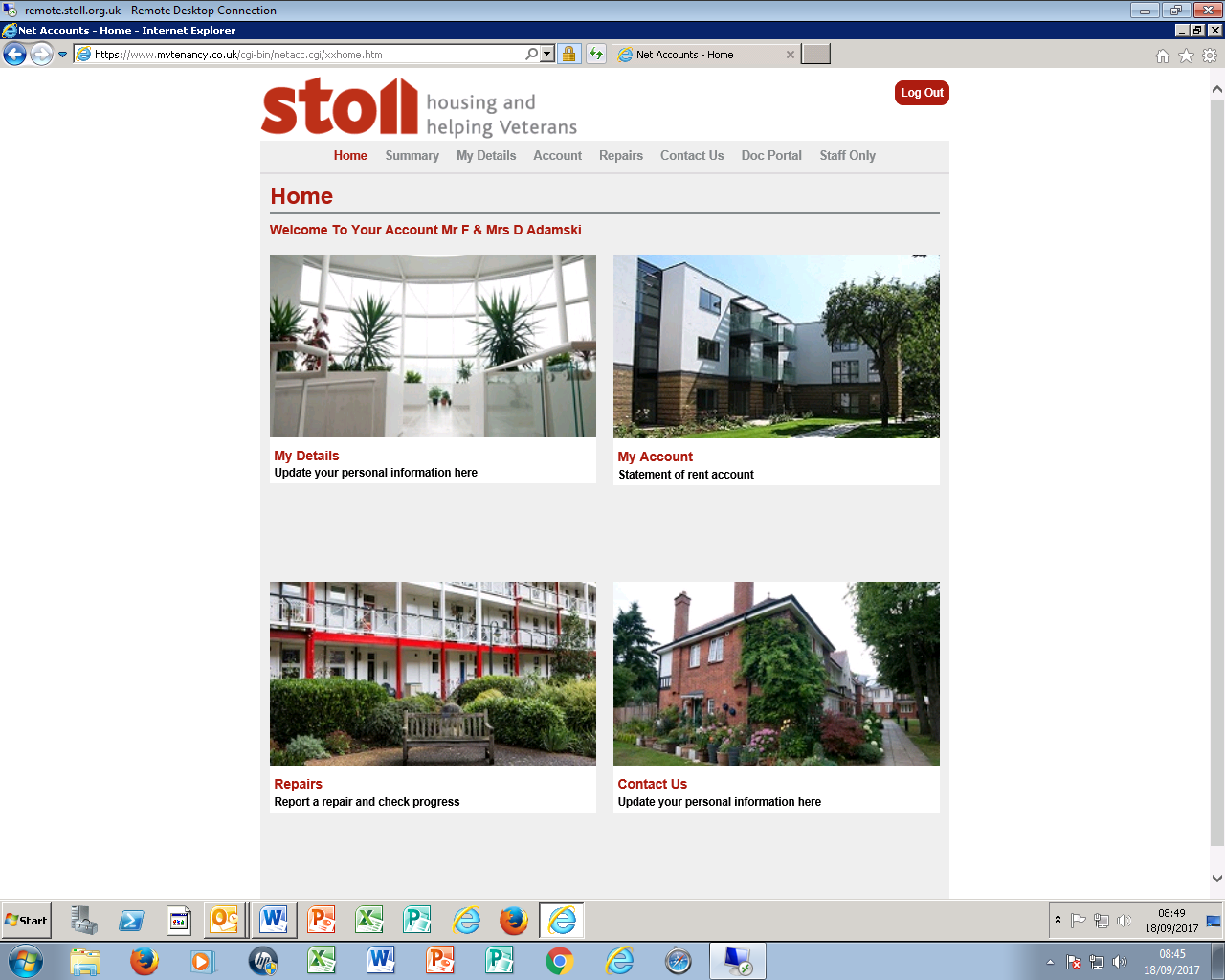
My Tenancy portal

My Tenancy is the new **Stoll** portal; a secure system to make managing your home and your relationship with Stoll much easier.

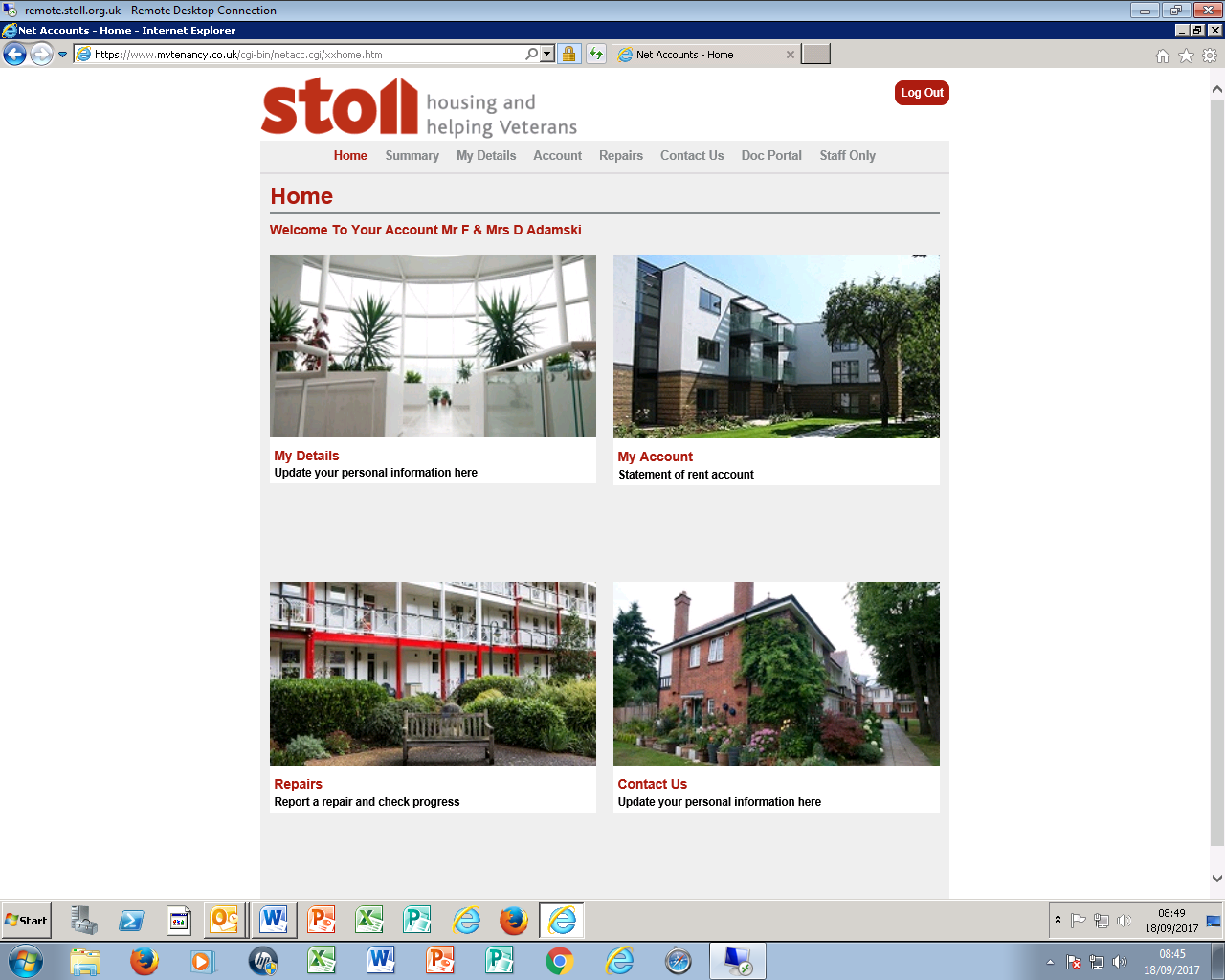
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| **What is My Tenancy**  A secure access point so that you can:   * View your rent account * Report a repair * Update personal information * Contact the Housing Team * View key tenancy documents | You can access your account through **My Tenancy** page of the Stoll Web Site **www.stoll.org.uk**    or directly at **www.mytenancy.co.uk** |
| **Getting started**  You will need to enter:  **Username**  **Password**  And then click **Login** |  |
| **Finding your way around**  There are 4 main areas of the site:  **My Details**:  Personal details and contact information  **My Account:**  Rent charges and receipts  **Contact Us:**  Housing contact information  **Repairs:**  Report and check repairs  You can also access them through the **menu options** at the top of the screen. |  |

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My Tenancy – My Details

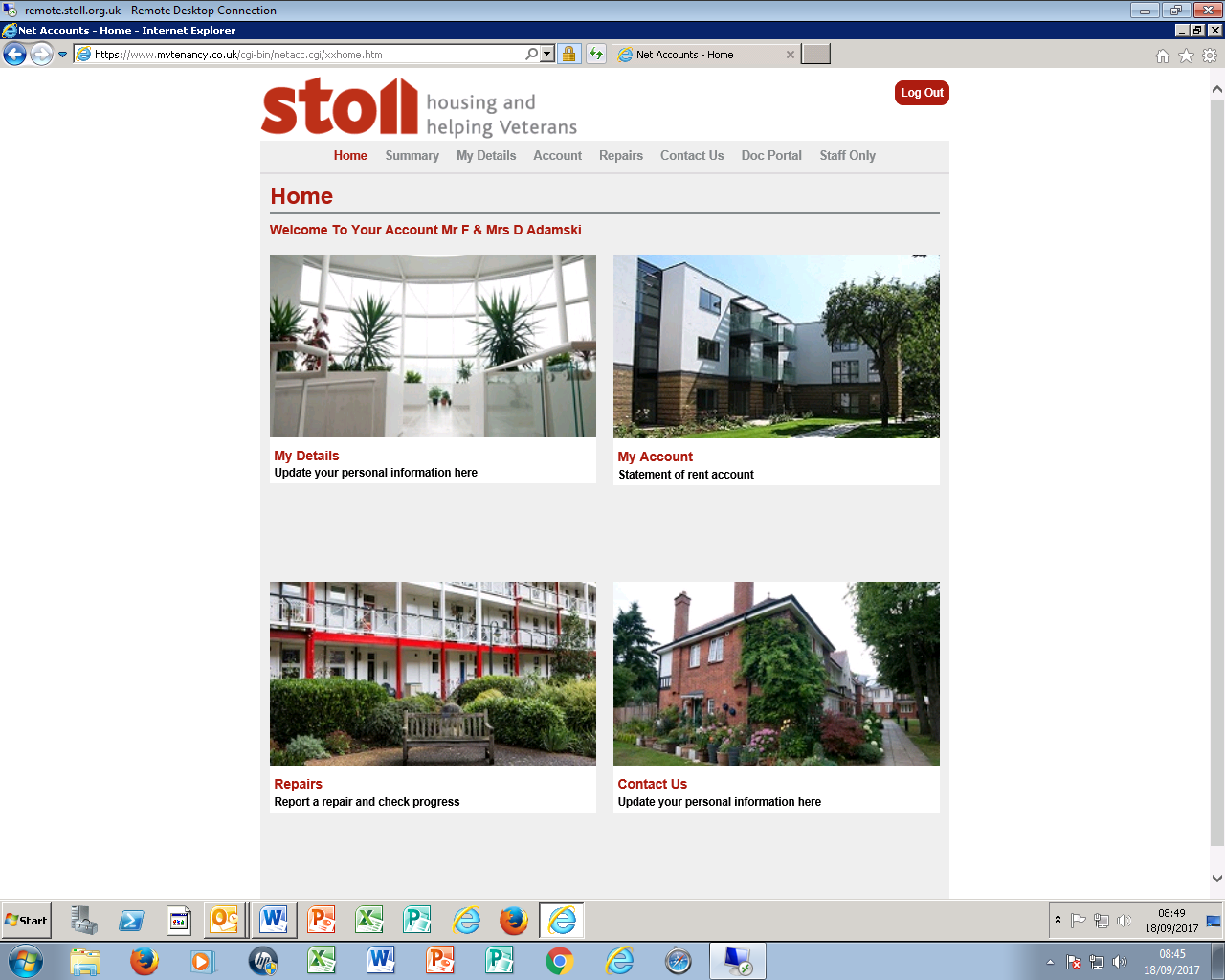
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| **Personal Information**  Your personal information is displayed on the screen including:   * Phone numbers * Email address * Start date * NI Number * Preferred contact method   and   * Your current rent account balance * Breakdown of amount payable   Click on **Update Personal Information** button to submit any amendments of changes to your details. |  |
| **Personal Information Update**  Here you can amend personal information for each joint tenant and for Household members.  Some of the information you can type into the box provided, eg **email address**  and others you select the options from a drop-down list, eg **Communication Needs** |  |
| When you have completed your amendments you need to **scroll down** to the bottom of the screen  **Click** on **Submit Answers** |  |

My Tenancy – My Account



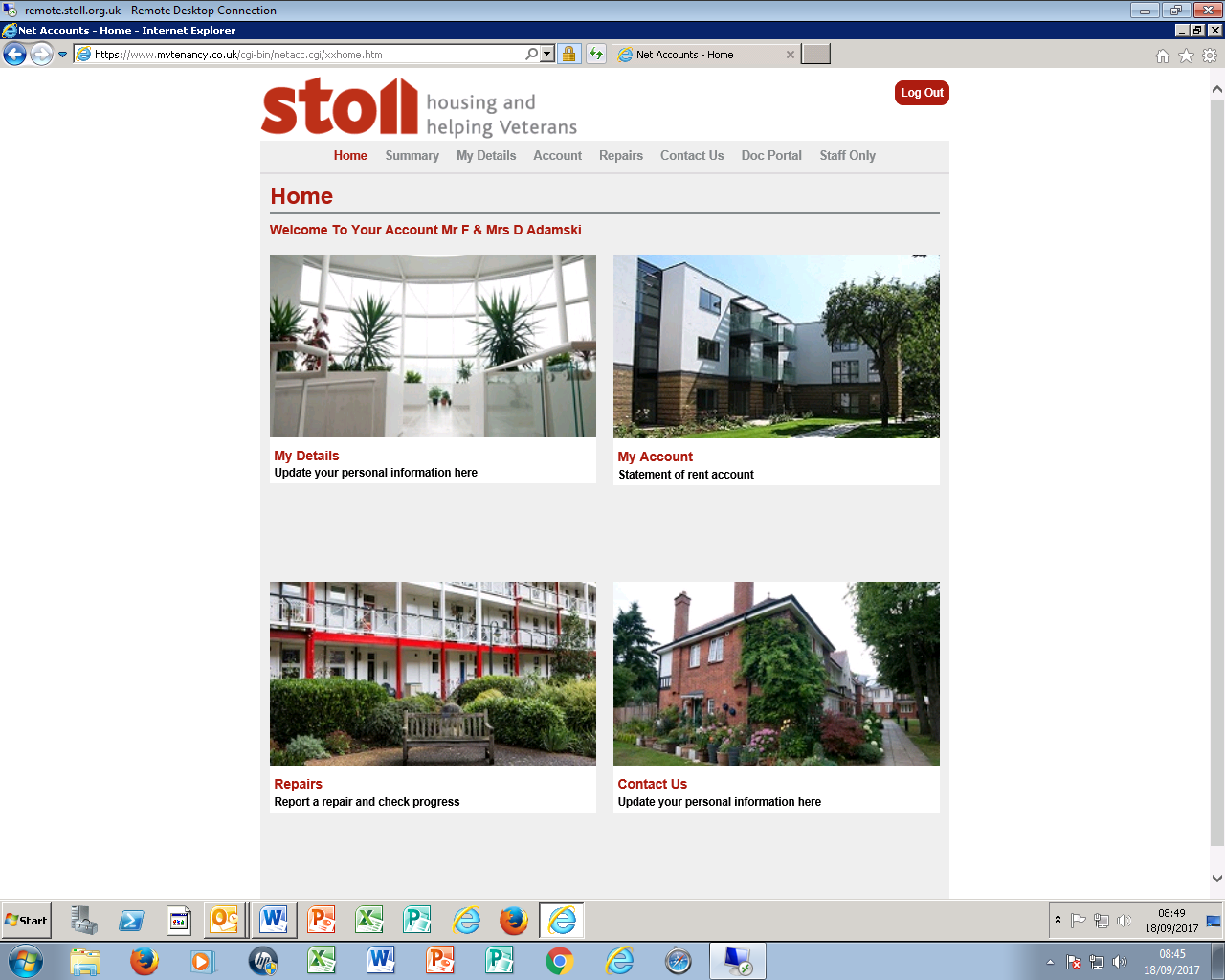
My Tenancy is updated overnight from the live system and so will reflect your account at the end of the previous day.

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| **Statement of Account**  Your rent account information is displayed here including:   * Account Breakdown and Balance   and   * Detailed listing of all transactions   If you have a query about any of these details:  Click on **Discuss Your Account**  **Remember**  Housing Benefit is paid 4 weekly in arrears  You can **Make a Rent Payment Now**  using your Allpay PRN to pay online with a debit or credit card. |  |
| **Account Enquiry**  You will need to select the **Contact Number** to be used from the drop-down list.  If you choose **other** then you will need to enter the number in the box provided.  Type in the details of your query in the **Details of Enquiry** box  Click on **Submit Answers** |  |



My Tenancy – Repairs

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| **Repair Order History**  Here you can see details of repairs reported and the Estimated and Actual completion dates.  If you need to request a repair:  Click on **Report a Repair** |  |
| **Repair Request**  You will need to select the **Contact Number** to be used from the drop-down list.  If you choose **other** then you will need to enter the number in the box provided.  Type in the details of the repair needed – the **What Repair is Needed?** box will expand down as you type,  Enter clear details of the **Location of the Repair**  Please let us know of the days and times you can be available in case we need to make an appointment  Use the 3 drop-down boxes to identify the **Repair Type**; you will need to choose from the first list, then the second and then the third  The **Source** option will be set to **Tenant**  Click on **Submit Request** |  |



My Tenancy – Contact Us

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| **Contact Us**  On this page you will find all the key contact details for your tenancy, including email addresses and phone numbers for Head Office, Housing Officers and Scheme Coordinators.  Emergency, out of hours, contact information is also available. |  |

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| **Menu Bar**  At the top of the screen, at all times. From this you can select any of the main screens. You can also select:  **Summary**  **Doc Portal** |  |
| **Summary**  This page shows a ‘snap-shot’ of key information:   * Personal information * Account information * Repairs information |  |
| **Document Portal**  This page has links to many of the key documents and forms to help you manage your tenancy. |  |

Remember: when you have finished using the website

