

Housing Tenant Portal User guide

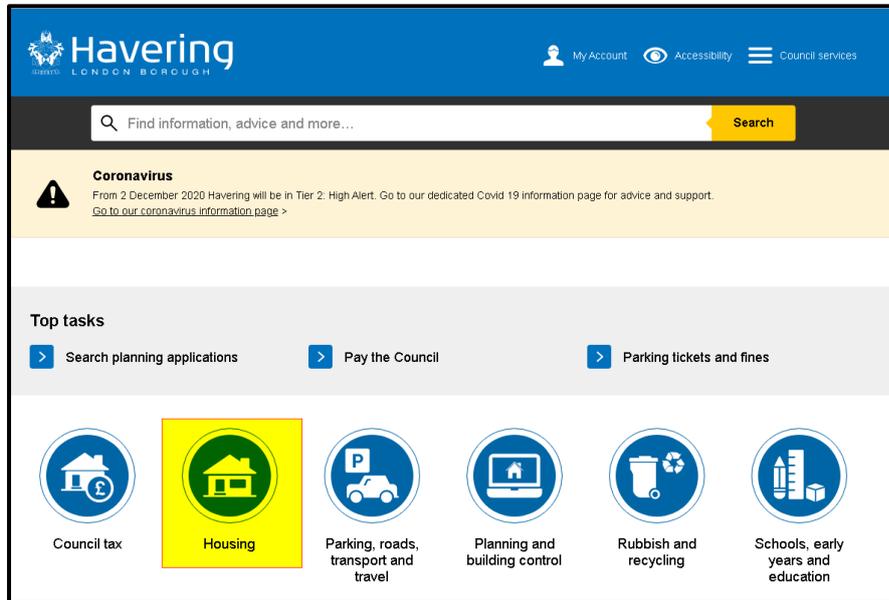
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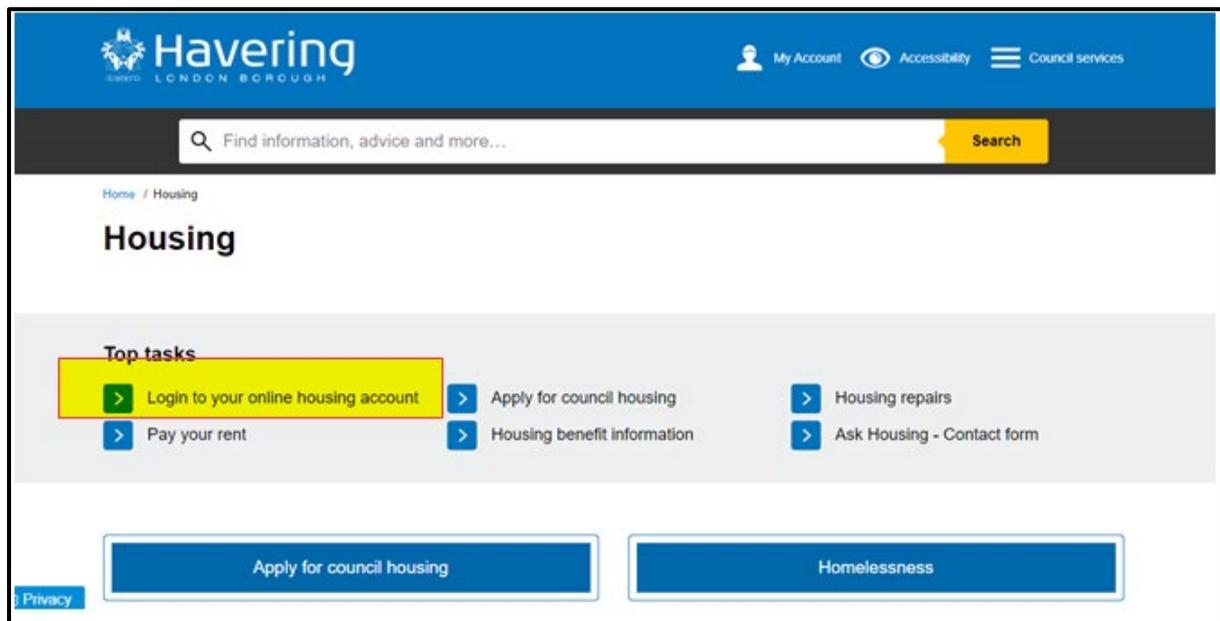
1. Registering for the Residents Portal

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**



- Click the yellow **Create an account** button



BETA

This is a new service - your [feedback](#) will help us to improve it.

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**



BETA

This is a new service - your [feedback](#) will help us to improve it.

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



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

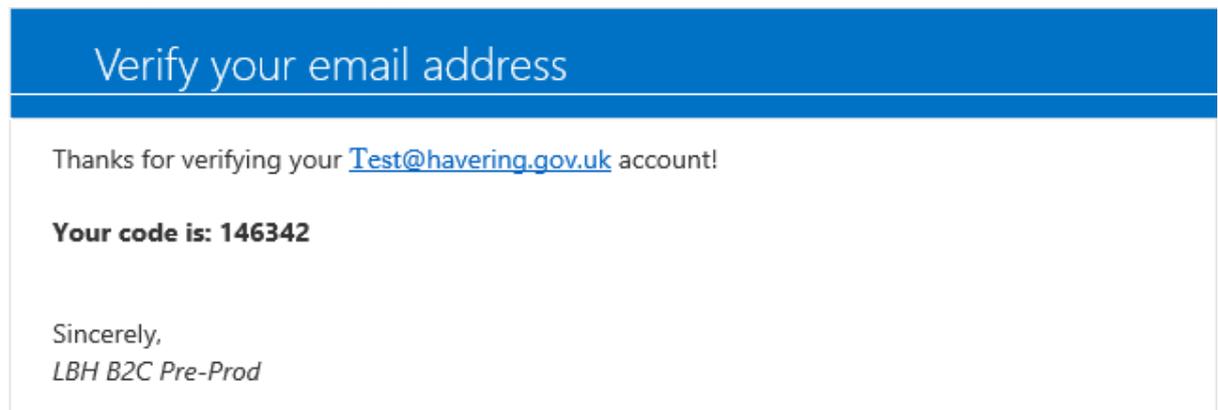
For example, 351057

[Send a new code](#)

Verify code

[Back](#)

- Access your e-mail and copy your code



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

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Verification code

For example, 351057

[Send a new code](#)

Verify code

[Back](#)

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



BETA

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

Email address confirmed

Enter your name

First name

Last name

Create a password

Your password should be 8-16 characters and contain:

- a mix of lowercase and uppercase letters
- at least one number
- at least one special character ! @ # \$ % ^ & - _ + = [] | : ; , ? / ~ " () ; .

New Password

Confirm New Password

Create account

[Back](#)

- You should then be able to see the MyHavering dashboard

BETA

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

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 Add your benefits account | Business Rates Add your business rates account | Council Tax Add your council tax account |
| Housing Add your housing account | Landlords 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



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

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 Add your benefits account | Business Rates Add your business rates account | Council Tax Add your council tax account |
| Housing Add your housing account | Landlords Add your Landlords account | |

Account Management

- Update your personal details
- Update your password
- Sign out (test)

- 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 | |

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

Click on the word "here" to update your details

Your details screen will open

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

My details

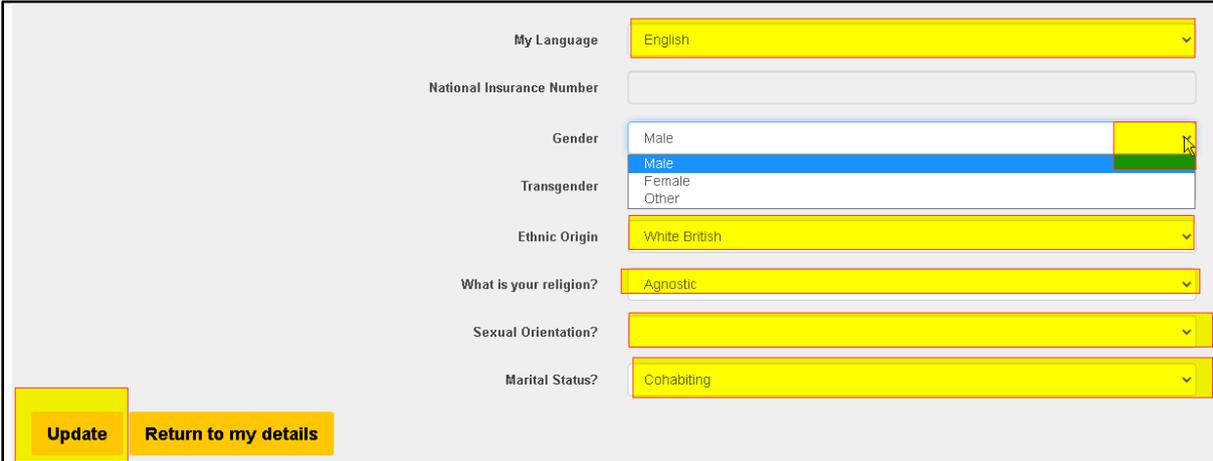
| | |
|---------------------------|---------------|
| Title | Mr |
| First name | Paul |
| Surname | King |
| Date of birth | 12/12/1970 |
| Language | English |
| National insurance number | |
| Gender | Male |
| Ethnic origin | White British |
| Marital Status | Married |

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

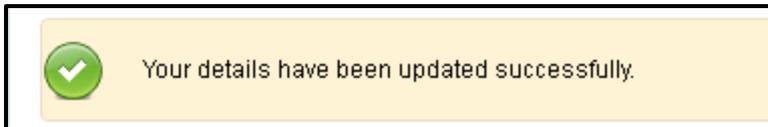
➤ Click on the yellow **update** button to confirm changes



| | |
|---------------------------|---------------|
| 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:

| | |
|---|----------------------|
| Tenancy reference | 10000000000000000000 |
| Tenancy start date | 01/01/2020 |
| Tenancy type | Private |
| Address | 10000000000000000000 |
| Post code | 10000000 |
| Balance | £100.00 |
| Your total charges (excluding Housing Benefit deductions) | £100.00 |
| Last payment amount | £100.00 |
| Last payment date | 01/01/2020 |

Annotations:

- A red box points to the 'Balance' field with the text: "Click here to see your current rent balance". A yellow button labeled "Display Balance" is positioned to the right.
- A red box points to the 'Your total charges' field with the text: "Weekly charges, annual for leaseholders". A yellow button labeled "£100.00" is positioned to the right.
- A red box points to the status message "You are in credit, you do not need to take any action." with the text: "This will state credit (including zero balance) or arrears".

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

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

- A yellow button labeled "Credit" with a red arrow pointing to it from a red box containing the text: "The displayed balance will show either credit (including 0 balances) or arrears".
- A yellow button labeled "Close" in the bottom right corner.

- 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 | 01234567890123 |
| Tenancy start date | | 01/01/2018 |
| Tenancy type | | Private |
| Address | | 123 Main Street |
| Post code | | EC1A 1AA |
| Balance | your balance will show an amount followed by the word credit or arrears | £123.45 |
| Your total charges (excluding Housing Benefit deductions) | weekly charges rent and service charges, annual charges for leaseholders only | £1,234.56 |
| Last payment amount | amount of your last payment on rent account | £100.00 |
| 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 | £ 27.50 |
| Water / Sewerage Charge | £ 2.00 |
| Bulk Rubbish Collection | £ 2.00 |
| Block Cleaning | £ 2.00 |
| CCTV Mobile | £ 2.00 |
| Communal/Satellite TV Aerial | £ 1.00 |
| Community Warden | £ 1.00 |
| Estate Environmental Services | £ 1.00 |
| Door Entry System | £ 1.00 |
| Grounds Maintenance | £ 1.00 |
| Your housing benefit | £ 2.00 |
| Your total charges to pay | £ 37.50 |

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 | <div style="border: 1px solid red; padding: 2px;">occupant- living at the address but not responsible for rent account or property maintenance.</div> <input type="button" value="No"/> |
| John Wilson | | <div style="border: 1px solid red; padding: 2px;">tenant (can be more than one): responsible for rent and repairs</div> <input type="button" value="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.

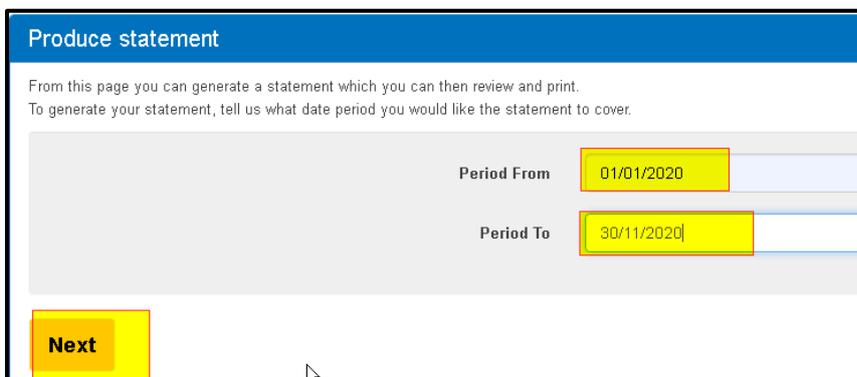
6. Viewing and printing your rent statement

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



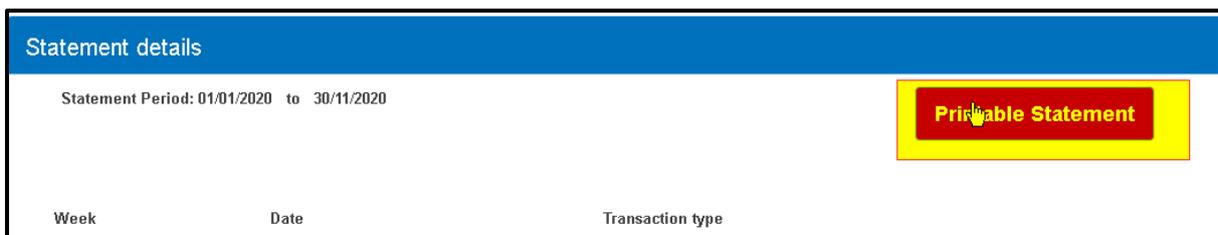
You will be redirected to the statement details

- 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 brief 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



