



TOWER HAMLETS

# MyHome

The Online portal for tenants and leaseholders



# What is MyHome?



- MyHome is the name for Housing Management's customer portal for tenants and leaseholders.
- MyHome is where customers can manage information about themselves and also:
  - view, log and chase up repairs
  - request services
  - view their rent or service charge account(s) and make payments



# Registration process



- To register for MyHome, visit <https://myhome.towerhamlets.gov.uk>
- Click on the 'Not registered? SIGN UP HERE' button to start the process.

Welcome to MyHome

This is the online portal for tenants and leaseholders of Tower Hamlets Housing

Log in to your account

Username/Email Address

Enter your email address here

Forgotten your username?

Password

Enter your password

Show

Forgotten your password?

Log in

Not registered? SIGN UP HERE



# Setting up your email and password



- Enter your email and a password that has:
  - One upper case
  - One lower case
  - One number
  - Has a minimum of 8 characters
- Click 'Next' when ready.

## Register

You need to be either a:

- Current Tenant (the tenancy is in your name)
- Former tenant (the former tenancy is in your name) or a Leaseholder (the lease for the property is in your name)

Email Address

\* required

Use your email address to create an account and also to sign in again

Create a password

Your password must have at least:

- Eight characters
- One capital letter
- One lower case
- One number

Provide a Password

Show

Password Strength Better



Next

Cancel



# Email verification



- An email will now be sent to the registered email to verify the address.

## Register Check Email

✉ We have sent an email to [REDACTED] with a link to continue registration

⌚ Check your email and activate the link before it expires in 12 hours.

🔄 If this email expires or is wrong, you will need to start the registration process again. Check your spam folder before you contact Tower Hamlets Housing Service Centre on 020 7364 5015



# Confirm and verify email



- Once the email is received, the customer should click on 'Verify me'. This will open a new session requesting details about the customer and their account.
  - NB. The link within the email is only valid for 12hours and should only be clicked once.



## Step 2: Please provide your details to complete registration

Thank you for registering for MyHome.

Press this link to provide your details. This link is active for 12 hours from the time it was sent.

[Verify me](#)

If the button doesn't work, please copy and paste this into your browser:

[https://myhometest.towerhamlets.gov.uk/ords/houtdev\\_selfserv/f?p=13000:205:0:INITIALISE:NO:RP:CONF\\_ID,P205\\_ORG\\_LANG:4559379629950659508343417320964910235990,THH](https://myhometest.towerhamlets.gov.uk/ords/houtdev_selfserv/f?p=13000:205:0:INITIALISE:NO:RP:CONF_ID,P205_ORG_LANG:4559379629950659508343417320964910235990,THH)



# About you and your account



- Enter your Rent Payment Reference or Service Charge Account Number, Name, Date of Birth and a Memorable Question and Answer.
- Click 'Finish' when ready.

## Register Details

### Reference Number

Tenants need to provide your Rent Payment Reference Number  
Leaseholders need to provide your Account Number  
These may be found on a letter or statement you have received from Tower Hamlets.

Select the following

Payment Reference/Account Number ▾

Reference Number

If you need help in retrieving these details, please call the Housing Service Centre 020 7364 5015

### Personal details

First Name

Last Name

Date of Birth/Date of Purchase

### Add your memorable answer

This will make sure you can get back into your account quickly and securely in case you ever lose access. First, choose your secret or memorable question

Select your memorable question

What is your favourite colour? ▾

Now enter your answer to this question

By clicking the "I accept" button I acknowledge that I have read and accept the terms of the above agreement

I accept the [terms here](#)

Finish

Cancel



# Registration complete



- Customer will now see an onscreen confirmation of their registration.

## Successfully Registered

✔ You have successfully Registered. Please follow the link to login

[Continue to Login](#)



# Logging into MyHome



- To log in to MyHome, simply enter your email address and password and then click on 'Log in'

## Welcome to MyHome

This is the online portal for tenants and leaseholders of Tower Hamlets Housing

**Log in to your account**

Username/Email Address

Forgotten your username?

Password  
  Show

Forgotten your password?

[Log in](#)

[Not registered? SIGN UP HERE](#)



# Landing page



Once a customer signs in this is their landing page & the main menu.

Welcome to MyHome. How can we help?


A grid of ten service menu items, each with a blue header and a white footer. The items are: 'My Personal Details' (person icon), 'My Contact Details' (phone icon), 'My Login Details' (gears icon), 'My Rent Accounts' (house icon), 'My Service Charge Account' (house icon), 'My Tenancies' (house icon), 'My Repairs' (wrench icon), 'Contact Us' (speech bubbles icon), 'My Documents' (document icon), and 'Access Housing Register' (external link icon). Each item has a corresponding icon in the header and a smaller version in the footer.


My Personal Details My Personal Details	My Contact Details My Contact Details	My Login Details My Login Details
My Rent Accounts My Rent Accounts	My Service Charge Account My Service Charge Account	My Tenancies My Tenancies
My Repairs My Repairs	Contact Us Contact Us	My Documents My Documents
Access Housing Register Log on to Housing Register (external website)		



# My Personal Details

In this section, customers can update personal information.

My Personal Details

My Personal Details 

## My Personal Details

[Update Details](#)

**Title**  
Mr

**Forename**  
[REDACTED]

**Surname**  
[REDACTED]

**Date of Birth**  
[REDACTED]

**Ethnic Origin**  
Refused

**Gender Identity**  
Refused

**Main Language**  
English

**Marital Status**  
Single

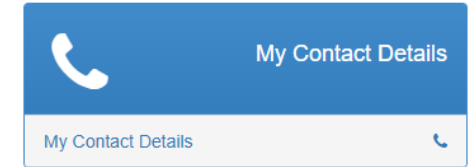
**Religion**  
Refused

**Sexual Orientation**  
Refused

**National Insurance Number**



# My Contact Details



- Under Contact Details, customers can update their contact details. From contact address, email and contact number.
- Any information updated here will end previously held data.

## Your Contact Details

Updating your email address, updates your login details

Your email address \*

Your contact number \*

Your contact address

New Town Hall, 160 Whitechapel Road, London, E1 1BJ

If your contact address has changed, please update this below

Flat Number

Building Name

NEW TOWN HALL

House or Street Number

160

Street \*

WHITECHAPEL ROAD

Town or City \*

LONDON

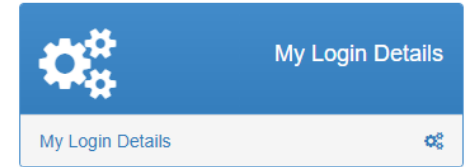
Zip/Post Code \*


E1 1BJ

Update Cancel







# My Login Details





- Customers can maintain their login details under this page by changing email address, password, and memorable questions and answer
- Helpful is available:  against each field to assist the customer.

## Update Login and Account Recovery Details

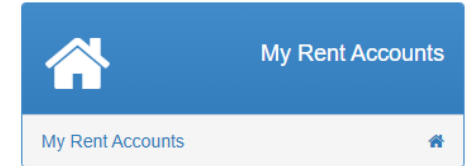
**My Email Address** 

  
**Current Password**   Show  
**New Password**   Show  
Password Strength  
**Confirm New Password**   Show  
Password Strength  

Please keep your memorable questions and answers safe.

**Memorable Question**   
**Memorable Answer**   
 

# My Rent Account



- In My Rent Account, customers can see a quick summary of their rent account.
- The 'Actions' button allows access to view online statements, payment schedules, account details and to setup a Direct Debit.

## My Rent Account

Make a Payment

Address	Account Description	Payment Reference	Current Balance	
Store Shed 5, Saunders Close, Limehouse Causeway, London, E14	RENT ACCOUNT	██████████	-£580.65	Actions▼
Garage 129, Oast Court, 10 Three Colt Street, London, E14	RECHARGEABLE REPAIRS ACCOUNT	██████████	£0.00	View Statement Payment Schedule Account Details Create A Direct Debit
Garage 129, Oast Court, 10 Three Colt Street, London, E14	RECHARGEABLE REPAIRS ACCOUNT	██████████	£0.00	



# My Rent Account > View Statement



- On this page, customers can see all transactions on their account.
- Each line will also advise if the customer is 'In Credit' or 'In Arrears'.

## Account Statement

RENT ACCOUNT					-£580.65
Your Payment Reference is [REDACTED] and should be used when making a payment					IN ARREARS Balance
The Statement below is in respect of Payment Reference [REDACTED]					
Sort and Filter		Show	Date From	Date To	View
		All Transactions	Date From	Date To	
Transaction Date	Effective Date	Credit	Debit	Transaction Type Name	Balance
14-APR-2025	14-APR-2025	-	-£17.31	Standard Debit	-£580.65 IN ARREARS
07-APR-2025	07-APR-2025	-	-£17.31	Standard Debit	-£563.34 IN ARREARS



# My Rent Account >

# Payment Schedule



- On this page, customers can see their current payment method as well as the schedule of historic and future payments.

## Payment Schedule

Payment Reference	Account Description	Current Balance	Payment Method
[REDACTED]	RENT ACCOUNT	-£57.56	Direct Debit

Future Payments [Historic Payments](#)

Payment Type	Due Date	Payment Amount
Rent Payment	20-APR-2025	-£124.75
Rent Payment	20-MAY-2025	-£124.71



# My Rent Account > Account Details




- On this page, customers see a summary of their account and an 'Actions' button to navigate to the Statements page or to create a Direct Debit.
- They can also see the breakdown of their account charges – using the radio button to see 'current' or 'all (historic)'.

## Account Details

		Actions ▾
Nett Rent	£17.31	
Account Status	Current	
Start Date	02-FEB-2015	
End Date		
Housing Benefit	£0.00	
Gross Rent	£17.31	

### Breakdown of charges

Account Charges      Effective date

All    Current            

Charged for	Property	Start Date	End Date	Amount
Miscellaneous Rent Reduction-Non Residential	-	19-AUG-2024	-	-£2.38
Charge For Non-Residential Facilities	Garage 129, Oast Court, 10 Three Colt Street, London, E14	04-APR-2022	-	£17.27
Charge For Non-Residential Facilities	Store Shed 5, Saunders Close, Limehouse Causeway, London, E14	04-APR-2022	-	£2.42



# My Rent Account >

## Create Direct Debit



- On this page, customers can securely create a Direct Debit against their account.
- There are four standard date options only.

### Direct Debit Agreement

The Direct Debit Guarantee  This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debit.  If there are any changes to the amount, date or frequency of your Direct Debit, London Borough of Tower Hamlets will notify you 14 working days in advance of your account being debited or as otherwise agreed. If you request London Borough of Tower Hamlets to collect a payment, confirmation of the amount and date will be given to you at the time of the request.  If an error is made in the payment of your Direct Debit by London Borough of Tower Hamlets or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society.  - If you receive a refund you are not entitled to, you must pay it back when London Borough of Tower Hamlets asks you to.  You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.

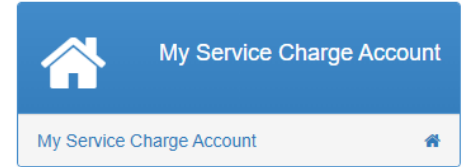
Paper Direct Debit

Back

Continue





# My Service Charge Account



- Leaseholders will be able see all lease accounts that they hold.
- Using the Actions button, they can view their invoices.
- Former leaseholders will not be able see any records in this region.

## Service Charge Accounts

Address	Account Description	Account Number	Current Balance	Actions
 London, E1 1QD	Service Charges		-£7,032.93	<a href="#">Actions</a>





# My Service Charge Account > Invoices > View Charges



- Against each individual invoice, customers can see what they are being invoiced for, and the transactions against that invoice.
- Customers can also make a payment directly from the page using the 'Make a Payment' button.

## Invoice Details

Invoice Reference	Invoice Total	Invoice Balance	CR/DR	
[REDACTED]	-£2,131.43	-£2,131.43	DR	<a href="#">Make a Payment</a>

Invoiced For	Invoiced Amount
Estate Caretaking	-£182.98
Ground Rent	-£10.00
Block Caretaking	-£349.23

## Transactions

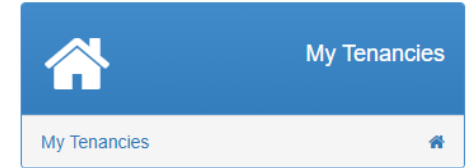
Sort and Filter

Date From  To Date To  [Run Search](#)

Transaction Date	Transaction Type	Transaction Sub Type	Amount
10-JAN-2025	Payment	Cashiers	-£622.93



# My Tenancies



- Here, customers can view their past and current tenancies.
- This page also allows customers to notify us of their intent to terminate their tenancy.
- Guidance is provided of what is expected prior to termination.

## My Tenancies

### Tenancy Holding/Licence

If you wish to terminate a tenancy holding/licence (i.e. a car space, shed etc) that is not listed below, please use the eForm under Contact Us or call us on 020 7364 5015.


### Death of a Tenant

If you wish to report a death of a Joint Tenant, please complete the appropriate eForm under Contact Us or call us on 020 7364 5015.

### Downsizing?

If you are downsizing, you are eligible for the cash incentive scheme. Our Void Officer can have this discussion with you during the pre-termination call/visit.

**Note:** If you are a **non-Tower Hamlets council Tenant**, then please do not use this service to terminate your tenancy. Contact your [Housing Provider](#) to discuss your tenancy.

Tenancy Ref	Rent Account No	Address	Status	Notice Rec'd	Expected End	
[REDACTED]	[REDACTED]	Garage 6, Dowler House, Burslem Street, London, E1	Current			 <a href="#">I want to.. ▾</a>



# My Repairs



- My Repairs is an online tool allowing customers to view repairs against their tenanted property and any associated administration units (Block, Estate, Lift, Door Entry etc).
- Using the drop-down list, a customer can select the desired record to view the relevant repairs.

## Repairs Requests

### Welcome to the Tower Hamlets Housing online service for requesting repairs

**Tenants:** You can use this service to request *non-emergency repairs* to your council property, block and estate.

**Leaseholders:** You can use this service to request *non-emergency repairs* to your block and estate, but under the terms of your lease, you cannot request repairs to your property.

**Emergency Repairs:** If your repair is an emergency, please call our Housing Service Centre on 0800 376 1637 (free from mobiles and landlines) or 020 7364 5015 (open Monday to Friday from 8:30am to 5pm). For out-of-hours emergencies, please listen for the menu options.

**Our Repairs Policy:** Please [click here](#) to see our repairs policy.

Please click on your property address below, and then select an option required

Once you have selected an option, click 'Report a Repair'

< Door Entry >, Delafield House, Christian Street, London, E1 1RS

Report a Repair

The following repairs have been reported for: < Door Entry >, Delafield House, Christian Street, London, E1 1RS

Reference Number	Date Reported	Description	Status	Actions
11768644	18-JUL-2024 12:52	Repair door entry control panel	Logged	I want to... ▾
11768643	18-JUL-2024 12:52	Specialist locksmith - provide any key or lock	Logged	I want to... ▾

Please click on your property address below, and then select an option required

< Door Entry >, Delafield House, Christian Street, London, E1 1RS

Garage 3, Dowler House, Burslem Street, London, E1

Garage 6, Dowler House, Burslem Street, London, E1

Delafield House, Christian Street, London, E1 1QD

< Lift >, Delafield House 1-79 Christian St, London, E1 1QD

< Water Pressure >, Delafield House 1-79 Christian St, London, E1 1QD

< Door Entry >, Delafield House, Christian Street, London, E1 1RS

< Block >, Delafield House 1-79 Christian St, London, E1 1QD

< Block >, Dowler House 1-9 Burslem St, London, E1 2LN

< Estate >, Berner Estate (North), London, E1 1LY



# My Repairs > Report a Repair



- To report a repair, customers should select the desired property or administrative unit and then click on the Report a Repairs button. This ensures the appropriate options are presented to the customer.

Please click on your property address below, and then select an option required

Once you have selected an option, click 'Report a Repair'

Garage 129, Oast Court, 10 Three Colt Street, London, E14

**Report a Repair** → Report a Repair

[Back to My Repairs Summary](#)

**Welcome to Tower Hamlets Homes Repairs Portal**

You can request a non-emergency repair to your home or communal area using this online Repairs Portal.

**Got an emergency repair?**

If you need to report an emergency repair in normal working hours (8:30 am- 5pm), to make sure we deal with it as soon as possible, you should call us at the Housing Service Centre on **0800 376 1637** (free from landlines and mobiles) or **020 7364 5015**.

[Find out here what is classed as an emergency.](#)

**Important Message**

Before you get in touch, please check first whether the repair is our responsibility or yours. If you are a tenant, some repairs may be your responsibility to fix. If you are a leaseholder, all property-based internal repairs are your responsibility, and you will only be able to request repairs to communal areas. [You can find our leaseholder and tenant repair guide here.](#)

[Click Here To Report A Repair](#)



# My Repairs > Report a Repair (sections)

- Customers can then select the appropriate section to report the repair and provide extra information about the required repair.
- Ability to raise appointment against that repair will be available soon.

## Report a Repair

[Back to My Repairs Summary](#)

[Text Only version](#)



Contents

Basket empty

Please select the appropriate section:



Aids and adaptations



Alarms



Repairs to basins and sinks



Repairs to baths and showers



Blockages



Damp and condensation



Doors



Electrics inside your home



Floors, walls, ceilings and stairs



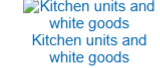
Garages



Gates and fences



Heating and hot water



Kitchen units and white goods  
Kitchen units and white goods



Pest control



Toilets



Windows



# My Repairs > Supporting Documents



- For each repair that has been raised, customers can upload a supporting image. This helps our Housing Service Advisors, Contractors and Surveyors to understand the repair.

The following repairs have been reported for: Garage 129, Oast Court, 10 Three Colt Street, London, E14

Reference Number	Date Reported	Description	Status	Actions
11769612	04-MAR-2025 10:09	Repair any defective domestic lift including stair or through floor lift	Logged	 I want to... ▾ View Details Upload supporting document(s)
11769611	04-MAR-2025 10:04	Repair any specialist adaptation equipment		



# My Repairs > View Details



- For each repair raised customers can view details of that repair along with appointment information.
- If needed Customer can also chase the repair using the ‘Chase this Repair’ button.

## Repairs Details

This page provides a summary of your repair with options to:

### View multiple repairs

By default, you will see the latest repair order. If more than one repair was needed to fix the problem, then you can view this information below by using the drop-down button.

### Chase a repair

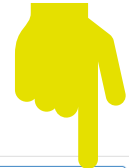
You can chase and view our responses to your chases.

[Back to Repairs Requests](#)

### List of Repairs Raised

11769612/1 Repair any defective domestic lift including stair or through floor lift

[Chase this Repair](#)



### Reference Number

11769612

### Description

Repair any defective domestic lift including stair or through floor lift

### Job Sent to Contractor

04-MAR-2025 10:14

### Contractor

Lift And Engineering Services

### Appointment Date

14-MAR-2025 10:30:00 - 14:29:00

### Action Message

The work was passed to the contractor and an appointment has been made for 14-MAR-2025 between 10:30 and 14:29.



# My Repairs > View Details > Chase this Repair



- Customers chasing a repair can enter their message on screen along side what type of chase this is, i.e. no appointment etc.
- Depending on the chase type, information will be sent to either the Contractor or our Housing Service Advisors.
- An acknowledgment of the chaser is also emailed to the customer
- Once a response has been made, customers will be able to see this response here and receive an email.

## Chase this Repair

Use this page to chase or query your repair.

You can chase or query your repair by choosing the appropriate subject from the drop-down list and entering a message in the box below.

Tower Hamlets or one of our contractors will contact you by 5pm on the next working day in response to your enquiry.

If your repair becomes an emergency you should ring **020 7364 5015** or **0800 376 1637**.

In order to allow us enough time to look into your query, you will only be able to submit one enquiry per repair within a 24 hour period.

**Note:** If you are chasing a communal repair, do not enter any personal information as this will be visible to others in your block or estate.

[Back to Repair Details](#)

Your Name

[Redacted]

Your Contact Detail

[Redacted]

Please enter your query

Your Message \*

Chase Up Type \*

Please Select

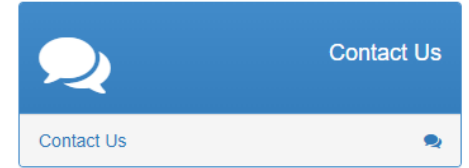
Contractor

Previous Notes

No records were found to be displayed



# Contact Us



- On this page Customers can view up to 12 months of Contacts\* they have made with Housing Management.
- Customers can also log a new request by clicking on the 'Request a Service' button.

\*Not including repairs related.

## My Requests

### Submitting Request

Please complete the form below with full details of your request and then click the **Submit Request** button **once** and wait for the page to refresh.

### Supporting Documents

Where requested or you wish to submit supporting document(s) against a Request, you can upload using the Actions menu option.

### Our Response

To view our response to your request, use the Actions menu option.

Enter search text here...  
Enter search text here...



Request a Service

Reference	How you contacted us	Date Contacted	Service Requested	Tower Hamlets to respond by	Date Responded	Outcome	Action
247768	MyHome	10-OCT-2024	Lodger Request (Tenants Only)	14-OCT-2024	04-MAR-2025	Advice Given	<input type="button" value="v"/>



# Contact Us > Request a Service



- Once the customer clicks on 'Request a Service' they are asked to select from a list of options what service they need
- Each option presents a new page to collect the required information for their request
- Newly logged Contacts are then sent to the appropriate business/patch area for a response

## How can we help?

### Please Note

The following services are available for **Tower Hamlets** tenants and leaseholders. Please contact your own landlord if you are not a Tower Hamlets tenant or leaseholder.

### Supporting Documents

To support your request, you can now upload a document/image against the request. Once you have completed the Request Form, simply return to the **My Requests** summary page and use the Actions menu to upload a document/image against that Request.

### Contact Details

Please check to ensure we have your latest contact details should we need to contact you for further information. If they are not correct, please update your contact details.

The screenshot shows a web form with a dropdown menu titled "Please select from a list of options". The dropdown is open, displaying a list of service options. To the right of the dropdown is a blue "Next" button. The options listed are:

- Anti-Social Behaviour on a Tower Hamlets Property or Estate
- Grounds Maintenance
- Fly Tipping
- Caretaking and Cleaning
- Vehicle Change and Permit Replacement
- Car Space / Garages/ Sheds / Bike Shelter - Termination
- Fob Key Request (Tenants and Leaseholders Only)
- Car Space / Garages/ Sheds / Bike Shelter - Enquiry
- Leasehold Subletting
- Nominate a Leasehold Contact



# Contact Us > Upload Document



- Once a Contact has been logged, customers can upload any supporting documents against it
- These will then be sent to the appropriate business/patch area

Reference	How you contacted us	Date Contacted	Service Requested	Tower Hamlets to respond by	Date Responded	Outcome	Action
247768	MyHome	10-OCT-2024	Lodger Request (Tenants Only)	14-OCT-2024	04-MAR-2025	Advice Given	<a href="#">Request a Service</a>
247767	MyHome	10-OCT-2024	Lodger Request (Tenants Only)	14-OCT-2024	-		<a href="#">View Response</a> <a href="#">Upload supporting document(s)</a>



# Contact Us - Summary



- Once a Contact is logged, it will appear on the Summary page along with when they should expect a response.
- Where a response has been provided, customers can see the outcome summary and the date actually responded.
- An email with the officer's response is also sent out to the customer.

## My Requests

### Submitting Request

Please complete the form below with full details of your request and then click the **Submit Request** button **once** and wait for the page to refresh.

### Supporting Documents

Where requested or you wish to submit supporting document(s) against a Request, you can upload using the Actions menu option.

### Our Response

To view our response to your request, use the Actions menu option.

Enter search text here...

[Request a Service](#)

Reference	How you contacted us	Date Contacted	Service Requested	Tower Hamlets to respond by	Date Responded	Outcome	Action
247768	MyHome	10-OCT-2024	Lodger Request (Tenants Only)	14-OCT-2024	04-MAR-2025	Advice Given	<input type="button" value="v"/>



# Contact Us > Viewing Responses



- Once a response to a Request has been entered the customer will be able to see the response via 'View Response'.

[Request a Service](#)

Reference	How you contacted us	Date Contacted	Service Requested	Tower Hamlets to respond by	Date Responded	Outcome	Action
247754	MyHome	17-JUN-2024	Grounds Maintenance	19-JUN-2024	18-JUN-2024	Business Actions Started	<input type="button" value="v"/>
247753	MyHome	17-JUN-2024	Caretaking and Cleaning	19-JUN-2024	-		<input type="button" value="View Response"/> <input type="button" value="Upload supporting document(s)"/>



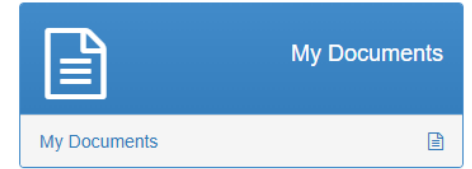
## View Response/Action

<b>Summary of your request</b>	Overgrown green spaces and needs trimming
<b>Date Answered</b>	18-JUN-2024
<b>Our Response</b>	Thank you for contacting Tower Hamlets. We have passed this on to our Grounds maintenance team who will arrange a time to trim the grass areas.

[Back to My Requests](#)



# My Documents



- In this region, customers can view documents they have submitted and documents that Housing Management have sent

## My Documents

If a document you had provided has been viewed by Tower Hamlets, this document will no longer be available for deletion.

Search Type:  Search Data:

Read Status:  All  Read  Unread

### Number of Documents

Document Name	Document Type	Document Date	Related To	Reference	Viewed by Customer?	
<a href="#">RE_Tenancy Health Check procedure.zip</a>	Repairs Related	26-FEB-2025	Customer Contact	CCT: 247768	Y	<input type="button" value="Download Document"/>
<a href="#">Subletting Jun 24- GZ.pdf</a>	Repairs Related	13-JUN-2024	Repairs	SRQ: 11768428	Y	<input type="button" value="Download Document"/>
<a href="#">DTI_34256690.pdf</a>	Repairs Related	13-JUN-2024	Repairs	SRQ: 11768428	Y	<input type="button" value="Download Document"/>

- Documents are downloadable by the customer.
- An email is sent to the customer when new document(s) have been published online.



# My Documents > Document Deletion



- If a document submitted by a customer has not been viewed by an Officer, then that document can be deleted by the customer.
- Once viewed, a document cannot then be deleted.

## Document Details

If a document you had provided has been viewed by Tower Hamlets, this document will no longer be available for deletion.

**Document Name**

ren\_hra005\_36142852.pdf

**Document Type**

Rent Account Related

**Document Date**

15-APR-2025

**Related To**

Customer Contact

**Reference**

CCT: 247767

**Viewed by Customer?**

Y

**Viewed by Tower Hamlets?**

N



View

Download

Back


Delete



# Links


- Throughout MyHome, there are many links to other services and information. Clicking/tapping on these links opens them in a new tab.

## Useful Links to other Tower Hamlets Housing online resources:



**Access Housing Register**

Log on to Housing Register (external website)



[View our Better Neighbourhoods Programme](#)  
Click here to view the programme

[Traffic Management](#)  
Click here for permit

[Council tenants](#)  
Click here for information and services for tenants of council properties

[Keys, fobs and storage](#)  
Click here to find out more

[Parking Fine Payments](#)  
Click here to pay a parking fine

[Council leaseholders](#)  
Click here for information and services for leaseholders of council properties

[Report a problem](#)  
Click here to report a problem

[Blue Badge Scheme](#)  
Click here to find out more

[Complaints](#)  
Click here to give us feedback




# Forgotten Username

- If a customer has forgotten the email or username used when creating their account, they should click on 'Forgotten your username?' link for advice
- This would usually ask for the customer to contact 020 7364 5015

Log in to your account

Username/Email Address

Forgotten your username? 

Password

  Show

Forgotten your password?

[Log in](#)

[Not registered? SIGN UP HERE](#)

## Forgotten Username

That's okay, please contact Tower Hamlets Housing Service Centre on 020 7364 5015

[Back to Login Page](#)



# Forgotten password

- If the customer has forgotten their password, they should click on 'Forgotten your password' link

**Log in to your account**

Username/Email Address

Forgotten your username?

Password  
  Show

Forgotten your password?

[Log in](#)

[Not registered? SIGN UP HERE](#)



# Confirming registered email address



- On the next screen, customers should enter their registered email address and click on 'Reset Password'
- An email will now be sent to the registered account on how to reset their account password

## Forgotten Password

That's okay, let's go find your account so we can reset your password.

What email address did you use when you created your account?

Enter email address

Please ensure you have already been registered for an Online account. If you are having trouble remembering your email, please contact Housing Service Centre on 020 7364 5015

Reset Password

Cancel

## Forgotten Password - Check Email

✉ We have sent an email to THHICT@THH.ORG.UK with a link to reset your password

⌚ Check your email and activate the link before it expires in 12 hours

🔄 If this email expires, you will need to start the reset password process again



# Reset link



- On receipt of the email, customer should click on the 'Reset Password' link
  - Link within the email is only valid for 12 hours and should only be clicked once.



## Step 2: Continue to reset your password

When resetting your password, please ensure your password meets the following minimum criteria:

- minimum of 8 characters
- contain upper case characters
- contain lower case characters
- contain numerical digits

**Please note:**

- You will be asked to enter your memorable answer that you had set up during registration or had updated since registration.
- If you click on the link below and do not update/change your password, you will have to restart the reset password process again.

Press this link to reset your password. This link is active for 12 hours from the time it was sent.

**Reset Password**

If the button doesn't work, please copy and paste this into your browser:

[https://myhometest.towerhamlets.gov.uk/ords/houtdev\\_selfserv/f?p=13000:108:0:INITIALISE:NO:RP:CONF\\_ID,P108\\_ORG\\_LANG:9728861807405823665834275136843084901459,THH](https://myhometest.towerhamlets.gov.uk/ords/houtdev_selfserv/f?p=13000:108:0:INITIALISE:NO:RP:CONF_ID,P108_ORG_LANG:9728861807405823665834275136843084901459,THH)

If you didn't request a password reset then please ignore this message.



# Answering memorable question



- Once the link opens, customer will be asked to provide their secret answer to their memorable question they had set up during the registration process

## Enter Memorable Answer

You need to provide below the answer to your secret question that was created when you registered

Answer the following question

What is your favourite colour?

Secret Answer

Continue

Cancel



# Resetting password



- Customer should now enter a new password that has:
  - One upper case
  - One lower case
  - One number
  - Has a minimum of 8 characters
- Click 'Next' when ready
- Customer will then be redirected to the login page

## Reset Password

Now you can reset your password by completing the fields below.

### Your password should contain the following:

- minimum of 8 characters
- contain upper case characters
- contain lower case characters
- contain numerical digits

### Having difficulty in creating a secure, memorable password?

Try [Password Generator](#) (opens in new tab).

Enter your new password data in the following fields:

Please enter your new password   Show

Password Strength

Please confirm your new password

