

FAQs about applying for a home

Got a question about our application process? Find the answer here...



These FAQs relate to applications for homes in Birmingham and Walsall via the Accord website. For questions regarding applications in Wolverhampton, please visit the [Homes In The City website](#).

How long does it take to get a property?

One and two bedroom flats become available quite frequently, but how soon you will receive an offer depends upon the areas you have chosen. Houses become available less frequently and demand is greater for these, so it can take longer to receive an offer.

My application has been cancelled. I don't feel the reason given is valid.

You should contact your relevant lettings team for an explanation. We may be able to reverse the decision. If you are still unhappy with our decision you may appeal in writing and asking for a full explanation, which you will receive within 28 days.

I cannot get onto my online application.

Once your application has been completed you will not be able to amend your application yourself. You must contact your relevant lettings team.

How do I reset my password?

This facility is not yet available. If you need to know anything about your application or you need to amend it, please contact your relevant lettings team.

How do I find out my application reference number?

You will need to contact your relevant lettings team and give your name and address. We can confirm your application number.

Where do I take my documentation and can I post these?

You must not post your documentation to us. We do not have the facilities to store your documents. You must take your documentation to either the Birmingham office or the Walsall office (depending on where you have applied to live) and you must take them home with you once we have verified them:

- 106 Alcester Road, Moseley, Birmingham, **B13 8EF**
- Ward Street, Walsall, **WS1 2AG**

How long is the process from applying to verifying my documents, and what happens after this?

You must physically take your documentation to one of our offices within 14 days of receiving your letter confirming your acceptance on to the waiting list. If you do this and your application is verified, you will immediately be included in the matching process as soon as a property in your preferred area becomes available. Unfortunately, we cannot put a time-scale on this process.

I didn't receive an offer for my first area of choice. Why?

We cannot guarantee this will happen as the offer will depend on where the first available property that meets your requirement becomes available.

How do I make amendments to my application form if my circumstances change?

You must contact your relevant lettings team who will make the amendment for you, or you can complete a Change of Circumstances form at a local office.

Can I have an extension to the 14 days to bring my documentation in?

If you have a reasonable explanation why you are unable to meet the 14 day deadline we can give you a short extension. Contact your relevant lettings team to explain.

How will I know if my application has been declined?

If your application has been declined you will be advised at the end of your online application.

What happens if I decline an offer?

If you decline an offer in one of your preferred areas and the property being offered meets your housing requirements, your application will be cancelled in accordance with our "one offer only" policy. You may reapply after one year. If you have an exceptional reason why you are unable to meet the 14 day deadline we may allow a short extension.

Do I need to provide any other documentation in support of my application?

- If you are pregnant you must bring confirmation of the pregnancy and the estimated birth date.
 - If you have a medical/health issue you will be asked to provide confirmation from your doctor or occupational therapist.
 - If you are experiencing domestic abuse, supporting evidence from the police, Women's Aid or another supportive agency will assist us to place you in the correct Band.
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