Housing Tenant Portal User guide
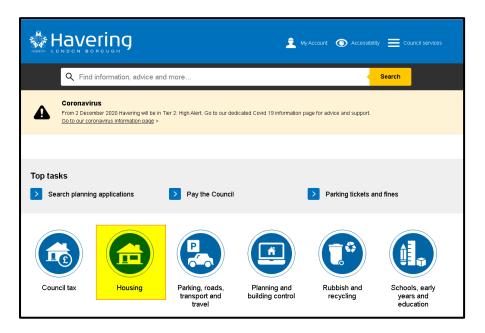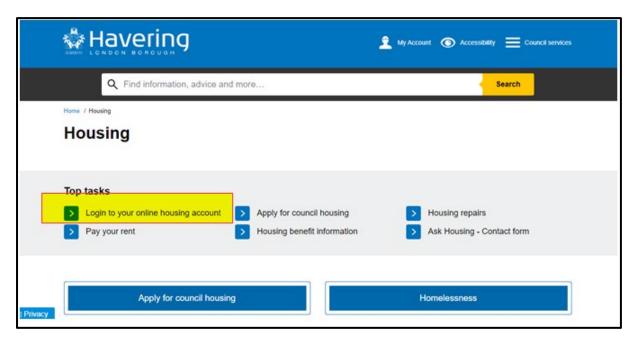
Contents

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*

➢ Click the yellow *Create an account* button

Havering
LONDON BOROUGH

We have upgraded the My Havering account.

Part of that upgrade means you will need to make a new account when accessing your Council Tax, Benefits or Housing accounts..

If you make the new My Havering account with the email you currently use for My Havering, your Council Tax, Benefits or Housing accounts will automatically continue to be connected.

If you chose to use a new email address then please have your Council Tax, Benefits or Housing references, such as your Council Tax account number, ready to reconnect those accounts to My Havering.

Step-by-step guidance on creating a new account is on our dedicated help page.

Create a new My Havering account

Create an account >

➢ Enter your email address
➢ Click **Send verification code**

Havering
LONDON BOROUGH

Enter your email address

We will send you a code to confirm this is your email address

Email Address

[   ]

Send verification code

Back

➢ The below screen will display

Havering
LONDON BOROUGH

BETA This is a new service - your feedback will help us to improve it.

Enter code to confirm your email address

We have sent a code to your email inbox. The code will expire in 30 minutes.

Verification code

For example, 351057

Send a new code

Verify code

Back

➢ Access your e-mail and copy your code

Verify your email address

Thanks for verifying your Test@havering.gov.uk account!

Your code is: 146342

Sincerely,
LBH B2C Pre-Prod

➢ Type or paste your code into the Verification field and Click **Verify code**

This is a new service - your feedback will help us to improve it.

Enter code to confirm your email address

We have sent a code to your email inbox. The code will expire in 30 minutes.

Verification code

For example, 351057

146342

Send a new code

Verify code

Back

➢ Enter your name and create a password and then click *Create account*

➢ You should then be able to see the MyHavering dashboard

My Havering

Linked accounts

You can link your My Havering account to other Council Services using the tiles below.

Once you have done this please allow a few minutes for the accounts to connect.

Benefits	Business Rates	Council Tax
Add your benefits account	Add your business rates account	Add your council tax account

Housing	Landlords
Add your housing account	Add your Landlords account

Account Management

Update your personal details

Update your password

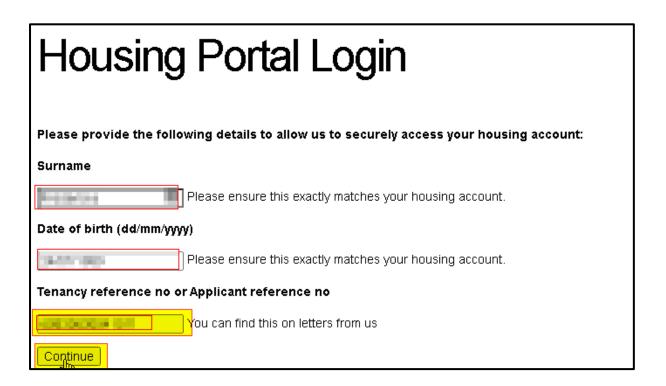Sign out (test)

2. Registering for the Tenants Portal

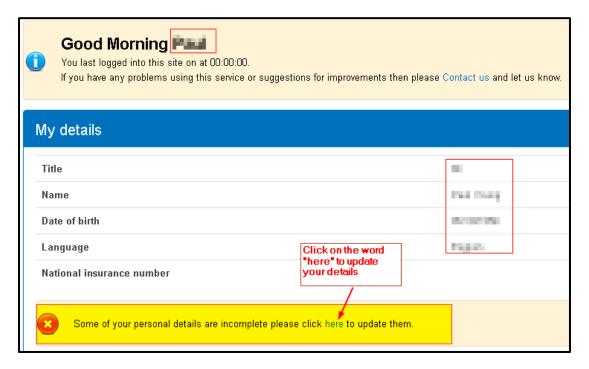➢ To access the housing tenants portal, first log into MyHavering and select the **Housing** button

➢ 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

➢ You will now be directed to the housing tenant portal
➢ To Navigate back to the MyHavering home page, simply click on the Havering Logo
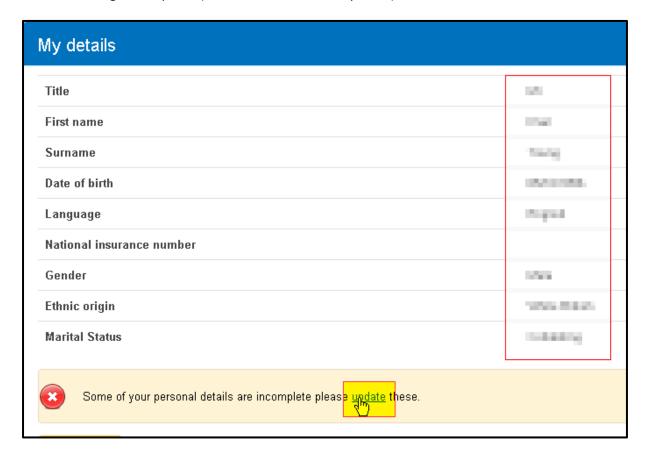
3. Updating your personal details

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.
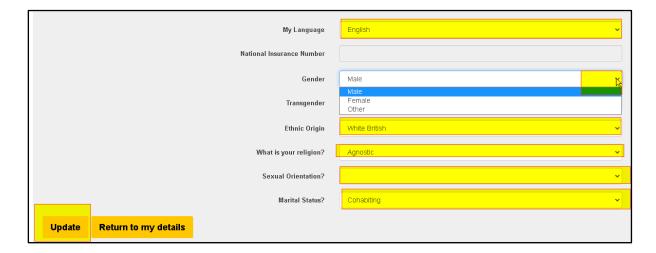

Your details screen will open
  - ➢ click again to update (this time on the word "update")

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
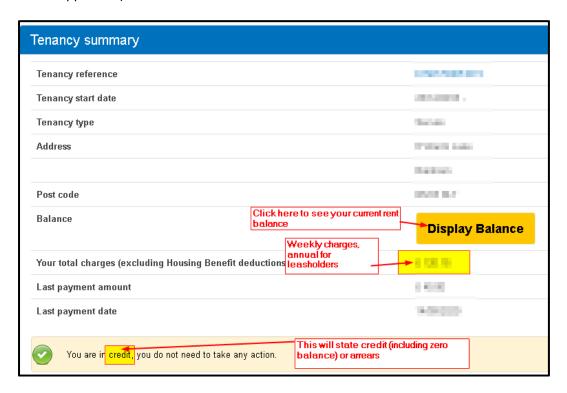

You will now see the following message

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

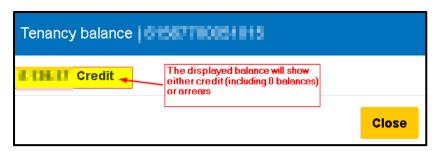➢ Click on the *Home* button in the ribbon to be redirected to the Home page

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)

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

> ➢ 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**

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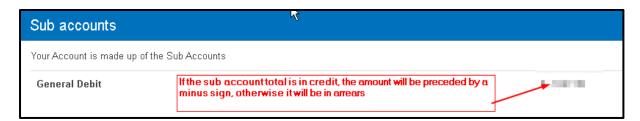
This page is divided into four sections: **tenancy details**, **sub accounts**, **your charges**, **your household** (the people who live with you),

Tenancy details section (view only)

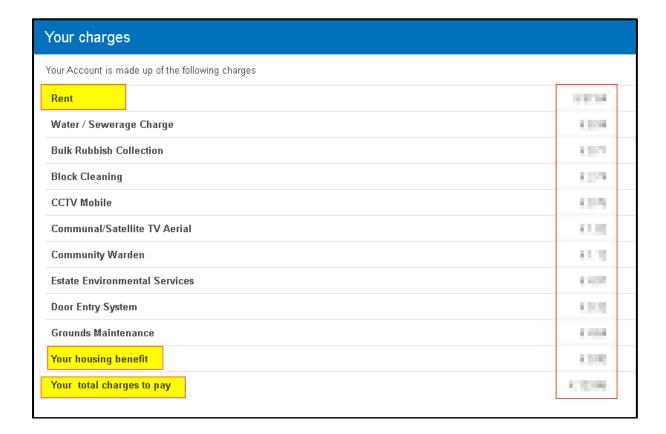The sub accounts section (view only)

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

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

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
	Daughter	occupant- living at the address but not responsible for rent account or property maintenance.	No
		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.
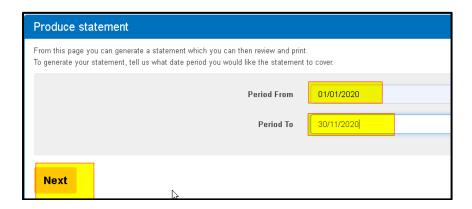
Page | 14

6. Viewing and printing your rent statement

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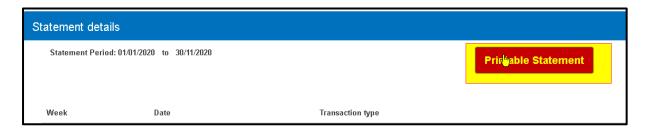

You will be redirected to the statement details

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

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

➤ Click on the Printable statement button

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