

Housing Tenant Portal User guide

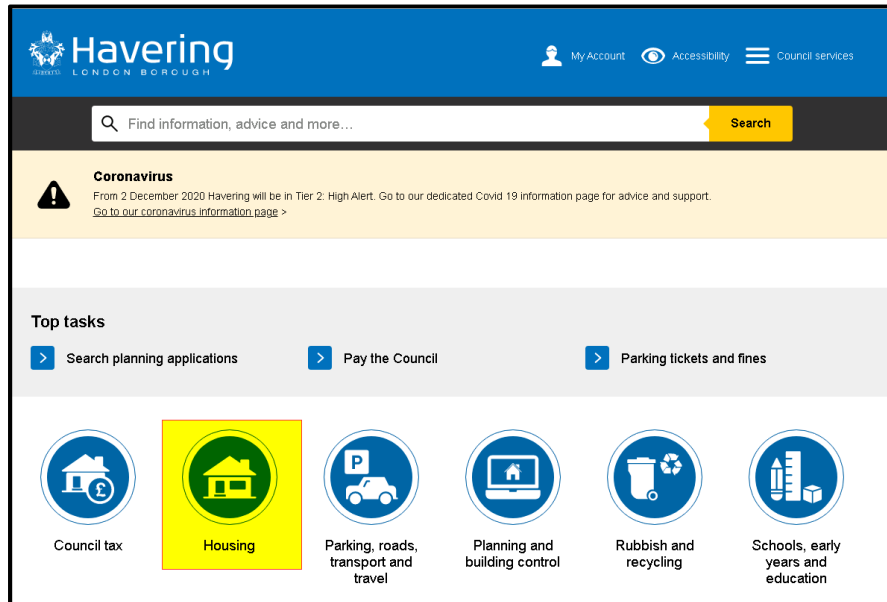
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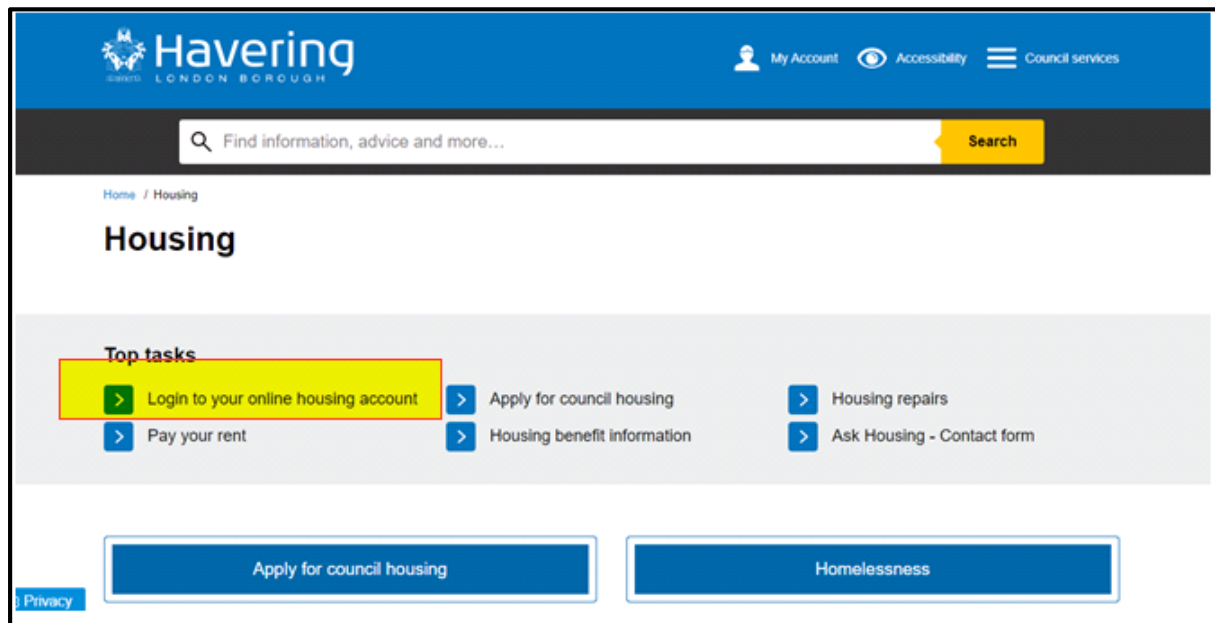
1. Registering for the Residents Portal

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***

The screenshot shows a web form titled "Personal details". The "First name *" field is visible. Below it, a dropdown menu is open, displaying a list of addresses. The text in the dropdown is blurred, but the structure appears to be a table with columns for address details. A red box highlights the entire dropdown area. A green horizontal bar highlights the selected address row. At the bottom of the dropdown, a yellow bar contains the text "Please select an address..." and a downward-pointing arrow.

- 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...

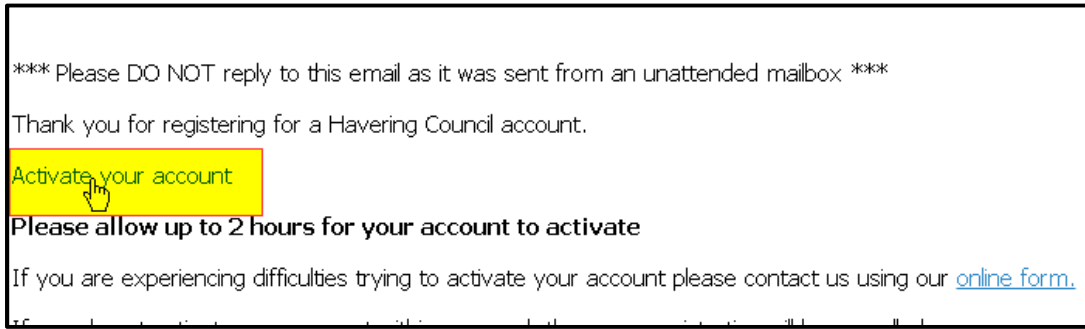
We have sent a activation email to your mailbox bkh85709@eopy.com. Please click the link in the email to confirm your account.

[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.

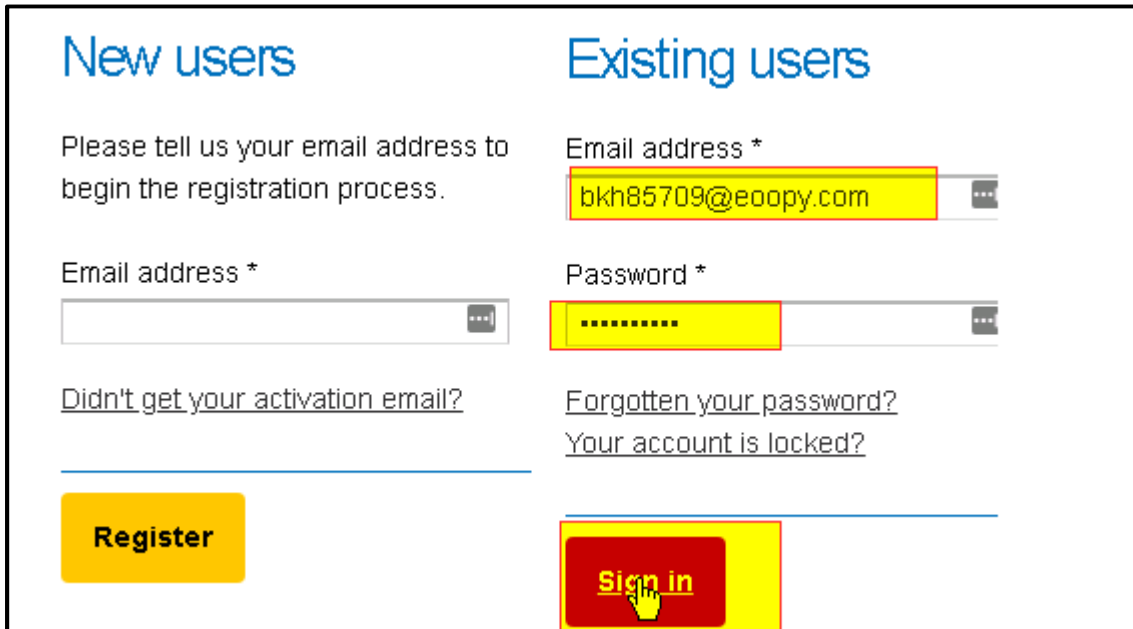
- Access your e-mail and click in the link to activate your account



The registration page will now open

In the section for **Existing users**:

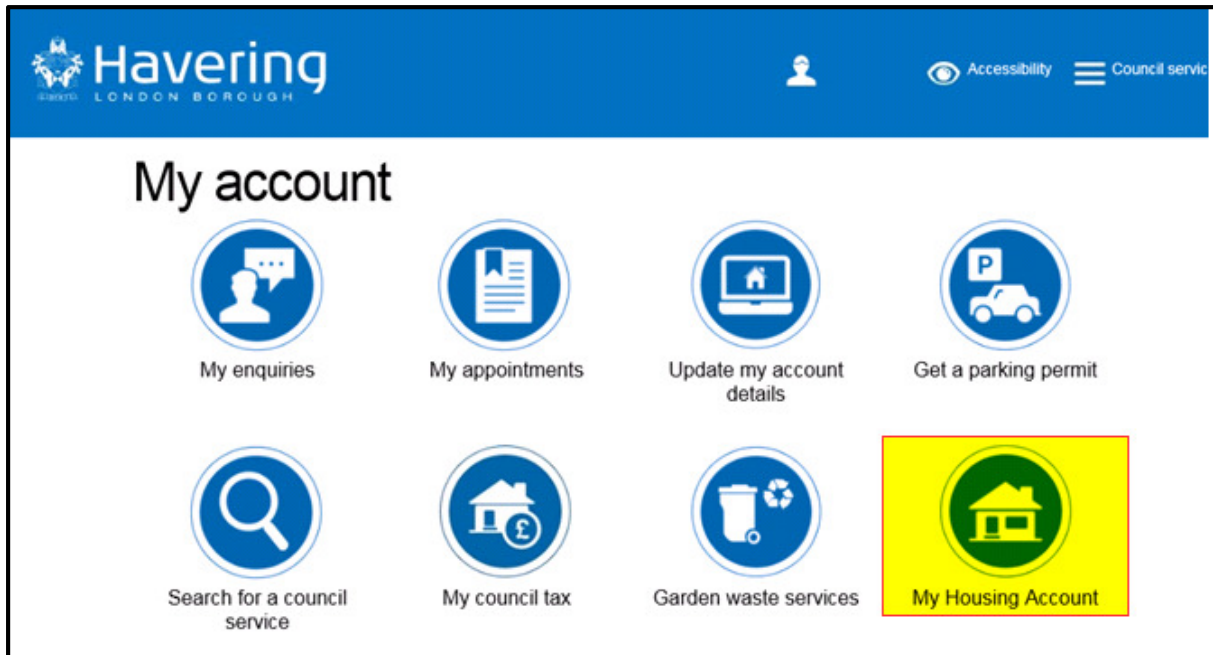
- Type in your e-mail address
- Type in your password
- Click on the **Sign in** button



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

3. Updating your personal details

On accessing the housing section of the resident's portal, you will be directed to the home page consisting of two sections: your personal details and tenancy summary. If any of your personal details are missing, you will be prompted to update them.

Good Morning [Profile Picture]

i You last logged into this site on at 00:00:00.
If you have any problems using this service or suggestions for improvements then please [Contact us](#) and let us know.

My details

Title	Mr
Name	Paul King
Date of birth	12/12/1970
Language	English
National insurance number	

Click on the word "here" to update your details

x Some of your personal details are incomplete please click [here](#) to update them.

Your details screen will open







- click again to update (this time on the word "update")

My details

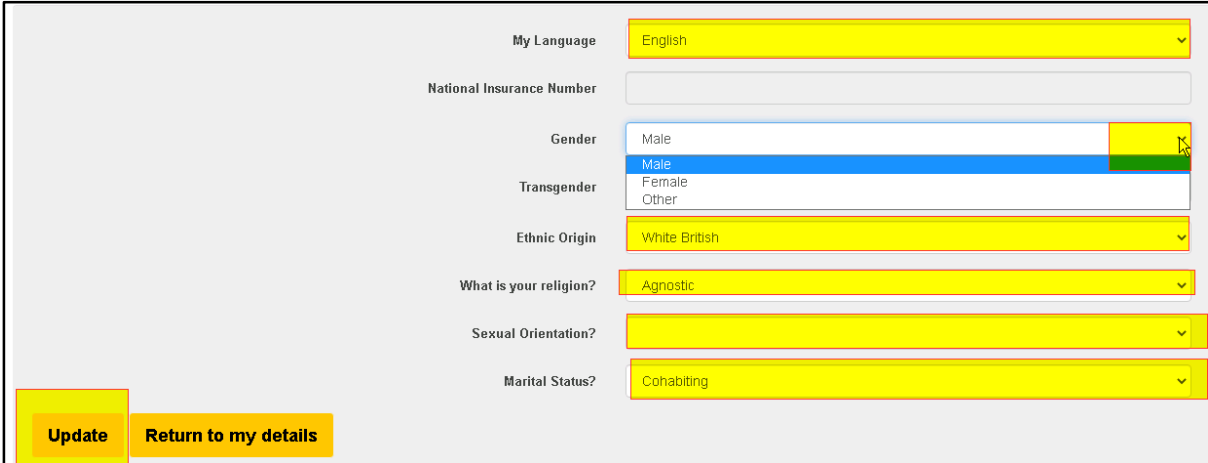
Title	Mr
First name	Paul
Surname	King
Date of birth	12/12/1970
Language	English
National insurance number	
Gender	Male
Ethnic origin	White British
Marital Status	Married

x Some of your personal details are incomplete please [update](#) these.

You can now update the following details by clicking on the dropdown arrow to select options

-  Your language
-  Gender
-  Ethnic origin
-  Religion
-  Sexual orientation
-  Marital status

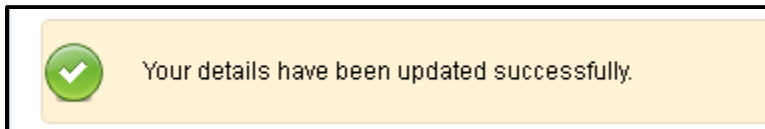
➤ Click on the yellow **update** button to confirm changes



My Language	English
National Insurance Number	
Gender	Male
Transgender	Female
Ethnic Origin	White British
What is your religion?	Agnostic
Sexual Orientation?	
Marital Status?	Cohabiting

Update **Return to my details**

You will now see the following message



NB: to update transgender details and NINO please contact Housing Office 0170843400

➤ Click on the **Home** button in the ribbon to be redirected to the Home page



4. Viewing your tenancy summary/ making a payment

The second section on the home page will be a summary of your tenancy and rent account and will display “need to know” information about your tenancy (including former and second tenancies, where applicable)

The screenshot shows a 'Tenancy summary' page with the following fields and annotations:

- Tenancy reference:** [Link]
- Tenancy start date:** [Date]
- Tenancy type:** [Type]
- Address:** [Address]
- Post code:** [Post code]
- Balance:** [Amount] - Annotation: "Click here to see your current rent balance" points to a link. A yellow button labeled "Display Balance" is next to it.
- Your total charges (excluding Housing Benefit deductions):** [Amount] - Annotation: "Weekly charges, annual for leaseholders" points to a link. A yellow button labeled "Display Charges" is next to it.
- Last payment amount:** [Amount]
- Last payment date:** [Date]
- Status:** A green checkmark icon and the text "You are in credit, you do not need to take any action." - Annotation: "This will state credit (including zero balance) or arrears" points to the word "credit".

- Click on the yellow **Display Balance** button to see your current balance displayed

The screenshot shows a 'Tenancy balance' window with the following elements and annotations:

- Header:** "Tenancy balance | [Reference Number]"
- Balance:** [Amount] - Annotation: "The displayed balance will show either credit (including 0 balances) or arrears" points to the amount.
- Buttons:** A yellow button labeled "Credit" and a yellow button labeled "Close".

- Click on the yellow **Close** button to close the balance window

5. Viewing your rent account/ tenancy details

- select the dropdown by **My account** in the ribbon of the portal and click on **tenancy details**

The screenshot shows the Havering London Borough portal navigation menu. The "My account" dropdown menu is open, showing the following options:

- Tenancy details (highlighted with a red box and a mouse cursor)
- Rent statement
- Housing officers

You will be redirected to your tenancy details page (NB: if you have more than one tenancy including a former tenancy you will be asked to select a tenancy prior to being redirected)

This page is divided into four sections: **tenancy details**, **sub accounts**, **your charges**, **your household** (the people who live with you),

Tenancy details section (view only)

Tenancy details		
Tenancy reference	Your 14 digit rent reference number	0123456789012345
Tenancy start date		01/01/2018
Tenancy type		Private
Address		12345678901234567890
Post code		AA1 1AA
Balance	your balance will show an amount followed by the word credit or arrears	£1234.56
Your total charges (excluding Housing Benefit deductions)	weekly charges rent and service charges, annual charges for leaseholders only	£1234.56
Last payment amount	amount of your last payment on rent account	£1234.56
Last payment date	date above payment was credited to account	01/01/2018

The sub accounts section (view only)

This section will list out all sub accounts which apply to the above tenancy. **Every council tenancy will have a general debit account for rent and service charges.** In addition other sub accounts could apply such as a Court costs account or repairs recharge accounts. Leaseholders may also have a Major works account

Sub accounts	
Your Account is made up of the Sub Accounts	
General Debit	If the sub account total is in credit, the amount will be preceded by a minus sign, otherwise it will be in arrears

Your charges section (view only)

For council tenants, these are the **weekly charges** (annual charges for leaseholders). **Rent** will show at the top of the list of charges. The service charges which apply on the property are listed below. Housing benefit paid to the council will be displayed as second entry from last. A total for **total weekly charges** (annual for leaseholders) will be displayed as the bottom field.

Please note: service charges vary from location to location in Havering so the following screenshot may show different charges than those applied to your rent account.

Your charges

Your Account is made up of the following charges

Rent	£ 87.50
Water / Sewerage Charge	£ 20.00
Bulk Rubbish Collection	£ 20.00
Block Cleaning	£ 20.00
CCTV Mobile	£ 20.00
Communal/Satellite TV Aerial	£ 1.00
Community Warden	£ 1.00
Estate Environmental Services	£ 40.00
Door Entry System	£ 20.00
Grounds Maintenance	£ 40.00
Your housing benefit	£ 20.00
Your total charges to pay	£ 170.50

Your household section

This section displays all tenants (those who have signed the tenancy agreement and are responsible for the rent account and property repairs) and occupants living in the household.

Your household - To update an occupant please select from the list below:

Name	Relationship to main tenant		On Tenancy
Keira Wilson	Daughter	occupant- living at the address but not responsible for rent account or property maintenance.	No
John Wilson		tenant (can be more than one): responsible for rent and repairs	Yes

NB: If someone is missing from your tenancy or some of the details are missing or incorrect, please contact your housing office on 01708434000.

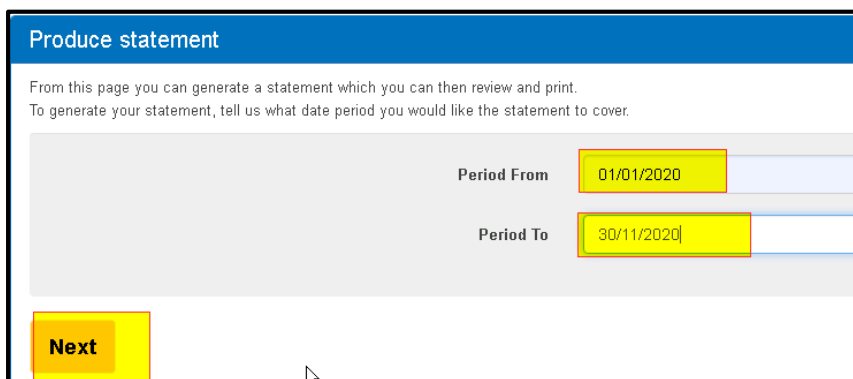
6. Viewing and printing your rent statement

- select the dropdown by **My account** in the ribbon of the portal and click on **rent statement**



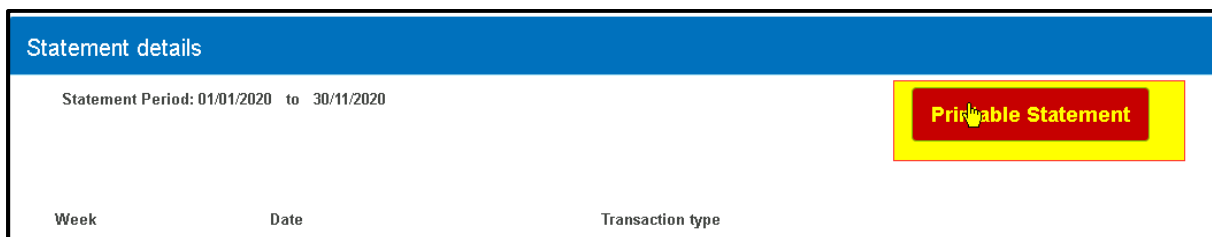
You will be redirected to the statement details

- In the **produce statement** section, define the dates from and to for your statement
- Select the **Next** button

A screenshot of the 'Produce statement' form. The title 'Produce statement' is in a blue header. Below it, there is a short instruction: 'From this page you can generate a statement which you can then review and print. To generate your statement, tell us what date period you would like the statement to cover.' There are two date input fields: 'Period From' with the value '01/01/2020' and 'Period To' with the value '30/11/2020'. A yellow 'Next' button is located at the bottom left of the form area.

A statement will now be produced in transaction order, oldest to newest.

- Click on the Printable statement button

A screenshot of the 'Statement details' page. The title 'Statement details' is in a blue header. Below it, the text reads 'Statement Period: 01/01/2020 to 30/11/2020'. A yellow button with the text 'Printable Statement' is on the right. Below this, there is a table header with columns: 'Week', 'Date', and 'Transaction type'.

Right click in the printable statement copy and select Print from the menu



