

Housing Tenant Portal User guide

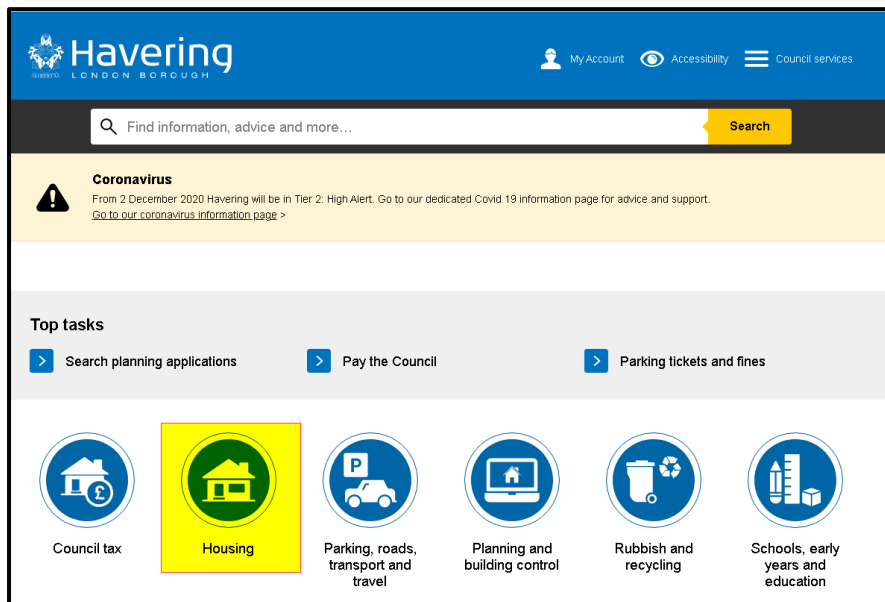
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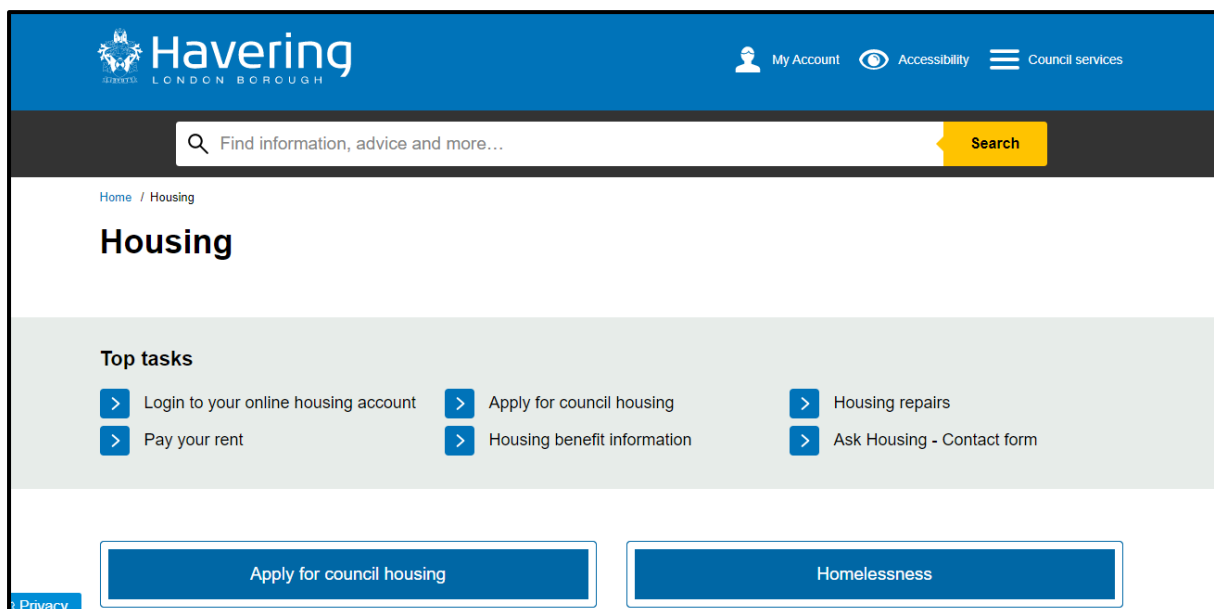
1. Registering for the Residents (MyHavering) Portal

Before accessing your Housing Account, you are first required to create a MyHavering account. This will allow you to access the Residents Portal and link your Housing Account. If you do not have a MyHavering account already please follow the steps below, otherwise move to section 2.

- Go to the London Borough of Havering website: www.havering.gov.uk
- Click on the Housing icon



- Click on the link for **Login to your housing account**



- Click the yellow **Create an account** button

BETA

This is a new service - your [feedback](#) will help us to improve it.

We have upgraded the My Havering account.

Part of that upgrade means you will need to make a new account when accessing your Council Tax, Benefits or Housing accounts..

If you make the new My Havering account with the email you currently use for My Havering, your Council Tax, Benefits or Housing accounts will automatically continue to be connected.

If you chose to use a new email address then please have your Council Tax, Benefits or Housing references, such as your Council Tax account number, ready to reconnect those accounts to My Havering.

Step-by-step guidance on creating a new account is on our [dedicated help page](#).

Create a new My Havering account

Create an account >

- Enter your email address
- Click **Send verification code**

BETA

This is a new service - your [feedback](#) will help us to improve it.

Enter your email address

We will send you a code to confirm this is your email address

Email Address

Send verification code

[Back](#)

- The below screen will display



BETA

This is a new service - your [feedback](#) will help us to improve it.

Enter code to confirm your email address

We have sent a code to your email inbox. The code will expire in 30 minutes.

Verification code

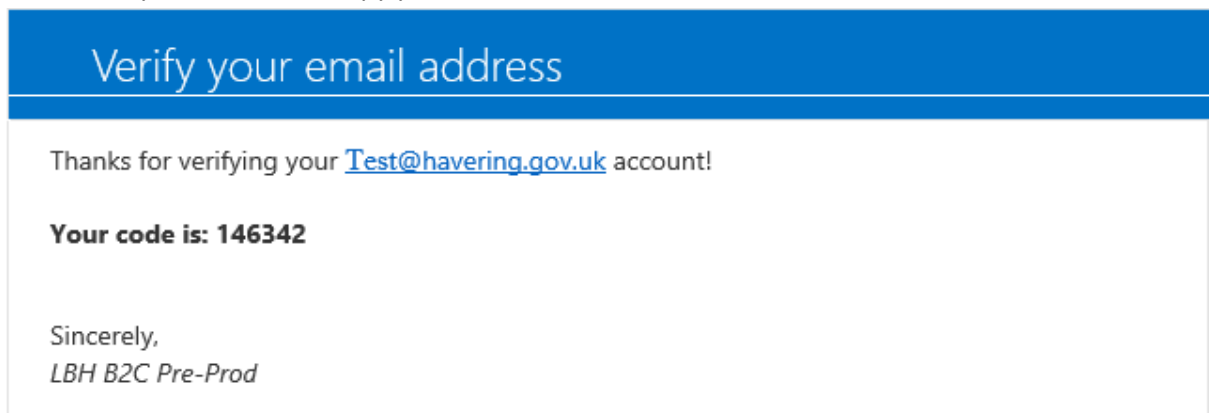
For example, 351057

[Send a new code](#)

Verify code

[Back](#)

- Access your e-mail and copy your code



- Type or paste your code into the Verification field and Click **Verify code**

BETA

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Verification code

For example, 351057

[Send a new code](#)

Verify code

[Back](#)

- Enter your name and create a password and then click **Create account**



BETA

This is a new service - your feedback will help us to improve

Email address confirmed

Enter your name

First name

Last name

Create a password

Your password should be 8-16 characters and contain:

- a mix of lowercase and uppercase letters
- at least one number
- at least one special character ! @ # \$ % ^ & - _ + = [] | : ; , ? / ~ " () ; .

New Password

Confirm New Password

Create account

[Back](#)

- You should then be able to see the MyHavering dashboard

BETA

This is a new service - your feedback will help us to improve it.

My Havering

Linked accounts

You can link your My Havering account to other Council Services using the tiles below.

Once you have done this please allow a few minutes for the accounts to connect.

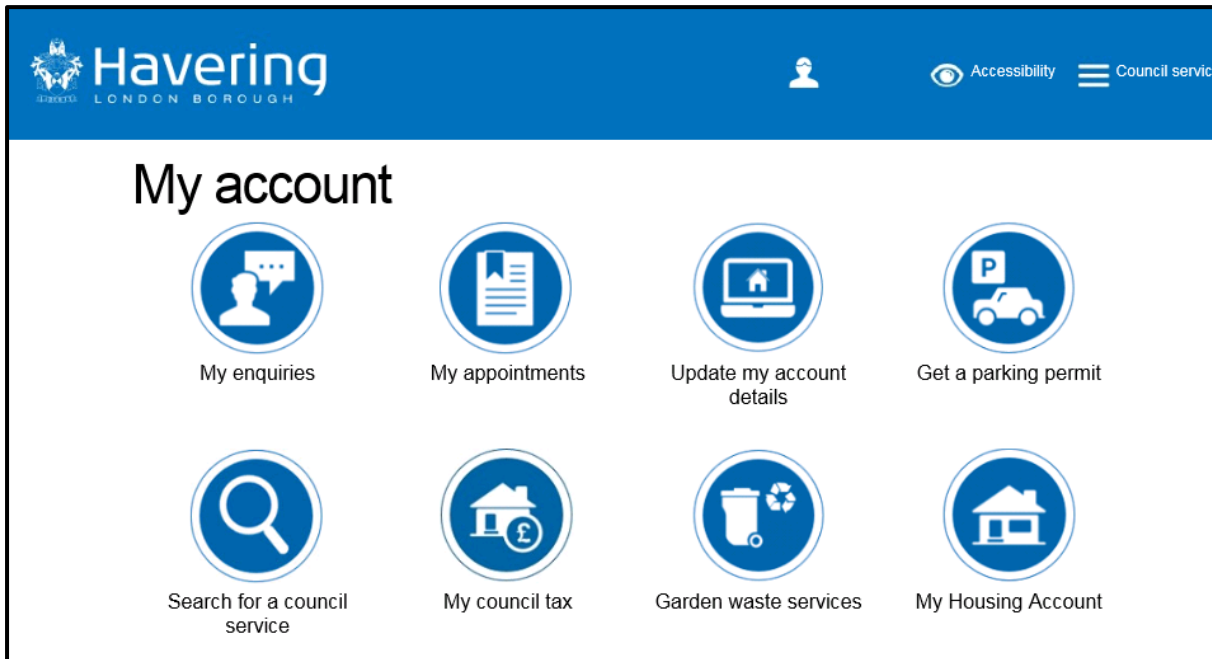
Benefits Add your benefits account	Business Rates Add your business rates account	Council Tax Add your council tax account
Housing Add your housing account	Landlords Add your Landlords account	

Account Management

[Update your personal details](#)[Update your password](#)[Sign out \(test\)](#)

2. Registering for the Tenants Portal

- To access the housing tenants portal, first log into MyHavering and select the **My Housing Account** button



- Type in your rent reference number, this is a 14 digit number which will be found in communications from the council regarding your rent or tenancy
- Click on the **Continue** button

Housing Portal Login

Please provide the following details to allow us to securely access your housing account:

Surname
 Please ensure this exactly matches your housing account.

Date of birth (dd/mm/yyyy)
 Please ensure this exactly matches your housing account.

Tenancy reference no or Applicant reference no
 You can find this on letters from us

- You will now be directed to the housing tenant portal
- To Navigate back to the MyHavering home page, simply click on the Havering Logo