

Housing Tenant Portal User guide

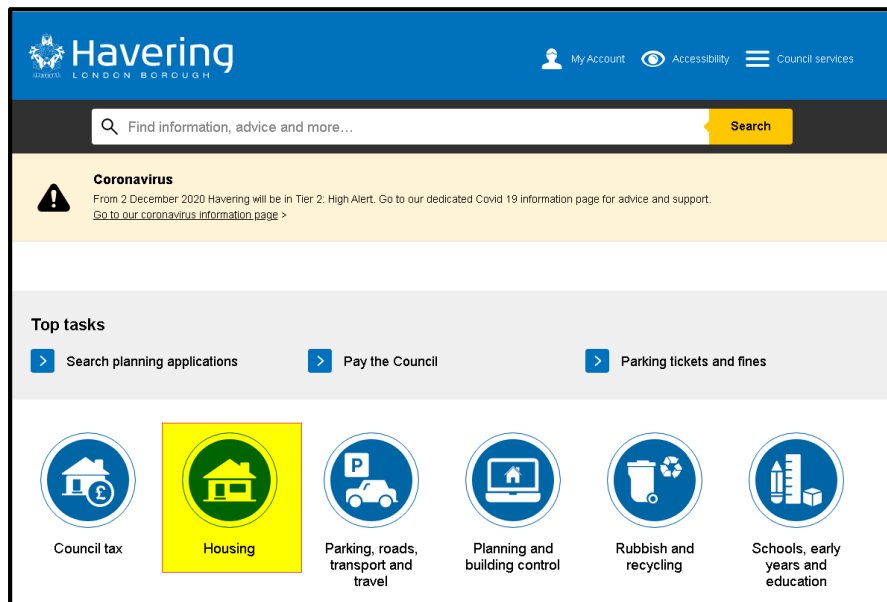
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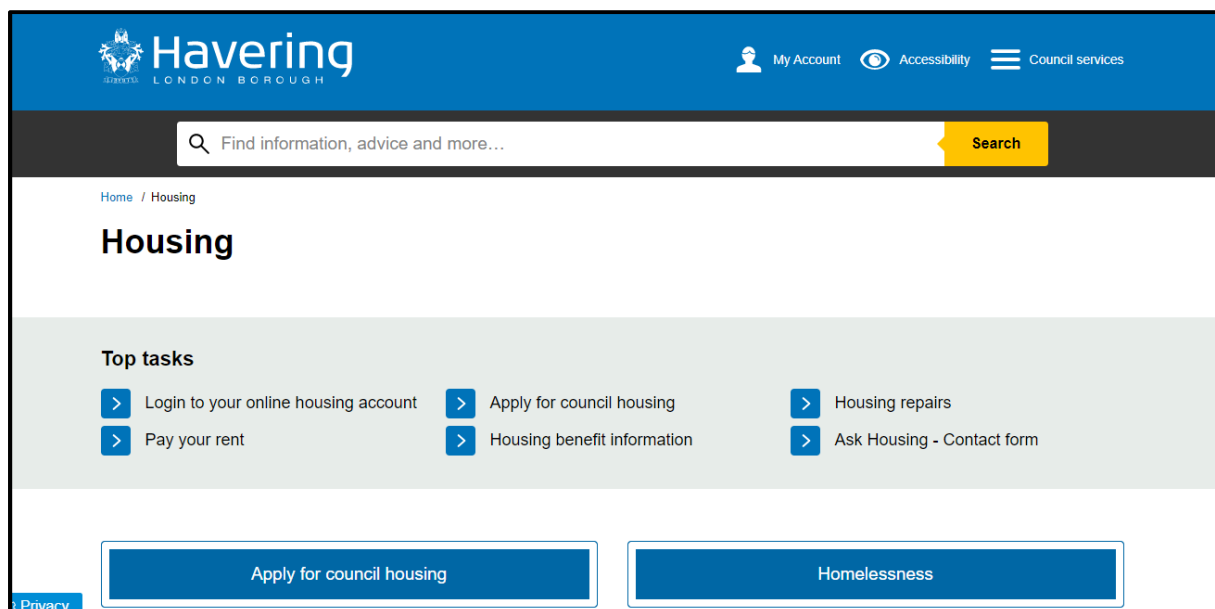
1. Registering for the Residents (MyHavering) Portal

Before accessing your Housing Account, you are first required to create a MyHavering account. This will allow you to access the Residents Portal and link your Housing Account. If you do not have a MyHavering account already please follow the steps below, otherwise move to section 2.

- Go to the London Borough of Havering website: www.havering.gov.uk
- Click on the Housing icon



- Click on the link for **Login to your housing account**



- Type in your e-mail address in the **new users** section
- Click on the **Register** button

Login or create a My Havering account

Personal

Business

Councillor

Need help with your account? Go to the [My Havering account help page](#).

New users

Please tell us your email address to begin the registration process.

Email address *

bkh85709@eooopy.com

[Didn't get your activation email?](#)

Register

Existing users

Email address *

Password *

[Forgotten your password?](#)

[Your account is locked?](#)

Sign in

The registration screen will open

➤ Type in:

- ✚ First name
- ✚ Last name
- ✚ Drop down for DOB
- ✚ Telephone number

➤ In the address section, type in the post code and select the **Find address** button

Register for a customer account

Please note: All fields marked with an asterisk * are mandatory and must be completed

Personal details

First name *

Last name *

Date of birth

Telephone *

Address

House name/number and street name *

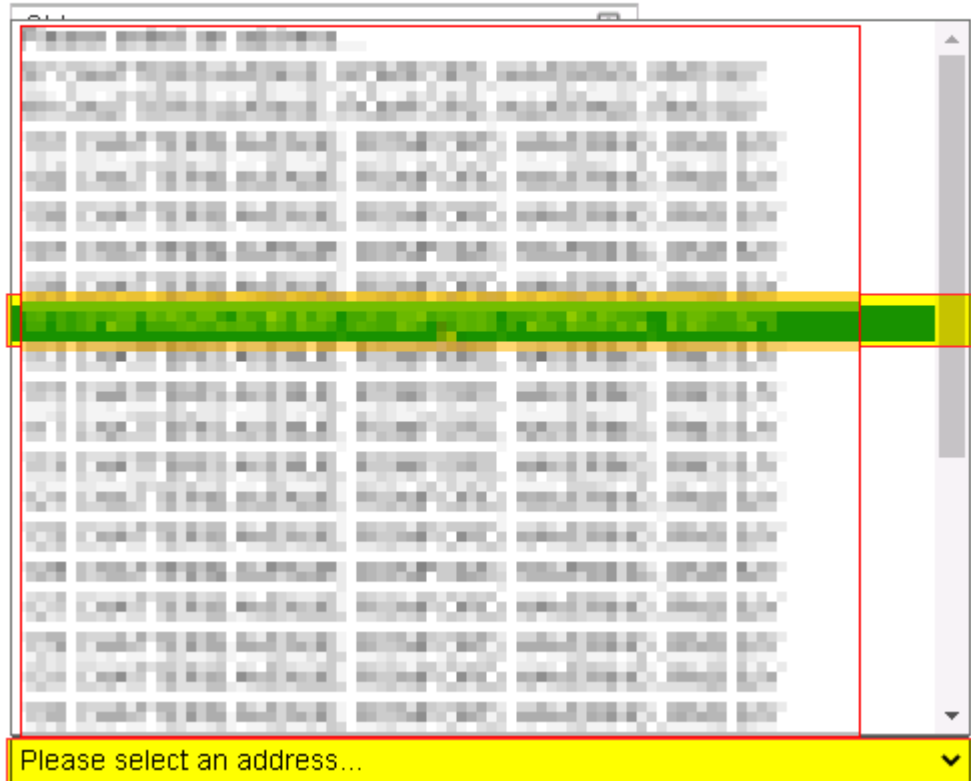
Postcode *

Find address

- Select the dropdown below in the field ***Please select an address***

Personal details

First name *



The image shows a web form with a dropdown menu. The dropdown is open, displaying a list of address options. The text in the dropdown is heavily blurred, but a single row is highlighted in green. Below the dropdown, the text "Please select an address..." is visible in a yellow box, indicating the current selection state.

- In the ***sign in details*** section
 - 📌 Retype your e-mail address to confirm
 - 📌 Type in a password according to the criteria
 - 📌 Confirm your password
 - 📌 Check the tick-box for receiving the e-newsletter (optional)
 - 📌 Check the tickbox for the terms and conditions (mandatory)
- Click on the ***Register*** button

Sign in details

You will use your email address to sign in to your account.

Email address *

bkh85709@eopy.com

Confirm Email address *

bkh85709@eopy.com

Your password must be at least 8 characters long and contain both letters and numbers. Passwords are case sensitive.

Password *



Strong

Confirm password *



E-newsletter



Receive information about the latest service changes, events and ways to get involved in decision making.

Last question... Do you agree to our Terms and conditions?



I agree to the terms and conditions *

Register



➤ This message will now be displayed

Register for a customer account

Registration almost complete...

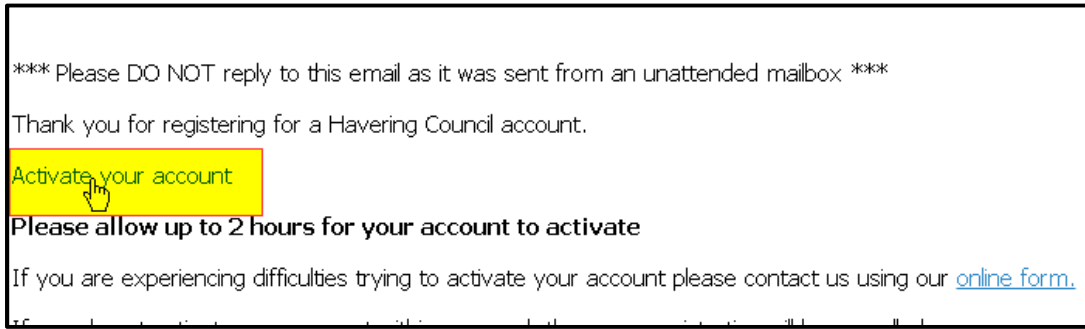
We have sent a activation email to your mailbox bkh85709@eopy.com. Please click the link in the email to confirm your account.

What if the email doesn't arrive?

The activation email can take several minutes to reach you. Please check for it later.

Our email to you may have been flagged as spam. Please check your junk or spam folder.

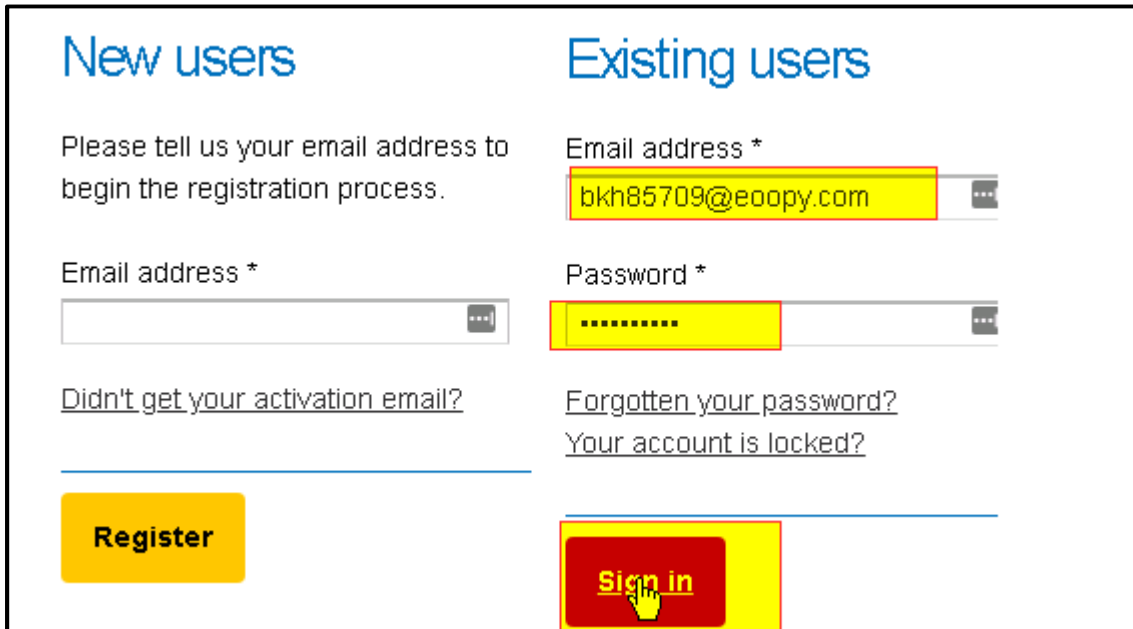
- Access your e-mail and click in the link to activate your account



The registration page will now open

In the section for **Existing users**:

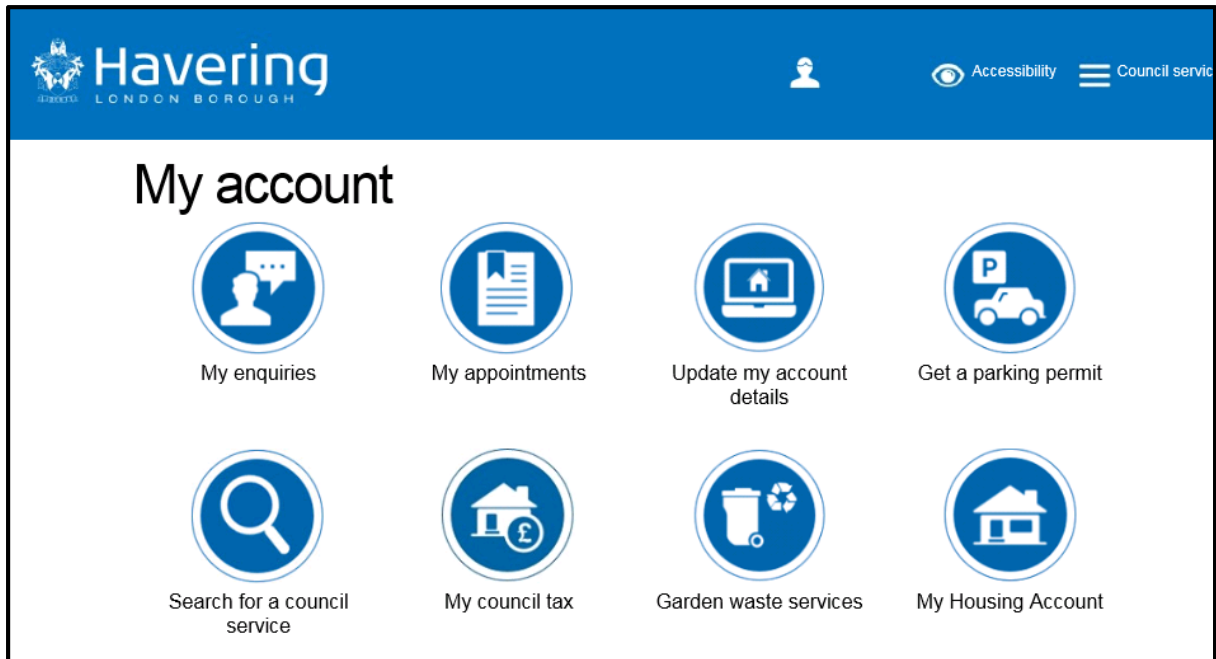
- Type in your e-mail address
- Type in your password
- Click on the **Sign in** button



You will now have access to your account

2. Registering for the Tenants Portal

- To access the housing tenants portal, first log into MyHavering and select the **My Housing Account** button



- Type in your rent reference number, this is a 14 digit number which will be found in communications from the council regarding your rent or tenancy
- Click on the **Continue** button

Housing Portal Login

Please provide the following details to allow us to securely access your housing account:

Surname

Please ensure this exactly matches your housing account.

Date of birth (dd/mm/yyyy)

Please ensure this exactly matches your housing account.

Tenancy reference no or Applicant reference no

You can find this on letters from us

Continue

- You will now be directed to the housing tenant portal
- To Navigate back to the MyHavering home page, simply click on the Havering Logo