

Customer Account

In order to pay your rent or report a repair online, you will need to set up your Customer Account.



Your Customer Account gives you control. Use it to view your rent statements, report problems and pay your rent quickly and easily from your phone, tablet or PC.

If you haven't already, [email us](#) or call us on 0300 111 7000 and tell us you'd like to be set up. We will give you your username and password. You will need these to log in, so keep them safe.

Once you're set up, you can access your account [here](#) or you can log in by clicking 'Customer Account' in the menu bar at the top of any page of the website.

How to locate a stop valve in case of a leak

How to replace a fluorescent tube light

How to replace a concealed light bulb

How to fix a loose toilet seat

How to unblock a toilet

How to reset a fuse board

Below is a handy guide for you to cut out and keep. It lists all your responsibilities for repairs and upkeep around your home. If you have any questions, please [contact us](#).
