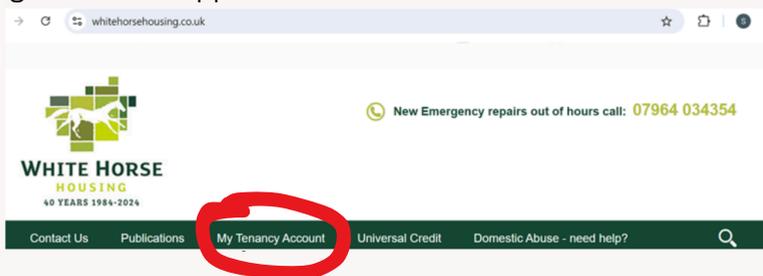


How to use your My Tenancy account

To access your tenancy account portal you need an email address and a password. Contact White Horse for a password or to reset an existing one.

- 1 Go onto your web browser and type in www.whitehorsehousing.co.uk and the home page below will appear.



Click on the 'My Tenancy Account' tab in the green bar at the top of the page

My Tenancy Account

- 2 The log-in page appears, like this

Enter your user name
(your email address)

Enter your password

A screenshot of the 'Log In' page. It features the White Horse Housing logo and the text 'Please enter your credentials below:'. There are two input fields: 'User Name:' and 'Password:'. Below the fields is a blue 'Log In' button. Red arrows point from the text instructions to the respective fields and the button.

Click the blue 'log-in' tab

- 3 The person page will appear as shown here

A screenshot of the 'Person' page. It shows a profile card with a blue shield icon. There are two input fields: 'Full Name' and 'Date of B'. Below the fields is a blue 'OK' button. Red arrows point from the text instructions to the respective fields and the button.

Enter your full name

Enter your date of birth (dd/mm/yyyy)

Then click the blue tab marked 'ok'

Your date of birth and email address needs to match the details we hold on your file or your log in will not work. Contact us if you can't log in.

How to use your My Tenancy account

4 Once you've logged on, you will see your account

The screenshot displays the My Tenancy account dashboard with the following sections:

- ACCOUNT**
 - Account Name: Mr Adam Murdy
 - Address: 36 HomeMaster Street, Hullbridge, PA14 6EN
 - Account Reference: 20012
 - Account Type: Secure Tenancy
 - Start Date: 24/09/2020
 - Current Balance: -£3.59 in credit
 - Request changes
- CONTACT DETAILS**
 - Phone Numbers: Home: 03330021250, Work: 03330021250, Mobile: 03330021250
 - Email Address: user@homemaster.co.uk
 - Preferred Contact Method: Email
 - Update contact details | Contact us
- RECENT TRANSACTIONS**
 - Your current balance: £3.59 in credit
 - Your most recent transactions:
 - 01/04/2023 Rent Charge 01/04/2023 to 30/04/2023 +£494.61
 - 01/04/2023 Rent Charge 01/04/2023 to 30/04/2023 +£494.61
 - 01/04/2023 Rent Charge 01/04/2023 to 30/04/2023 +£494.61
 - Make a payment | View your account charges | View a mini-statement
- HOUSEHOLD MEMBERS**
 - Residents currently listed at your address: Mr Adam Murdy
 - Inform us of a change
- REPAIRS**
 - Your Most Recent Repair: Reference: REQ0004029, Status: Created, Notified Date: 16/01/2023, Summary: Leak coming under front door
 - Report a Repair | Repair History
- PROPERTY INSPECTIONS**
 - BOILER 07/01/2021
 - BOILER 04/11/2021
 - BOILER 04/11/2022
 - My past inspections: BOILER 04/11/2023
- DOCUMENTS**
 - Our Shared Documents: Dummy Text 28/07/2021, Dummy Text 28/07/2021, Dummy Text 28/07/2021
 - My Personal Documents: Dummy Text 28/07/2021, Dummy Text

5 From this page you can navigate to different pages of your account by clicking each blue tab.

This is what you can do :-

- Account: Request a change
- Contact details: Update your contact details and contact us
- Recent transactions: Make a payment, view your account charges or view a statement
- Household members: Inform us of any changes
- Repairs: Report a new repair or you can see your repair history
- Property inspections: Click on ones you want to view by title of inspection
- Documents: Click on any document you want to view

If you need more help you can email us at info@whitehorsehousing.co.uk or call us on 01380 850916.