

Tenancy self service

Help and guidance

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General

What is the tenancy self-service?

This is an online service that enables you to:

- view details of your tenancy
- change your contact details
- view and print your rent statement (including service charge statement)
- pay your rent or service charge
- report repairs if you have a council tenancy
- check your transfer details (if you have any)
- contact us with a comment, compliment or complaint
- set up a direct debit for some types of account

The service is secure and free to use and only takes a minute to set up.

How do I start to use it?

Registration only takes a few minutes. You will need your tenancy reference number and a valid email address.

Is tenancy self-service secure?

Yes. The service uses internet standard for secure communications. This means that when you are logged in all your communication is encrypted so that no-one can see your account or your debit card details.

This is the same technology the banks and all your favourite online retailers use.

Can I perform a transaction at anytime of the day or night?

Yes, the service is available anytime day or night. Occasionally our web-site may undergo maintenance which may mean the service is suspended temporarily.

Can I still use tenancy self-service if I move out?

Yes. Once registered, you will be able to access your rent or service charge and tenancy details even if you move out of your property. This will let you review previous rent statements and pay any outstanding arrears. You will no longer have access to repairs.

Can I still use tenancy self-service if I don't have an email address?

No. To use this service you will need a valid email address. The e-mail address you use to register will be added to your contact details for your tenancy if we do not have it already.

How do I get an email address if I don't have one?

The easiest way to create your email account and get your first email address is to use a free online service.

There are a number of free online email account providers including:

- [AOL](#)
- [Gmail](#)
- [Outlook](#)
- [AOL](#)
- [Yahoo! Mail](#)
- [Zoho](#)

You have the choice to pick any e-mail provider you like. When you create an email account you get an email address to which people can send email to you.

Each email address is unique which means no two people in the world can have the same email address. Just like your postal address, which is one of a kind, your email address belongs only to you.

Will registering mean I don't get letters in the post anymore?

At the moment we will still send letters by post. In the future we will be able to send electronic correspondence. When you register you will be asked if you want to receive electronic correspondence in the future.

If you don't want to, you can choose to opt out. If it is a joint tenancy all the correspondence will be sent electronically if one of the joint tenants opts in.

Can I access this service from my phone?

Yes. You can access this service through your smartphone, tablet, laptop or desktop.

Who do I contact if I am having difficulties with entering information on the system?

Please read through our help and guidance and you may find your answer. You can also phone the Business Support team for advice - Monday to Friday 8.45am to 5pm for advice on **01582 546165**.

Registration

What is a tenancy reference number and where can I find it?

A tenancy reference number is the unique number given to you when you started your tenancy. This is on your **tenancy agreement**. It is also on your payment card - it is **the first seven digits of your payment reference number**.

If you can't find your tenancy reference number you can phone the Business Support team for advice - Monday to Friday 8.45am to 5pm for advice on **01582 546165**.

I have a joint tenancy, who should register?

All joint tenants will be able to log in and use this service. Each joint tenant will have their own individual username and password.

How do I register?

Select register. You will be asked to input your tenancy reference number, your surname, and your date of birth. Then select next to continue.

The system will recognise you from this information. It will ask you to

- create a username
- to input your e-mail address twice
- and create and confirm your password
- tick or untick to say if you want to opt out of paper correspondence
- select next to continue

The screen will confirm that you have been registered.

At the same time you will be sent an e-mail with a link to activate it. Click on this link and you will activate your access. You will then be able to log in to tenancy self-service with your username and password.

If you receive an e-mail without an activation link, it is because the security settings on your equipment have blocked it. Adjust your settings, or use alternative equipment to register.

Once you have registered, you will be able to access tenancy self-service using your standard equipment.

What should I choose as my username and password?

Select your username and password carefully, just as you would when signing up for any other service. You'll need this username and password when you're ready to sign in to web self serve.

Keep in mind that your username and password are case sensitive (USER and user, for example, are considered different names), and choose a password that's easy for you to remember but difficult for a stranger to guess.

Remember your username must have at least 6, but no more than 30 letters and have at least one number. Passwords must contain at least 8, but no more than 20 letters and have at least one number.

Can I change my password and username at a later stage?

Yes. You will be able to change your username and password anytime under the "About me" heading.

What happens if I forget my username or password?

Don't worry if you forget your password. Click on the link to re-register. Input your tenancy reference number, your surname, and your date of birth, and select next to continue.

An automatic email will be sent to your email address with your username and a new password. Use this to log in to tenancy self-service.

Once you have re-registered you should change your password to something you will remember.

What happens if I put in the wrong password?

A message will be displayed saying 'Your username or password is invalid please try again'. If this continues to happen, re-register using the guidance above.

Will my username or password expire?

No. Your details won't expire but you can change your username or password at any time under the 'About me' heading, or by re-registering if you have forgotten it.

What if I have put all my details in but it will not let me register?

Double check to make sure the spelling and the right number of letters has been used for your username and password. If no error box is showing and you still are unable to register please call the Business Support team on **01582 546165**, Monday to Friday 8.45am to 5pm, for advice on what to do.

How do I activate my account?

Once you have registered, you will receive an email with a link that will activate tenancy self-service. Simply log into your email account and click the link to begin.

What if I have not received an email?

Always check your 'spam' folder as this will be the first email we have sent you. If you are re-registering and have changed your e-mail address since first registering, the email will be sent to the original address you used to register unless you have changed this on your contact details. Check your old e-mail address to see if it is there.

If you can't access your old e-mail address call the Business Support team on 01582 546165 Monday to Friday 8.45am to 5pm to disable your tenancy self-service account. You will then be able to register again.

Registered user

Once registered how do I log in the next time?

- Go into tenancy self-service and select the Login option.
- Input your username in the username field.
- Input your password in the password field.
- This will take you in to the tenancy self-service home page.

What if I did not use the system at the time it is showing on my front screen?

If you feel your security details may have been accessed please re-register. If you re-register then all previous accounts will be deleted to prevent further access.

What if my personal details are incorrect?

You can amend your email and telephone numbers under the heading "About me" using "my details". If any other details are incorrect please use the "contact us" option to report it.

Rent and service charges

What does 'CR' and 'DR' mean?

If the '**Balance**' shows as a **credit**, this means there will be 'CR' immediately after your final balance. If you have 'DR' immediately after your final balance you will need to make arrangements with us to clear your arrears.

The contact information for your income officer is shown on the page 'My housing officers' and you can also use the 'contact us' option to get in touch.

If the balance is wrong what do I do?

If you are in receipt of housing benefit, payments are paid weekly for council tenants and 4 weekly for other tenancies such as private sector housing. Check when a payment was last made.

If you have concerns of missing payments or would like support understanding your rent statement please call the Customer Service Centre on **01582 546620** (Monday, Tuesday, Thursday and Friday 8am to 6pm and Wednesday 10am to 6pm) or use the 'contact us' option.

How far back can I get my rent statements?

Statements can be generated from the start of your tenancy or from April 2007 if your tenancy started before that date.

If you would like statements before that date please call the Customer Service Centre on **01582 546620** (Monday, Tuesday, Thursday and Friday 8am to 6pm and Wednesday 10am to 6pm) or use the 'contact us' option. Leaseholders will only be able to obtain statements online from July 2013.

Can I print my rent statement?

Yes. After you have selected the dates you require there is an option to be able to print your rent statement.

What kind of card can I use to pay with?

You can pay with a debit or credit card. The payment will take a few days to show on your account.

What is an authorisation code?

An authorisation code is your reference number which confirms you have made a payment. It would always be advisable to write this down for your own records.

Do I get a receipt and can I print it?

Once your payment has been authorised it will appear on your rent statement within 3 to 5 days. You will also receive a transaction receipt as confirmation. You can print this as confirmation of payment which is your receipt.

If I have paid the wrong amount what should I do?

If you have paid less than you intended, you can then make an additional payment using 'make a payment' option. If you have paid more than you intended you have the option to leave this on your account and it can be used for future rent or service charges.

If you require a refund please call the Customer Service Centre on **01582 546620** (Monday, Tuesday, Thursday and Friday 8am to 6pm and Wednesday 10am to 6pm) or use the 'contact us' option. Please note that a refund cannot be made if your account is in arrears.

What if my payment has been declined?

Please check with your bank or your credit card company.

My application

What is 'my application'?

This option will appear only if you have a live application for a move to another property. It gives a brief summary of your application details. Use the 'contact us' option if there is anything that you do not understand.

Can I use Choice Based Lettings?

Yes. There is a link to Bedfordshire Homefinder to check for available properties and make a bid.

Repairs

Can I report a repair?

If you are a council tenant you can report up to six repairs per day. To use the system, go into 'request a repair' click on the picture to select the repair, check the selection matches what you want to report, and send the report. There is an option to attach a photo if you want to.

If you are using a smartphone or tablet, there may be a delay when you access 'Request a repair' for the first time. The screen may stay on 'Loading' for some time. After this it will ask you to allow redirects. Select Yes and you will see the repairs logging screen. This should only happen the first time you use it.

What if I can't find the repair I want?

There is an option "can't find the problem you want to report". This will let you report details of the repair and the location.

Will I get an appointment?

You won't be able to book an appointment immediately. Someone will contact you during the following working day to arrange a suitable appointment, so make sure your contact details are up to date. If you want confirmation by text make sure that your mobile number is listed as your main contact. Hopefully we will be introducing an online appointment booking service soon.

If I want to change an appointment I have already arranged, can I do it online?

You won't be able to change an appointment online. If you need to change an appointment call our repairs hotline on **0800 0147 333**.

What if it's an emergency?

If you need someone to come out today, call our repairs hotline straight away on **0800 0147 333**. You can call this number 24 hours a day, 7 days a week, every day of the year.

What if my gas service is overdue?

We must carry out a gas service every 12 months. If we haven't been able to make an appointment with you to do this and you report a repair, we will not carry out the requested repair until after the gas service has been carried out. To arrange your gas service call our repairs hotline on **0800 0147 333**.

Will I be charged for my repair?

Some repairs are rechargeable to you. If a repair is required that is not due to standard wear and tear, or if the property has been damaged by you or someone else we may charge for it.

We will let you know when a repair is rechargeable and you can decide if you want us to continue with the work.

You do have a responsibility to keep your home in a reasonable standard of repair. The attached link gives details of [our and your repair responsibilities](#).