

Did you know you can log onto MyHomeOnline and do the following:-

- ❖ Check your rent balance
- ❖ Check we have received your payment
- ❖ Make a payment
- ❖ Report a repair (Not an emergency repair)
- ❖ Check we have processed your repair
- ❖ Amend your Personal Details, telephone numbers etc
- ❖ Add/delete Household Members (not Names on the Tenancy)
- ❖ Send us a message

My Home Online Residents' Portal Sign Up and User Guide



Northamptonshire Rural Housing Association

Log on to website

Go to: www.northamptonshirerha.org.uk

Select
Log in or
register
button

The screenshot shows the website's header with the logo and navigation menu (HOME, ABOUT US, NEWS, PUBLICATIONS, CONTACT US). Below the navigation are three main service categories: 'Find a home' (To rent, buy or swap), 'Developing new homes' (Our process and what is in the pipeline), and 'Living in your home' (Everything you need to know). A search bar is located on the right. The main content area features a 'Who we are' section with a photo of a house and a red callout box stating '93.48% of calls are answered within 20 seconds'. To the right of this section is a vertical menu of services: 'RESIDENTS Log in or register with MyHomeOnline' (circled in red), 'Pay your rent', 'Report a repair', 'Welfare Reform and Benefits', and 'Universal Credit Transition Rollout Schedule'. At the bottom, there are 'FEATURED' and 'NEWS' sections. The 'NEWS' section includes a headline 'Ending the housing crisis' and another 'NRHA Pledges support for Rural Housing Plan' dated 09 Jun 2017.

Register with My Home Online

Select Register

Login
Our Contact Details
A A A

Welcome to myhomeonline:

Customer Sign-in:

Email Address:

Password:

Memorable Word:

[Register](#) | [Forgotten Login Details?](#)

Select Yes from the drop down menu

Login
Our Contact Details
A A A

This service is available to all residents including garage tenants.

Enter your registration details below and click the "Register" button. Your details will then be validated by a member of our Customer Service Team by the end of the next working day. Until then you can login but you won't have full access.

Once we've validated your account:

- You will be sent a verification code by email - use this after logging in to gain full access
- You will have access to a history of your repairs, your rent account and your personal information
- For security reason you will also receive a letter through the post to confirm your registration

If you are a tenant of emh homes then for the question 'Are you know to the organisation?' please answer Yes.

Are you known to the organisation?

Current Tenancy Number can be found on your recent Statement/Swipe Card or call the Association on 0300 1234 009

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If you are a tenant of emh homes then for the question 'Are you know to the organisation?' please answer Yes.

Are you known to the organisation?

Current Tenancy Number:

Surname:

Forename:

Date of Birth:

Gender:

Memorable Word:

Password:

Confirm Password:

E-mail Address:

Confirm E-mail Address:

Complete the details and Click Register

- Your Registration will be approved by the Association and notification of this will be sent to you by email and in the post.
- When we have confirmed your registration you will be provided with log in details.
- Once you have registered, you can log on 24/7 via our website and access the following functionalities:-

What you can do when registered...

MyHomeOnline **Your Personal Details**

Your Profile [Update your personal details](#)

View Your Account History [Change your password](#) for better services to you but we have a duty under the Data Protection Act to keep your information up to date. [Click an action from the list](#) if your details have changed then please advise us by updating your personal details and clicking the 'Update' or 'Add' button

Planned Maintenance

View Your Repair History

Add A Repair

View Household

Addresses

Make secure online payment

Contact Us

Messages

Help & FAQs

Our Contact Details

Log Out

AAA

Our records show that your details are:

Title	Mr
Forename	Morris
Surname	Test
Date of Birth	
Gender	Male
Transgender	
Sexual Orientation	
Religion	
Preferred Language	
Nationality	
Marital Status	
Cultural Origin	
Ethnic Group	
Status	Current Lead Tenant

Disabilities we are aware of:

Disability	Start Date	End Date
No Results		

[Add New](#)

Your contact details:

E-mail Address	
Home No.	
Daytime No.	
Mobile No.	

[Update](#)

Update your personal details

Update your household details

MyHomeOnline **Account History**

Your Profile

View Your Account History

Planned Maintenance

View Your Repair History

Add A Repair

View Household

Addresses

Make secure online payment

Contact Us

Messages

Help & FAQs

Our Contact Details

Log Out

AAA

Tenancy Number ([redacted]) Summary

(CURRENT TENANCY)

[Click to view your rent details for this property](#)

Property	Commenced	Status	End Date
3 Bed Semi-Detached House	04/08/2014	CURRENT TENANCY	

Account Information for Tenancy ([redacted])

Account	Description	Net Charge	Account Balance	View History	Replacement Swipe Card	Print Statement
0	Main Account	£0.00	£0.00	View	Order	Print

Account balance in arrears example £1.00
Account balance paid in advance example £-1.00

We can accept payments using a variety of methods including the button on the left of the page **Make secure online payment** and successful payments will be shown credited to your account within 5 working days.

Your Account Summary

From 15/10/2014 To 07/01/2015 Search Previous Next

Week Commencing	Rent	Other Charges	Adjustments	Housing Benefit	Payments	Tenant Balance	Account Balance	View Details
05/01/2015	£0.00	£0.00	£0.00	£0.00	£0.00		£0.00	View

Check Your Rent Account

Make a rent payment

What you can do when registered...

Report a
repair

Check your
Repair history

Add a
correspondence
address

Send us a
message

View your
messages

And lots
more.....

If you have
any problems
call 0300 1234
009 and we
can register
you