Housing Online FAQs https://housingonline.croydon.gov.uk/

Who can sign up for Housing Online?

Housing Online is available for existing Croydon Council tenants, leaseholders and housing applicants, as well as residents who want to submit a housing application and residents who are homeless or soon to be homeless.

On the login page there are three options:

- **Log in**
- **Create an account** – this option is for existing tenants/leaseholders/housing applicants
- **Create an account (Unregistered)** – this option is for people who want to apply to join the housing register, or if you are homeless or threatened with homelessness.

Information for existing council tenants

To create an account you will need the following:

- Email address
- Rent account number
- Full name – first name and surname
- Date of birth

If the details match what we have in the system, then an account will be created.

If one or more of your details are entered incorrectly you will receive an error message 'Unable to uniquely identify you from details given'. To resolve this please check the details you entered and amend where necessary. If it still does not work, please email LBCHousingOnLinePortal@croydon.gov.uk.

How can I view my rent account balance?

There is an option called 'My Account' where you can view the balance and transactions of your current rent account and any previous accounts you may have had with Croydon Council.

Information for existing leaseholders

To create an account you will need the following:

- Email address
- Service charge account number
- Full name – first name and surname
- Date of birth

If the details match what we have in the system, then an account will be created.

I got the error 'Unable to uniquely identify you from details given' what does that mean?

- It means one or more of the details you entered is incorrect. Check the details you entered and if it still does not work, email leasehold services, providing the details you entered to confirm they are correct in our system.
- As a leaseholder, we may not have your date of birth in the system, contact leasehold services to confirm and update where necessary.

I have more than one lease property, can I see all of them on my account?

Yes, once you log into your account, go into 'My accounts' and you will see all the details for all your properties.

Information for existing housing applicants

To create an account you will need the following:

- Email address
- Housing Register or Transfer Register reference number
- Full name – first name and surname
- Date of birth

If the details match what we have in the system, then an account will be created.

If one or more of your details are entered incorrectly you will receive an error message 'Unable to uniquely identify you from details given'. To resolve this please check the details you entered and amend where necessary. If it still does not work, please email LBCHousingOnLinePortal@croydon.gov.uk.

Information for homelessness and people applying to be on the housing register

What information do I need to register?

All you will need is an email address.

Can I complete an application?

Once your account is created and you log in, you will need to complete eligibility questions under the option 'My Housing Options'. Once you complete the questions and are deemed eligible, you will be given access to complete the housing application.

General Queries

What do I do if I have forgotten my username?

Please email us at LBCHousingOnLinePortal@croydon.gov.uk and we will get back to you.

What if I have forgotten my password?

- Click on '*Forgotten your password?'*

- Then enter the email address registered for Housing Online and click on **Reset Password**.

- This will now send a link to reset password to your registered email address.
- Click the Reset Password link on the email and another screen will appear - follow the instructions to recover your password.

The email will be sent from no-reply@croydon.gov.uk. Use this link within the hour to progress with the password reset. If this does not work, there is a link included in the email which can be copied and pasted manually into a browser. Please remember to check your spam folder before you contact support at LBCHousingOnLinePortal@croydon.gov.uk

What if I no longer use the email address I registered with?

- Please email LBCHousingOnLinePortal@croydon.gov.uk and request for an update to the email address registered against the Housing Online account. You will need to provide:
  - The original email address against the account
  - The new email address to be attached to the account
- Once it has been updated, a link will be sent to the new email address to confirm the change of email address against the account.

How do I update my contact details?

Click on '*My Contact Details'*, where you can view and update the following:

- Home Telephone Number
- Mobile Number
- Email Address

How do I set up a two-factor authentication?

- Two-factor authentication is an extra level of security you can apply to your Housing Online account. This is **optional** but will provide your account with an extra layer of security, further protecting your personal information.
- To set it up, log into your account and click on '*My preferences*' tab above '*My summary'*. You can now follow the instructions to set up the two-factor authentication.

How do I request repairs?

My Repairs is not currently available, it will be launched in the next few months. In the meantime, please use My Account to raise and view repairs. It is available at the following link. https://www.croydon.gov.uk/housing/information-council-tenants/repairs-council-homes

How can I see my service charge accounts?

Currently, leaseholders are not be able to view their service charge accounts. We anticipate this to be available by mid-late October.

How can I view my rent statement

Once logged into Housing Online access the **My Account** tile

My accounts

Actions
Make a payment
Rent statement
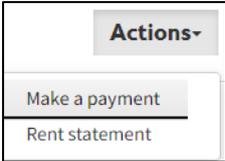
next click on the **Actions** button and select **Rent Statements** from the options. This is what a statement looks like for the resident and there can be multiple pages worth of transactions to look through.

Statement

Rent						-£1,059.56
						Balance

The statement below is for payment reference ▮▮▮▮

Sort and filter	Show	Date from	Date to	View		
	All transactions	Date from 🗓	Date to 🗓			

Number of records to display

Transaction date	Reference	Type	Subtype	Credit	Debit	Balance
30-AUG-2023	▮▮▮	Rent charge	-	-	-£161.19	-£1,059.56 IN ARREARS
29-AUG-2023	▮▮▮	Rent charge	-	-	-£161.19	-£898.37

How can I make a payment?

Once logged into Housing Online access the **My Account** tile

My accounts

Actions
Make a payment
Rent statement
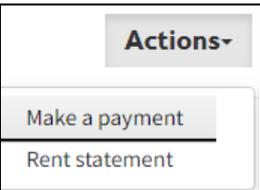
Next click on the **Actions** button and select Make a payment. This will take the resident to the croydon they should select **Housing Rent** as before

Online Payment

Pay for it

Welcome to the Croydon Council secure internet payments services. You can make secure payments using most major credit or debit cards (not Diners Card or American Express).

Please select from the following list:

- Council Tax
- Housing Rent
- General Invoice
- Trade Refuse
- Driving and Parking Penalty
- Housing Service Charge

How can view my tenancy information?
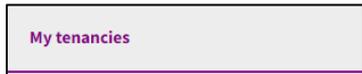
Once logged into Housing Online access the **My tenancies** tile [My tenancies].

This will present a screen as below where the resident can view details of their current tenancy

My tenancies

Your current tenancies are listed below

Tenancy reference	Property reference	Pay reference	Tenancy address	Tenancy status	Actions
██████████████████████████████████				Current	Actions ▾

What is My Documents for?

Once logged into Housing Online access the My documents tile [My documents].

This will present a screen as below where the resident can view any documents, they have uploaded using Housing Online.
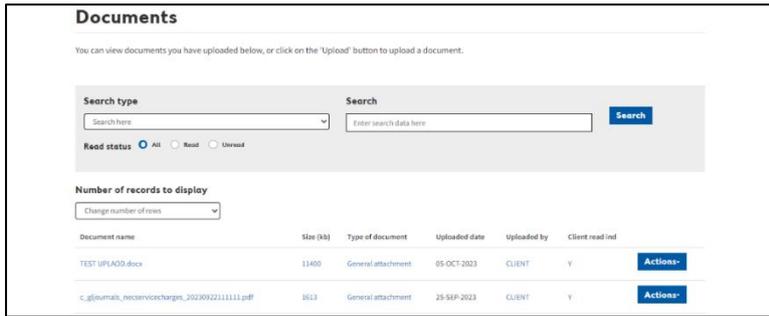
What is my Housing Option tile for?

This tile allows the resident to do one of the following:

- Apply for Council Housing if you are homeless or threatened to be homelessness
- Apply to join the Council's Housing Register

To access Once logged into Housing Online click on

My Housing options tile

Clicking on My Housing Options will present the below screen. Click on **Generate my Housing Options**. If your application has already been assessed the relevant option will be visible here.
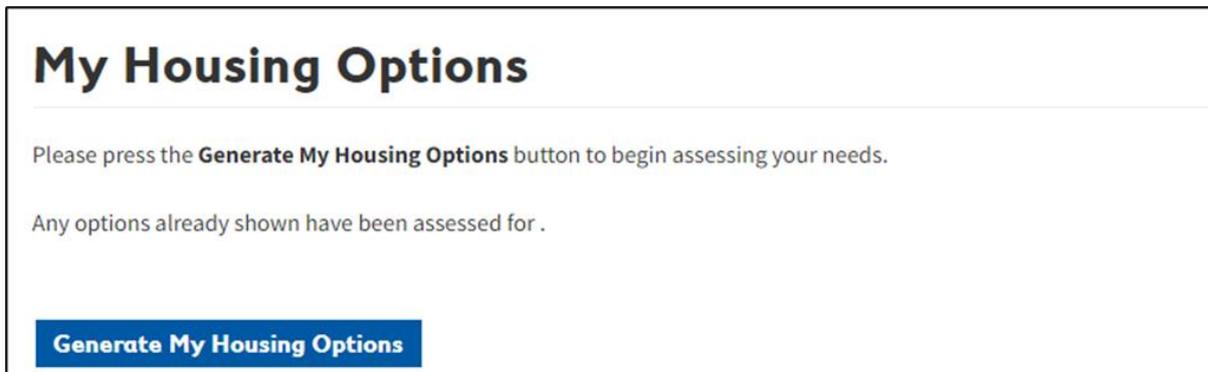
Clicking on Generate my Housing Options will present a screen as below. Please choose the relevant option as appropriate and click **Next**.

What is My housing transfer application for?

This tile is only for people who are an existing Croydon tenant and want to move to another property within council. This allows such tenant to submit such applications.

Once logged into Housing Online, access the **My housing transfer application** tile

Complete the fields as necessary and submit your application.

What is My Message tile for?

Residents can view any targeted messages Croydon send to customers.