

# My Home Online Residents' Portal Sign Up and User Guide

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



Peak District Rural Housing Association

Log on to website

Go to: [www.peakdistrictrha.org.uk](http://www.peakdistrictrha.org.uk)

Select  
Log in or  
register  
button

The screenshot shows the website's navigation and main content. At the top, there is a navigation bar with links for HOME, ABOUT US, NEWS, PUBLICATIONS, and CONTACT US. To the right of the navigation bar are accessibility options (A A A) and a search bar. Below the navigation bar is the PEAK District Rural Housing Association logo. The main content area is divided into three columns: '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). Below these columns is a 'Who we are' section with a blue background and a photograph of a house. To the right of the 'Who we are' 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'. Below the 'Who we are' section is a 'FEATURED' section with a blue header. The first featured item is a graphic for 'HOMES FOR BRITAIN' with the text 'END THE HOUSING CRISIS' and 'GENERAL ELECTION 2015'. The second featured item is 'Ending the housing crisis' with the text 'Find out why we're supporting the Homes for Britain campaign and Housing Day'. Below the 'Ending the housing crisis' item is a 'NEWS' section with a blue header. The first news item is 'NATIONAL LAUNCH BRINGS WEEK TO A CLOSE' dated 07 Jul 2017. The second news item is 'SMALL DEVELOPMENTS MAKE A HUGE IMPACT' dated 06 Jul 2017. An orange arrow points from the text 'Select Log in or register button' to the 'RESIDENTS Log in or register with MyHomeOnline' button. A red circle highlights the 'RESIDENTS Log in or register with MyHomeOnline' button.

HOME ABOUT US NEWS PUBLICATIONS CONTACT US Accessibility A A A

PEAK District Rural Housing Association

Search...

Find a home To rent, buy or swap

Developing new homes Our process and what is in the pipeline

Living in your home Everything you need to know

Who we are

We work closely with local communities to solve village housing problems, where demand is far greater than supply, making it difficult for local people to buy or lease their own home.

Read more

RESIDENTS Log in or register with MyHomeOnline

Pay your Rent

Report a repair

Welfare Reform and Benefits

Universal Credit Transition Rollout Schedule

8/10 Your averaging rating of our contractors

FEATURED

NEWS

HOMES FOR BRITAIN END THE HOUSING CRISIS GENERAL ELECTION 2015

Ending the housing crisis Find out why we're supporting the Homes for Britain campaign and Housing Day

NATIONAL LAUNCH BRINGS WEEK TO A CLOSE 07 Jul 2017

SMALL DEVELOPMENTS MAKE A HUGE IMPACT 06 Jul 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

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.

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- 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:

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 you 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	<a href="#">View</a>	<a href="#">Order</a>	<a href="#">Print</a>

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	<a href="#">View</a>

Check Your Rent Account

Make a rent payment

What you can do when registered...

Report a  
repair

Add a  
correspondence  
address

View your  
messages

And lots  
more.....

Check your  
Repair history

Send us a  
message

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