

Mae'r ddogfen hefyd ar gael yn Gymraeg This document is also available in Welsh



# My Housing

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**A NEW HOUSING ONLINE PORTAL  
FOR SWANSEA COUNCIL TENANTS**

My Housing is a secure website that lets you manage your rent account easily and securely from a place and time that is convenient for you.

You can:-

- Pay your rent
- Access your rent balance, and download rent statements
- Update your personal information
- Update your household occupants
- Book a repair
- Send us a message

Registering for your online account is free and easy.

To register open the internet on your digital device and type in the address (URL) bar or click the link:-

For tenants wishing to access in English

[housing.swansea.gov.uk](http://housing.swansea.gov.uk)

For tenants wishing to access in Welsh

[tai.abertawe.gov.uk](http://tai.abertawe.gov.uk)

### My Housing

My Housing is available 24 hours a day, 7 days a week.

You can:

- Pay your rent
- Access your rent balance and download your statement
- Update your personal information
- Update your household occupants
- Book a repair
- Send us a message

Registering for your online account is free and easy. Please **complete the registration form** with your personal information and we will email your verification code. Once you receive it, log back in and verify your account.

You can access the **Welsh language portal here**

### Contents Insurance

Your home contains some of your most valuable possessions. However, if they were damaged in an incident, such as a fire or a flood, could you afford to replace them?

Whilst the Council would carry out repairs to your property, we do not insure the contents of your home. If damage is caused to your possessions by fire, theft, vandalism or flooding, you will **NOT** be covered **UNLESS** you have taken out contents insurance.

Having contents insurance gives you the peace of mind that if you did find yourself in a position where you lost something important to you, that you would have it covered.

There are many insurance companies that can provide you with cover, but please check policy details to ensure you have the right level of cover for your needs. Comparison websites will also enable you to check that you have the most competitive quote.

### Facebook

Swansea Council Housing has its own Facebook group, which any council tenant or leaseholder can join. We post useful information, advise you on updates and changes to housing services and of course, answer any queries you may have. If you have any suggestions for topics that you would like to include, please get in touch.




If you would like to join, search for Swansea Council Housing on Facebook, request to join and you will be asked the following questions: 1. Lead tenant name, 2. Address, 3. Language preference. **Your request will only be approved if you answer these questions.**

### Open House

Open House is our housing magazine which is delivered to tenants and leaseholders in Swansea. There is also a digital version available which you can view here -

**Open House here**

Click either link to start creating your account

 Home Create your account Emergency contacts Rents team contact information Area housing office information

Please complete the information requested  
Passwords must be between 5-20 characters, must contain a digit and an uppercase letter  
If you do not know your tenancy number please contact us.

## Tenant registration

Enter your registration details below and submit your details. Your details will be validated by a member of staff and details of how to use the service will be sent to you.

\* indicates a required field

**Title \***

Title

Please choose your title from the list of options

**First name(s) \***

First name(s)

**Surname \***

Surname

**Date of birth \***

Day

Month

Year

**Tenancy number \***

Tenancy number





Enter first 6 digits of tenancy number

**Username \***

Email

**Password \***

Password

 Home Create your account Emergency contacts Rents team contact information Area housing office information

An email is sent straight away to the email address provided, advising that your account has been created. A member of our housing staff will need to verify your account for security purposes, you will have limited access until this step has been actioned.

## Login / Register

If you are an existing account holder, please log in using your email address you registered with. If you would like to register to use the online services, please create a new account.

**Register** An email has been sent containing details of your registered account.

Username \*

Password \*

Log in

[Forgotten login details](#)

[Create new account](#)



## New account created



housing@swansea.gov.uk

08:15



Hi,

We have created an account for you at  
<https://housing.swansea.gov.uk/portal-eng/www/login>.

To login please go to:

<https://housing.swansea.gov.uk/portal.eng/www/login>

If you forget your login details, please go to:

<https://housing.swansea.gov.uk/portal.eng/www/forgottendetails>

Regards,

Swansea Council

Links are provided within the email

## Verification code



housing@swansea.gov.uk

08:51



Hi,

This email is to verify your identity so that you can begin to use our online services.

When you login you will be asked for a verification code.






Enter the following verification code to unlock all the services available: 527C53138D

If you think this is in error please contact us at [housing@swansea.gov.uk](mailto:housing@swansea.gov.uk)

Regards

Swansea Council

Once your account has been reviewed and verified, a verification code is sent to you by email.

 Home Create your account Emergency contacts Rents team contact information Area housing office information

### Login / Register

If you are an existing account holder, please log in using your email address you registered with. If you would like to register to use the online services, please create a new account.

Username \*

Password \*

[Log in](#)[Forgotten login details](#)[Create new account](#)

Enter your email address and password

You can also log in via this button

Note - You will be asked to read and accept the privacy policy and terms and conditions to progress

- Home
- My details
- Emergency contacts
- Rents team contact information
- Area housing office information

## Verify

Your account is currently **Unverified**.

Not all functionality is available until you have verified your account. You should receive an email shortly after registering, this email will contain your **Verification Code**. Enter your Verification Code below to verify your account.

Code

Verify

## Messages

[View all messages](#)



Web Account Verification Sent

19/03/2022, 08:51

Enter your verification code  
here

Press Verify

[Home](#)[Rent account](#)[Repairs](#)[My details](#)[Household occupants](#)[Emergency contacts](#)[Rents team contact information](#)[Area housing office information](#)[Send message](#)

Pay my rent:

## Your details

This is your main payment reference for the rent on your home.

### Your tenancy reference

You will need to enter payment amount in format 0.00. If you wish to make a payment on any other account ring our Rents Team on 01792 534094

[Make a payment](#)

Rent account:

## Your details

Main Account

In debt

£1.25

[View account](#)

Repairs

Current open repairs across your properties.

1

[View repairs](#)

## Messages

[View all messages](#)

Web Account Verification Sent

03/02/2022, 15:13

You are now at the Home Page

You can come back to it at any time by clicking here



Home



Rent account



Repairs



My details



Household occupants



Emergency contacts



Rents team contact  
information



Area housing office  
information



Send message

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View account

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Current open repairs across your properties.

1

View repairs

Messages



Web Account Verification Sent

[View all messages](#)

03/02/2022, 15:13

On this home page you can see real time information such as:-

- Your tenancy reference
- Your current balance
- How many repairs are currently open at your property



Home



Rent account



Repairs



My details



Household occupants



Emergency contacts



Rents team contact  
information



Area housing office  
information



Send message

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Your details

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£1.25

View account

Repairs

Current open repairs across your properties.

1

View repairs

Messages



Web Account Verification Sent

[View all messages](#)

03/02/2022, 15:13

By clicking on the red buttons you can:-

- Make a payment on your rent account
- View your rent account balance, download statements, order a rent card and set up a direct debit
- Book a repair and view all repairs for your property





Home



Rent account



Repairs



My details



Household occupants



Emergency contacts



Rents team contact  
information



Area housing office  
information



Send message

Click each of the options in the left hand side menu to do the following:-

View your rent account balance, download statements, order a rent card and set up a direct debit

Book a repair or view all repairs for your property

View and amend your personal details

Add or edit household occupants

View emergency contact numbers for housing including emergency repairs, homelessness emergencies and the neighbourhood support unit

View information to contact the rents team and other useful pages

View information on area housing offices including contact details, locations, facilities and accessibility information

Send us a message



My Housing is not an app you need to download, it is a secure website.

You can pin your favourite websites to the home screen of your smartphone or tablet so you can quickly access them.

To create a shortcut to the Log in page from my phone on Android or iphone/ipad:-

## Android –

1. Launch **Chrome** on your iOS device.
2. Go to the **website** you want to save to your home screen.
3. Tap the **three dots** in the top right hand corner of your screen.
4. Select **Add to Home Screen**.
5. On this page, give a desired name to the website and tap **Add** to make a Home Screen shortcut.
6. The icon will appear on your home screen like any other app shortcut or widget, so you can drag it around and put it wherever you like

## iPhone or iPad -

1. Launch **Safari** on your iOS device.
2. Go to the **website** you want to save to your home screen.
3. Tap the **Share icon** (square with an arrow pointing up), at the bottom of the screen.
4. Select **Add to Home Screen**.
5. On this page, give a desired name to the website and tap **Add** to make a Home Screen shortcut.
6. The icon will appear on your home screen like any other app shortcut or widget, so you can drag it around and put it wherever you like

If you have any questions or need assistance, please email

[Helen.Davies@swansea.gov.uk](mailto:Helen.Davies@swansea.gov.uk)

[Layton.Jenkins@swansea.gov.uk](mailto:Layton.Jenkins@swansea.gov.uk)