applicant national insurance number *

Joint applicant national insurance number

Application progress

- ▶ 1. National insurance number check
- ▲ 2. Household Registration
- ▲ 3. Joint Applicant and Other Household Members

Next Page ▶

Please note that joint applicants in most cases are considered as husband/wife/partner/civil partner/fiancé living in the same property.

If you are an existing Birmingham City Council tenant applying to transfer to alternative accommodation, all tenants must be included in the application, and you will be asked to confirm if all members of your household will be moving with you.

Step 3.

Enter your name, date of birth and sex.

Remember, any question with an asterix* must be completed.

Primary Applicant Details

Title*

Your first name(s)*
? This should be this your full forename found on official documents, for example birth certificate, passport or driving licence.

Your middle name

Your surname*
? This should be your full surname found on official documents, for example birth certificate, passport or driving licence.

- ▶ 2. Household Registration
- ▲ 3. Joint Applicant and Other Household Members

Step 4.

You can enter your postcode and then click on 'Find address' to choose your address from a dropdown list. If it doesn't appear on the list, you can enter it manually.

Enter the date you moved into this address.

Current address

1. Address details

Postcode *

 Enter the postcode using capital letters. For example: B1 1BB. If your address is outside UK please enter XY1 1YX.

postcode...

 Enter a postcode and click the find address button to search for an address by postcode or use the enter address button to fill in the address fields manually.

Find address **Enter an address manually**

Address line 1 *

 Enter the house or flat number and street name. For example: 12 High Street

house or flat number and street name

2. When did you move into this address?

Date you moved into this address *

 For example 01 01 2000

day month year



Is this a rented property? *

Yes No

You will need to confirm when you have moved into an address. Addresses need to be supplied for the last 5 years.

You will need to inform us if you were placed there by another local authority.

Step 5.

You will then need to enter your contact details, including your email address.

We will contact you via email or by telephone; therefore, it is very important for you to keep your contact details up to date.

Once you have registered your household you can login and update your email and telephone contact details from your **My Account** page at any time.

Contact Details

Home telephone*

?

Work telephone

Mobile telephone

Email*

Please re-enter your email address*

Step 6.

The next section is Equality and Diversity Monitoring.

We ask you to provide us with this information so that we can adequately monitor how we provide services for you.

All monitoring data is classified as personal data under the Data Protection Act and will be treated confidentially. We will only use this information for statistical purposes.

Equality and Diversity Monitoring

What is your ethnic group?*

** Please choose **

What is your nationality?*

** Please choose **

What is your sexual orientation?*

** Please choose **

What is your religion or belief?*

** Please choose **

Do you have any physical or mental health conditions or illnesses lasting or expected to last for 12 months or more?*

** Please choose **

Which language do you prefer using?*

** Please choose **

Do you require an interpreter?*

Yes No

Step 7.

The next question is Eligibility to join the Council’s Housing Register.

The law states that the Council is not allowed to offer a home to certain people. Some people from abroad who don’t meet certain immigration and residence conditions won’t be eligible to join the housing register. These rules are complicated, so if you’re not sure whether you meet the conditions, seek advice.

Your current housing tenure is requested as eligibility provisions do not apply to most existing social housing tenants.

Please note that secondary questions will be asked when choosing several answers under Eligibility. The most common question we are asked is regarding what does CTA mean, CTA is a abbreviation for Common Travel Areas, more information regarding CTA can be found by clicking [here](#).

Eligibility

What is your current tenure?*

** Please choose **

Only certain people who are persons from abroad are eligible to join our housing register. The following questions will help us determine if you are eligible.

Are you? *

** Please choose **



Step 8.

The next section is Local Connection. You may select more than one option. 'None of the above' should only be selected as an answer, if none of the listed options apply to your circumstances, it should not be selected alongside any of the other options.

Connection to Birmingham

In order to help us understand why you want to live in Birmingham, we need to know about your connection to the city. Please choose from the following options. *

- I have lived in Birmingham for the last 24 months or more
- I am currently employed or have a confirmed offer of employment in Birmingham
- Birmingham City Council has accepted a homeless duty to me and placed me outside of Birmingham
- I am in, or due to undertake training or higher education in Birmingham that will last at least 6 months or more
- I have caring responsibility for someone resident in Birmingham
- I am a care leaver aged 18 - 21 who is owed a duty of care by Birmingham City Council
- I need to be near specialist medical or support services only available in Birmingham
- I am care leaver aged 22 to 25 who is owed a duty of care by Birmingham City Council and pursuing a programme of education
- I am a current member of His Majesty's Armed Forces
- I am a current or former member of His Majesty's Armed Forces and I need to move due to a medical condition that was caused by my military service
- I am the spouse or civil partner of a person who has died as a result of their service in His Majesty's Armed Forces and I am now leaving Services Accommodation
- I am no longer a member of His Majesty's Armed Forces, however I was discharged within the last 5 years
- I am a former spouse or civil partner of a person in His Majesty's Armed Forces and I am now leaving Services Accommodation
- I am an adult child of Service personnel who is no longer able to remain in the family home due to the impact moving from base to base
- I have near relatives in Birmingham and they have been resident in Birmingham for the last 5 years or more
- I need to move away from another area to escape violence or harm
- None of the above

Step 9.

For security reasons customers are asked to add a memorable date.

This is used to log back into your account along with the password you create at this stage. There is validation against the password that you create. Passwords must be between 6 and 10 characters long and have at least 1 lower case letter, 1 upper case letter and 1 number. You cannot use symbols or punctuation.

Enter your new password

You need to set a password to use when you log in next.

Please enter a password that is between 6 and 10 characters long and has at least 1 lower case letter, 1 upper case letter and 1 number. Symbols and punctuation are not allowed

Please make sure you remember your new password as you will need it when you log in next.

Enter your new password*

Enter your new password again*

Step 10.

Login Details

Enter your new memorable date

You need to set a memorable date to use when you log in next.

Please make sure you remember your new memorable date as you will need it when you log in next

Enter your new memorable date*

day *month* *year*

Enter your new memorable date again*

day *month* *year*

The screen will then display your login reference number **Make sure you keep a note of your login reference number, memorable date, and password.**

You will be asked you if you wish to add any additional household members. This is where you can add a joint applicant, those requiring rehousing with you, and any people you are currently living with.

Joint Applicant and Other Household Members

You must submit this page in the next 15 minutes

Household Members - If you wish to share the tenancy equally and sign for it jointly, please add your spouse or partner by selecting "add joint applicant"

Do you have any additional household members you would like to add?

Yes

No

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Application progress

1. Household Registration
2. Joint Applicant and Other Household Members

Your login reference is

163234

You can use this along with your memorable date to log back in at any time

All persons added will be required to complete some of the main applicant questions.

You will be required to confirm:

- The relationship to the main applicant i.e. partner, son, daughter etc.
- If their address is different to the main applicant, enter the address detail, the date they moved in and the reason why they live apart.

When you complete the page for each person click 'Save Joint Member' or 'Save Additional Member'. You can then add another person or go to the 'Next Page'.

After adding the last member to the household then select **No** and the screen will say that you have completed your registration with Abris.

Please note, you have not applied for housing yet. Make a note of your login reference number and continue to the next section.

My Account



You have successfully registered on the system. Now that you have added your personal details you will need to apply for Housing as required.

Your Login Reference is: **163234**

Please make a note of this Login Reference and your memorable date as you will need them to login again the next time you visit this site

Applying for Social Housing

Section 1-3 Start an application.

Following the previous steps you have now registered your details and created a unique login reference with a memorable date and password. This will now enable you to complete an application for housing.

In order to complete an application for housing you must first select **Apply for Social Housing**

My Account



You have successfully registered on the system. Now that you have added your personal details you will need to apply for Housing as required.

Your Login Reference is: **163234**

Please make a note of this Login Reference and your memorable date as you will need them to login again the next time you visit this site



Not sure what to do?

Use the links below to apply for housing - you will not be able to apply for properties without an application.

[Not now](#)

Social housing

Not yet completed

[Apply for Social Housing](#)

[Click here for help on the My Account page](#)

Social housing

Not yet completed

[Apply for Social Housing](#)

Mr Customer Guide

[Return to My Account summary](#)

[My messages](#)

[My bids](#)

[Click here to logout](#)

My contact details

Address

Mr Customer Guide
617 College Road
Kingstanding
Birmingham
B44 0AY

Contact details

Email n
Home telephone 0
[Update contact details](#)

The first page you will see is the declaration, you will need to read through this before selecting you accept the declaration. If someone is completing the form on your behalf this will need to be indicated on the form:

Confidentiality

The information you provide is confidential and subject to the requirements of the Data Protection Act 1998. This personal data will be held and processed by Birmingham City Council for the purpose of assessing your eligibility to social housing and your housing needs.

The personal details you provide may also be shared with agencies that help assess and/or give services, for the purposes of or as part of any statutory duties requiring such disclosure and to protect the social funds it collects and administers. Any data or information you provide may be used or shared to prevent crime, including fraud. It may also be used to prevent the misuse of resources. For further information as to how Birmingham City Council will use your personal data, please visit www.birmingham.gov.uk/privacy

Housing Fraud

It is a criminal offence to knowingly provide a false statement or withhold information to assist you in obtaining accommodation from Birmingham City Council or a housing association or private housing provider nominated by us. We will take legal action against anyone found committing an offence and may also seek possession of any property obtained.

Declaration

Please read the conditions of this declaration carefully. If there is any part of the declaration you do not understand, it is your responsibility to find someone to explain this to you. By clicking yes you are confirming you have read and understood the below statement.

- To the best of my knowledge and belief the information that I provide on this form is true, complete and correct.
- I understand that the information I provide will be used to help determine my eligibility to housing.
- Where other people's personal information is given on the form, I confirm that they have consented to its use.
- I understand that any information given by me relating to this housing application, or given with my consent by others, will be placed on the Birmingham City Council's housing register.
- I will immediately declare any changes in the information I have provided while I am waiting to be offered accommodation. I understand that failure to do so may be regarded as a criminal offence, possibly affecting my application and resulting in court action against me.
- I give permission for you to contact individuals or agencies referred to by me on this form, when necessary, also other individuals and agencies such as the health authority, social, education or housing services, the Probation Service, the police, courts and other local authority directorates in order to process my application.
- I understand that if I give false or misleading information or I omit information for the purpose of obtaining housing, it may be regarded as a criminal offence and action could be taken against me, including court action and recovery of property.
- If applicable, I have provided consent to the person completing this form on my behalf.

Has this form been completed on your behalf? *

Yes No

I/We accept the above declaration *

Yes No

By clicking YES I am confirming I have read and understood the above statement. If I click no, I understand that my application cannot be accepted by Birmingham City Council.

On the right you will see the stages required to complete an application for housing. There are 15 steps, and you have already completed the first 3 when you registered an account on Birmingham Choice.

If the system logs you out, your progress is saved, and you will be able to continue from the point you previously got to.

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▶	2. Your Details
▲	3. Your Household Details
▲	4. Required documents
▲	5. Current Property Details
▲	6. Acceptable Behaviour
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▲	9. Housing Need - Supporting Information
▲	10. Past addresses
▲	11. Your Preferred Areas
▲	12. Areas You Can Not Live
▲	13. Previous Applications
▲	14. Birmingham City Council Connections
▲	15. Application Confirmation

Section 4 Uploading documents

At this stage you may be requested to submit certain documents to evidence your eligibility to join the housing register. If you are not a currently a social housing tenant or have been accepted as homeless, you may be required to submit proof of your immigration status.

If this information is not available to you at the time of completing the application, you will still be able to proceed with the remainder of the form and submit the application for assessment. However, you will need to upload the required documentation soon after submission.

Following an assessment of your application for housing, you may be required to provide certain documents to assist in the assessment. If these are required, we will write to you and ask for them to be uploaded.

Edit your social housing application

Required documents

You must submit this page in the next 60 minutes

Any changes you make on this form will not be reviewed by a member of staff and will be saved.

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

If you and, if applicable your partner, are not current social housing tenants or have been accepted by Birmingham City Council as Homeless, please provide proof of your immigration status.

Acceptable proof of immigration status includes:

- Copy of your passport (current or expired)
- a UK or Irish birth or adoption certificate
- a certificate of registration or naturalisation as a British citizen
- eligible immigration documents or share code

Please select document type as 'General attachment' when uploading proofs of immigration status.

If you have electronic copies of documents, then you can upload them below – submitting them electronically is fast and easy!

Upload documents

[? What types of attachments are accepted?](#)

Section 5 Current Property Details

By answering the questions, we will be able to calculate, for example, the number of people in your household and whether you are currently overcrowded or under-occupying social housing.

Current Property Details

You must submit this page in the next 15 minutes

Any changes you make on this form will not be reviewed by a member of staff and will be saved.

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

Current Property Details

What type of accommodation are you currently living in? *

Please choose

Are there any adaptations in the property? *

Yes No

How many bedrooms are in your home? *

Information provided by you will be verified using various council sources and may include home visits.

Please choose

Do you want to move to a smaller property? *

Yes No

Application progress

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Section 6 Acceptable Behaviour

In this section you will be asked about your conduct and the conduct of your household members. Any areas that you have ticked yes to will require you to provide further details in order for us to assess whether you qualify to join the housing register.

You and Your Households Conduct

To qualify to join the housing register Birmingham City Council must be satisfied that you and members of your household, currently or in the past, conduct is deemed to be acceptable and makes you and your household suitable to be a tenant.

Have you or anyone included in your application:

Have/had a possession order for arrears of rent regardless of tenure? *

Yes No

Have a significant housing related debt such as outstanding recharges, service charges and current or former rent arrears amounting to 8 weeks (or 2 months) rent or more? *

Yes No

Have you cleared the debt or currently adhering to a repayment plan? *

Yes No

To assist in our investigations, you will need to provide reasons of why you feel you are now suitable to become a tenant. Please provide the address, landlord contact details, date this occurred and the amount of arrears?

Have/had a recoverable housing related debt associated with a tenancy that has now terminated? *

 This includes rent, housing benefit overpayment, council tax, chargeable repairs and legal costs.

6. Acceptable Behaviour

- ▲ 7. Ownership/ Equity/ Assets
- ▲ 8. Your Housing Need
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Section 7 Ownership/ Equity/ Assets

There is a threshold of income or assets which may mean you and your household can satisfy your own housing needs. This includes any value of property you or your household have a financial interest in, and any savings or stock you or they have. If there are exceptional circumstances which mean you are unable to reside in the property you own or have a financial interest in, you will also be able to notify us of this in this section.

Ownership/Equity/Assets

We need to know about your income and assets to assess whether you qualify to join the housing register.

Have you or your partner previously exercised the Right to Buy or Right to Acquire with any Council or Registered provider? *

Yes No

Do you, your partner or any people to be included on your application:

Own any properties in the UK or abroad? *

Yes No

Have any financial interest in any property in the UK or abroad? *

Yes No

Is there a reason why you are unable to reside in the property you own or have a financial interest in?

Please choose

Transferred ownership of a property but having continuing rights to live there in the UK or abroad? *

Yes No

Do you have any savings, asset or savings (including properties)? *

Yes No

Total amount of you/your household's gross income?(£'s) *

 Total income is any wages/salary, benefits, rental income, bonds, stocks or shares, added together.The current maximum threshold for Income is £57,881.

- ▼ 6. Acceptable Behaviour
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***Please be careful in this income section that you enter your income correctly and then select the correct frequency of that amount.**

Total amount of you/your household's gross income?(£'s) *

 Total income is any wages/salary, benefits, rental income, bonds, stocks or shares, added together.The current maximum threshold for Income is £57,881.

What is the frequency of the income you've stated above?

 What is the frequency of the income you've stated above.

Please choose

Section 8 Your Housing Need

This section asks you why you are applying for housing, and depending on your answer, may require you to input further information to support this.

Ticking the option **'None of the above'** will indicate that you have No Housing Need and unlikely to qualify to join the housing register..

Your Housing Need

In order to correctly assess your application, we need to know a little more about your current housing circumstances. Please select all that apply. An office will assess this information as part of your application. Please refer to the registration guidance

Are you applying for accommodation for any of the following housing needs? *

- Care and Support
- Child Welfare
- Clearance and Demolition
- Current or former member of the armed forces
- Exceptional Circumstances
- Fostering, Adoption or Special Guardian
- Hardship
- Birmingham City Council has accepted a homeless duty to me
- Insanitary or unfit conditions
- Medical
- Mobility
- Threat Of Abuse, Violence or Harassment
- Move On From Supported Accommodation
- Overcrowding
- Releasing an Adapted Property (Social Housing)
- Sheltered and Extra Care Housing (over 55s only with no dependants)
- Under-Occupying Social Housing
- None of the above

- ▼ 6. Acceptable Behaviour
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Section 9 Housing Need – Supporting Information

This section needs to be completed where further information is required for the housing needs selected.

Section 10 Past Addresses

This section only needs to be completed if you have not lived at your address for the past 5 years.

Past addresses

You must submit this page in the next 15 minutes

Any changes you make on this form will not be reviewed by a member of staff and will be saved.

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

Address History

1

Primary applicant

Current address

01/01/2010 to Present

1 Lancaster Circus Queensway
Birmingham
B4 7DJ

[Correct a mistake with this address](#)

[Have you moved? If so, add a new current address](#)

[Add a previous address](#)

[Previous Page](#)

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Moving in and out dates must not overlap. You cannot enter any date in the future.

Section 11 Preferred Areas

This section covers the preferred areas of Birmingham you would like to live. You will need to select 'browse for locations' to see a list of Birmingham Wards and Areas that you can select.

Your Preferred Areas

You must submit this page in the next 15 minutes

Any changes you make on this form will not be reviewed by a member of staff and will be saved.

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

Preferred areas

Birmingham City Council run a Choice based lettings scheme where you can bid on properties that are available. Where you have not bid on properties in a bidding cycle Birmingham City council reserve the right to place a bid for you, in this instance the below areas will be used.

To add an area, you can [browse for locations](#)

[Previous Page](#) [Next Page](#)

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You can choose as many areas of preference as you wish but you must select at least one to proceed with the remainder of the form.

Section 12 Areas you cannot live

You do not have to select any area unless you are at risk in a particular location. Due to the limited amount of housing stock, you are advised to only select areas you cannot live in due to a risk that area may pose, rather than areas you do not prefer to live in.

If you are accepted onto the housing register you will not see any properties you are eligible to bid for in the excluded areas, you have selected.

Areas You Can Not Live

You must submit this page in the next 15 minutes

Any changes you make on this form will not be reviewed by a member of staff and will be saved.

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

Areas

Please select the Areas where you can not live, if applicable

- Edgbaston
- Erdington
- Hall Green
- Hodge Hill
- Ladywood
- Northfield
- Out of Birmingham
- Perry Barr
- Selly Oak
- Sutton Coldfield
- Yardley

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- ▼ 7. Ownership/ Equity/ Assets
- ▼ 8. Your Housing Need
- ▼ 9. Housing Need - Supporting Information
- ▼ 10. Past addresses
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- ▶ 12. Areas You Can Not Live
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Section 13 Previous Applications

You will be asked if you have previously applied for housing with Birmingham City Council. If so, please add the details.

Previous Applications

You must submit this page in the next 15 minutes

Any changes you make on this form will not be reviewed by a member of staff and will be saved.

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

Previous Applications

Have you or anyone else to be included in this application applied to join Birmingham City Council's housing register before? *

Yes No

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Section 14 Birmingham City Council Connections

You must tell us if you or any members of your family are connected to any employees or Councillors of Birmingham City Council.

Employee or Councillor of Birmingham City Council

Are you or is anyone in your household an employee or Councillor of Birmingham City Council? *

Yes No

Related to someone working for Birmingham City Council or of Birmingham City Council

Are you related to someone working for Birmingham City Council or a Councillor of Birmingham City Council? *

Yes No

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- ▼ 6. Acceptable Behaviour
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Section 15 Application Confirmation

This final section allows you to submit your application for processing. You can also go to previous sections if you wish to check or change any of your answers.

Application Confirmation

You must submit this page in the next 15 minutes

Any changes you make on this form will not be reviewed by a member of staff and will be saved.

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

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Submit Form ▶

Once submitted you will not be able to change your application details until the assessment has been completed.

Application submitted

Thank you for submitting your housing application form.

You will receive an email when your application has been checked by a member of staff. If you have any questions, please contact us using the contact details provided on this site.

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. You will receive a response regarding this change to your account within 21 days.

[Click here to review your online application.](#)

Application forms submitted will be assessed in date order of receipt, from the earliest received first.

During the assessment an officer may contact you to discuss further details of your application or request further information to support it. You will be able to add information this by logging into your account and selecting Upload / Review documents:

My Account

[? Click here for help on the My Account page](#)

☰ My Applications

Social housing

Your application has been submitted and will be assessed.

Application reference: HR207506-1

[Review your Social Housing application form](#)

[Upload / Review documents](#)

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.

Your 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