

My Housing

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

For tenants wishing to access in Welsh

tai.abertawe.gov.uk



Home

Create your account

Emergency contacts

Rents team contact information

Area housing office information

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

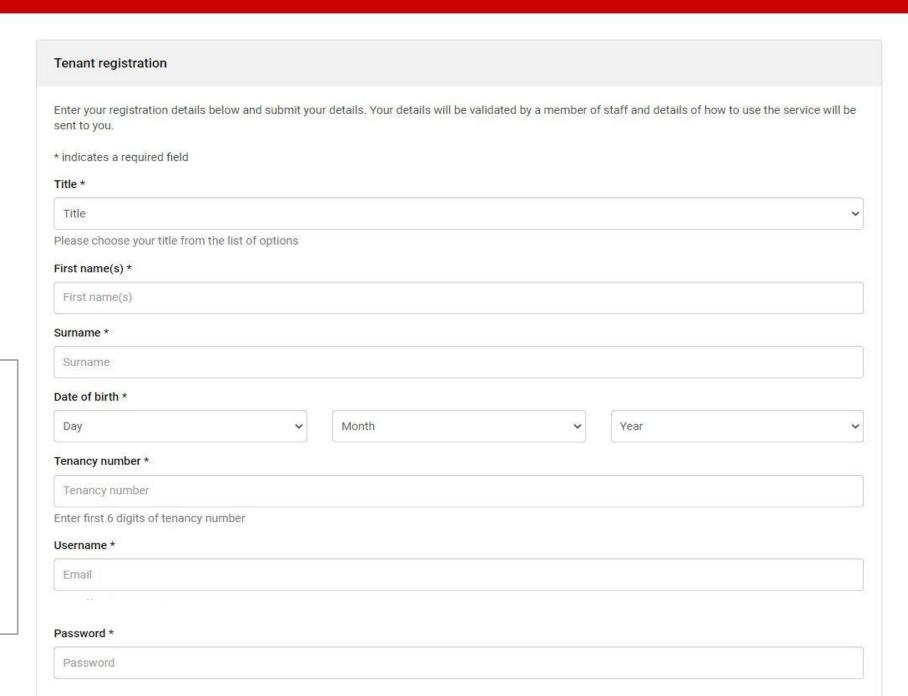
Click either link to start creating your account

Terms and conditions Privacy policy Accessibility information



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





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A	Create your account
&	Emergency contacts
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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 *
Username
Password *
Password
Log in
Forgotten login details Create new account

Terms and conditions

Privacy policy

Accessibility information

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.

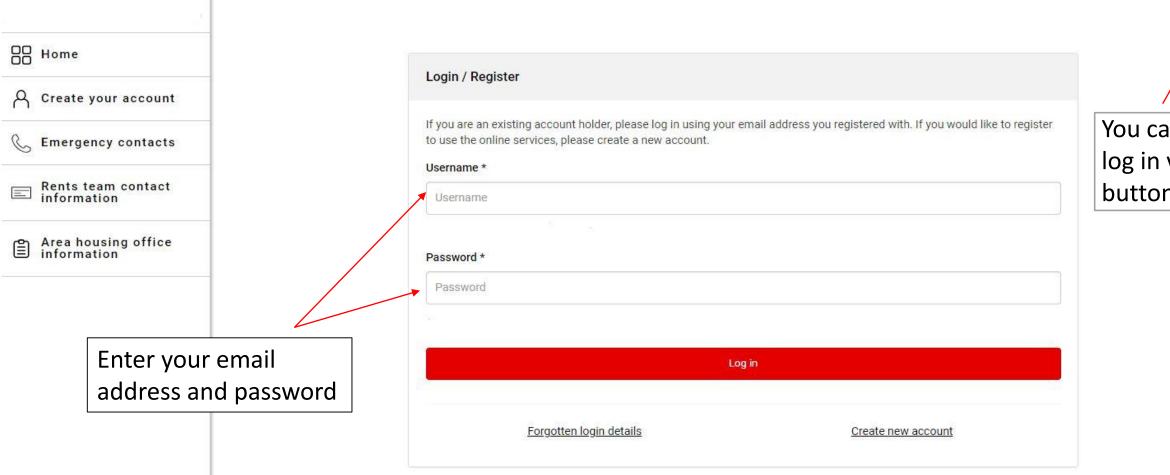
Enter the following verification code to unlock all the services available: 527C53138D

If you think this is in error please contact us at housing@swansea.gov.uk

Regards

Swansea Council

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



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

Terms and conditions

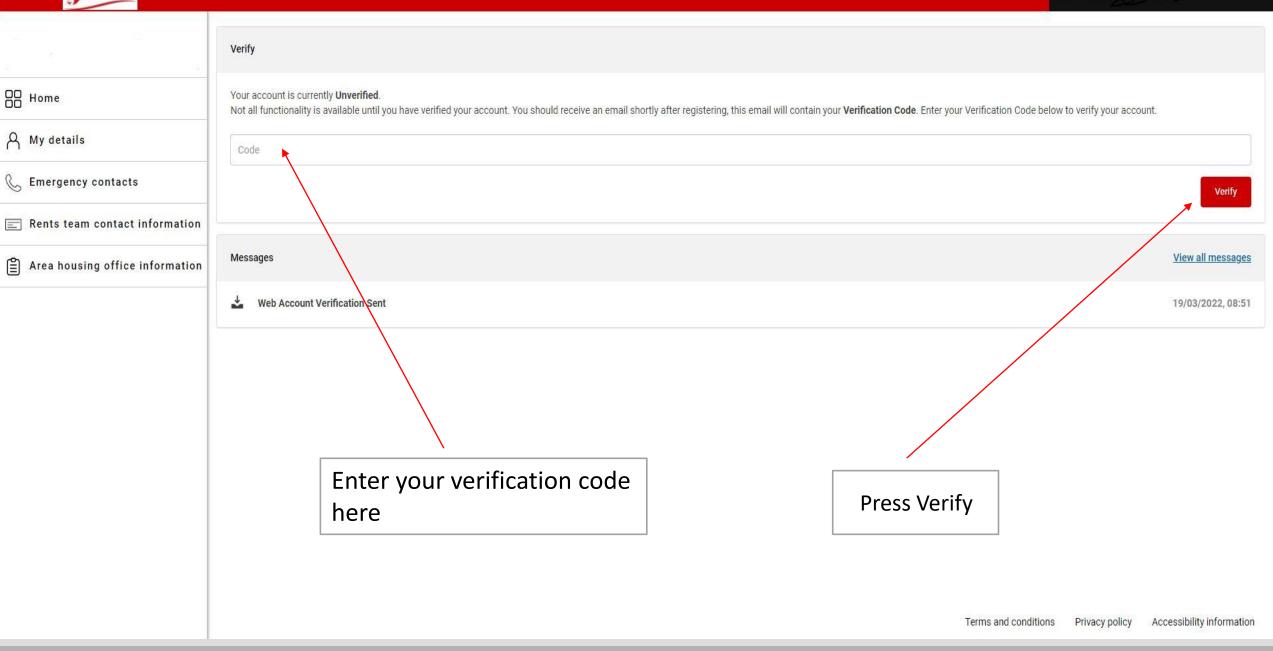
Privacy policy

Accessibility information

OO Home

A My details

& Emergency contacts



B Home Rent account Repairs

A My details

fin Household occupants

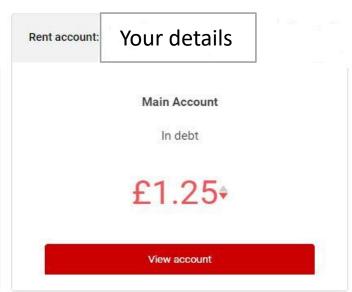
Emergency contacts

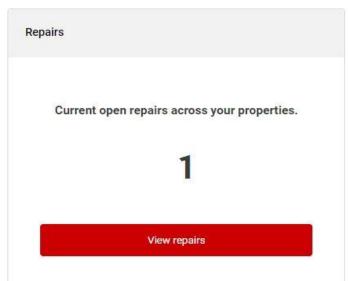
Rents team contact information

Area housing office information

Send message

Your details Pay my rent: 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





Messages

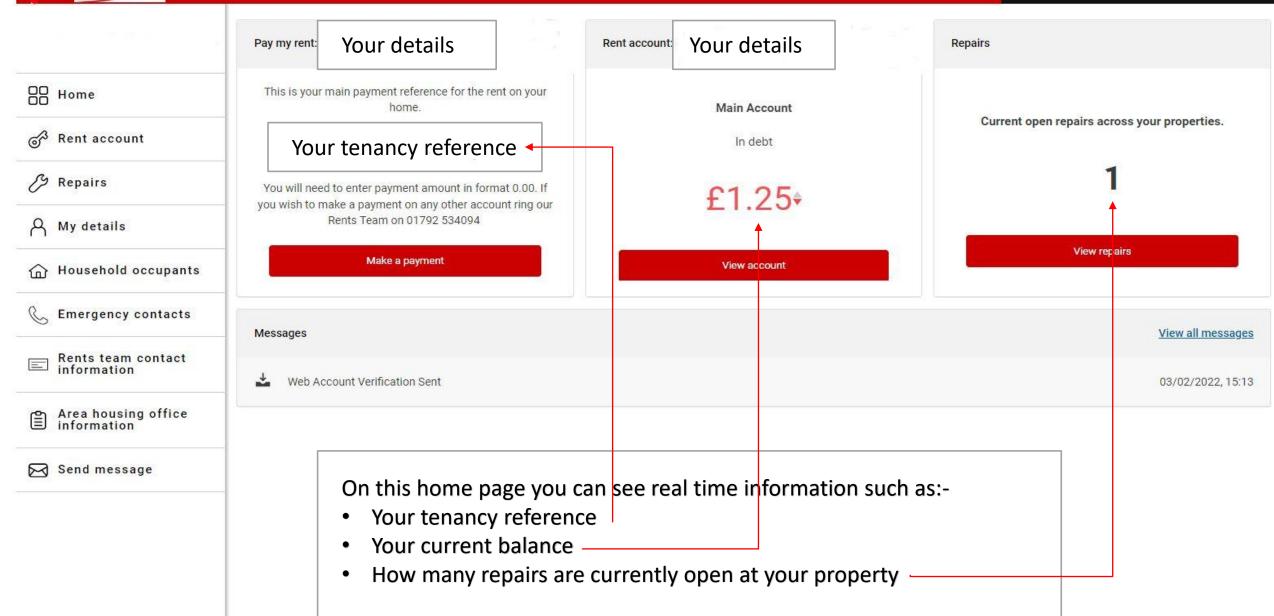
Web Account Verification Sent

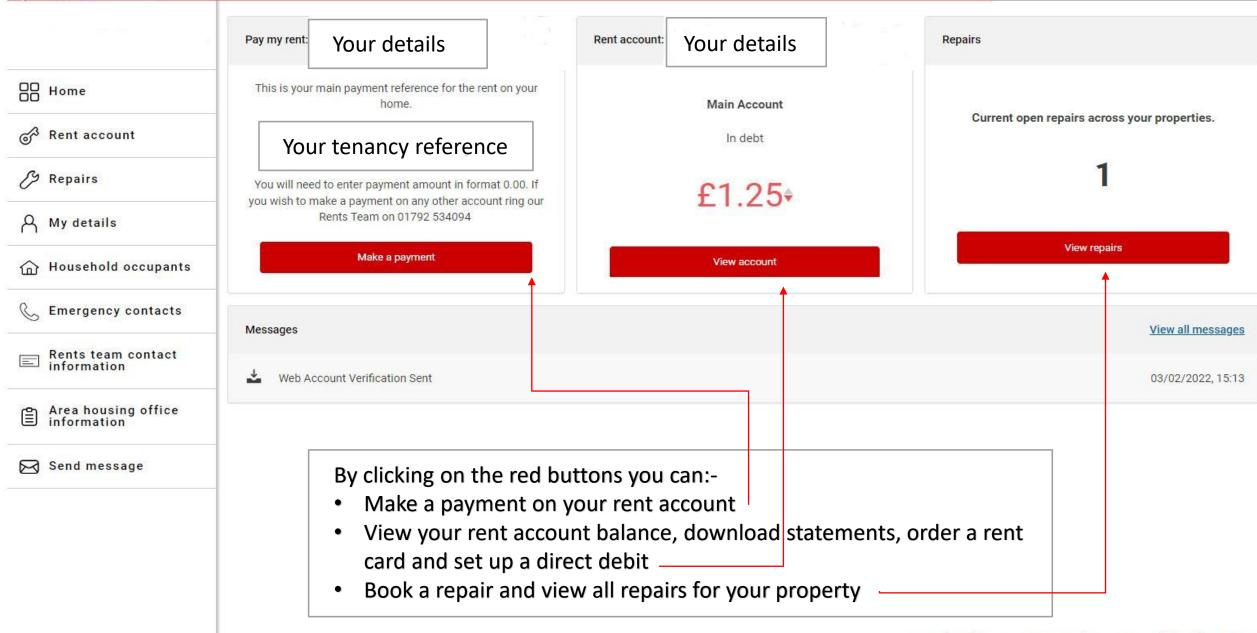
03/02/2022, 15:13

View all messages

You are now at the Home Page

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





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

<u>iPhone or iPad</u> -

- 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
Layton.Jenkins@swansea.gov.uk