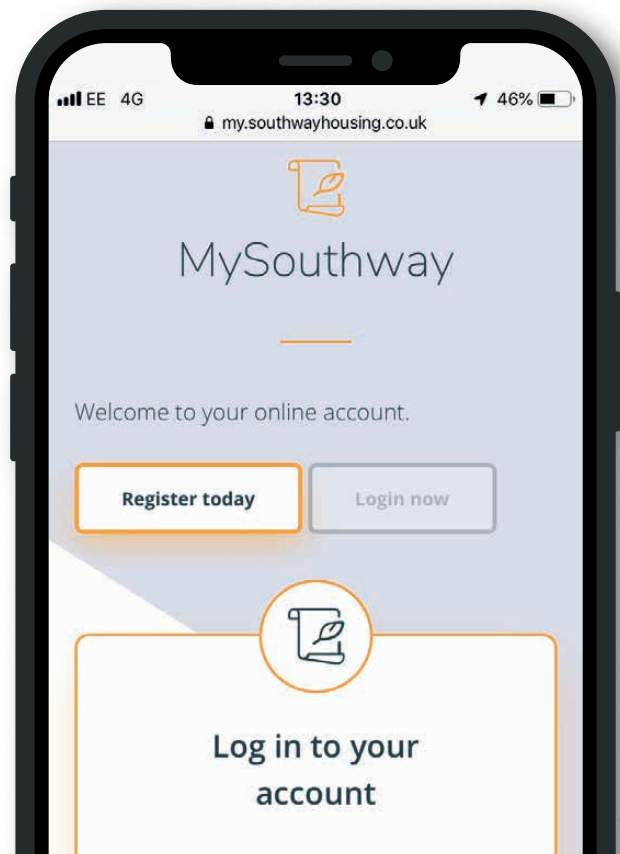


Step-by-step guide

How to book repairs,
update your details and
pay your rent online at
southwayhousing.co.uk



We've created this step-by-step guide to help you:

- book a repair 24/7
- check repair status and history
- pay your rent
- check your rent balance
- update your details
- access your tenancy documents
- get in touch at anytime!

**Struggling to
get online or don't
have a computer?**

**We can help you
→ See page 22**

southwayhousing.co.uk



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How to register

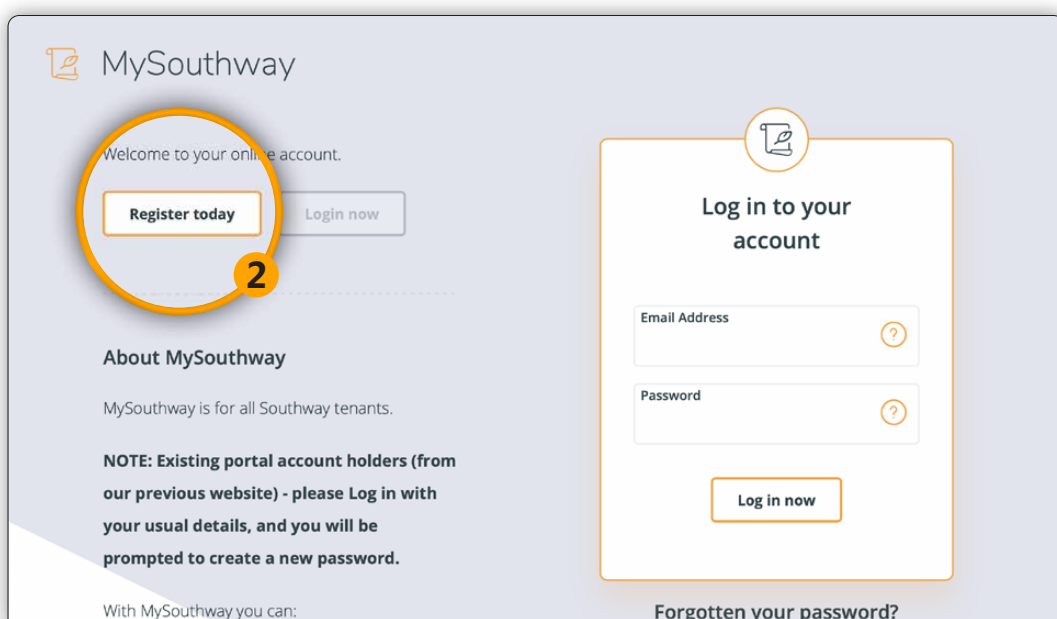
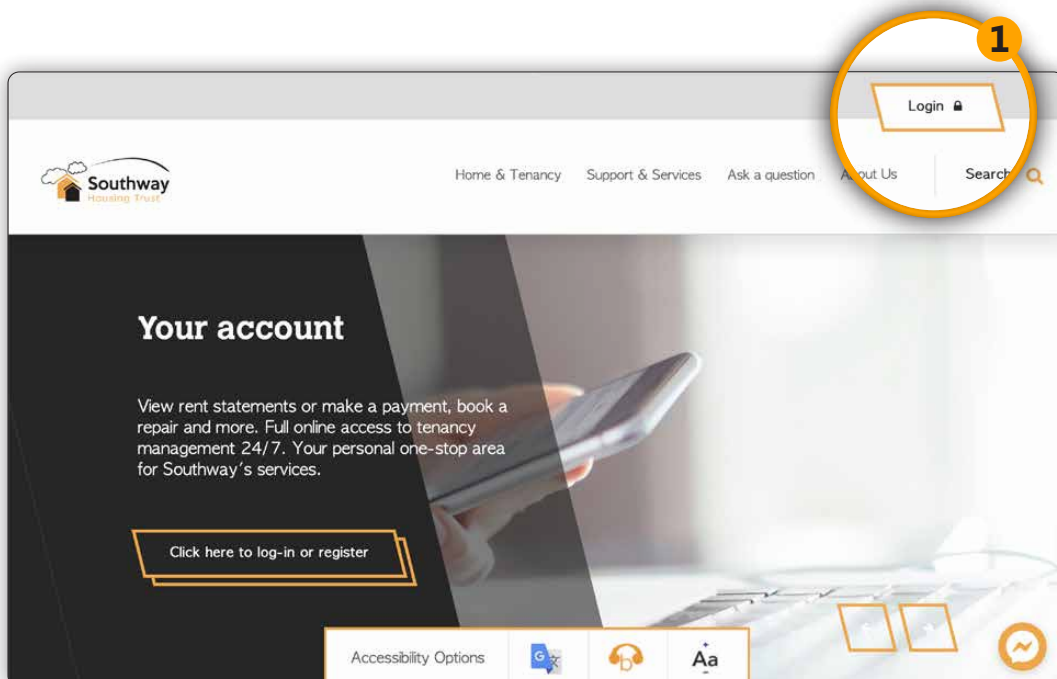
It is important for us to keep in touch with our tenants, and for you to be able to contact us. The quickest and easiest way for us to do this is online.

We are urging our tenants to sign up to our tenant portal (see how in this leaflet) — this way we will have your email address

automatically and can communicate with you this way. You can also contact us on the website via the portal too.

If not, you can also get in touch by emailing connect@southwayhousing.co.uk to let us know your contact email address.

Already registered? Skip to **Section Two** 'How to log-in' on page 6.



Step 1

To register for the tenant portal go to www.southwayhousing.co.uk and click on the **'Login'** button at the top of the page.

Step 2

Click **'Register today'**.

Step 3

On the 'Register today' area you will be asked for your name, email address, date of birth, tenancy reference number and postcode.

When creating your password – make sure it's memorable!

MySouthway

Welcome to your online account.

[Register today](#) [Login now](#)

About MySouthway

MySouthway is for all Southway tenants.

NOTE: Existing portal account holders (from our previous website) - please Log in with your usual details, and you will be prompted to create a new password.

With MySouthway you can:

- check your rent account
- print a statement
- report and track repairs
- update your details
- and much more....

Register today

First name e.g Harry

Surname e.g Potter

Email e.g harry@hogwarts.com

***** Date of birth e.g 11/07/1980

Tenancy ID e.g 82003

PostCode e.g CB2 7DW

Password Use letters, numbers, and capital letters

Confirm password


[Register for an account](#)



You can find your **13 digit tenancy ID** number on your tenancy agreement, on the front of your rent card and also on old rent statements. If you can't find your tenancy reference number please contact us.

Logging in to the secure portal

To log in to your MySouthway account, click on **'Login'** on the homepage and then just enter your email address and password. Then click **'Log in now'**.

 MySouthway

Welcome to your online account.

[Register today](#) [Login now](#)


About MySouthway


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- check your rent account
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- update your details
- and much more....

 **Log in to your account**

Email Address 

Password 

[Log in now](#)

Forgotten your password?

[Change your password here](#)

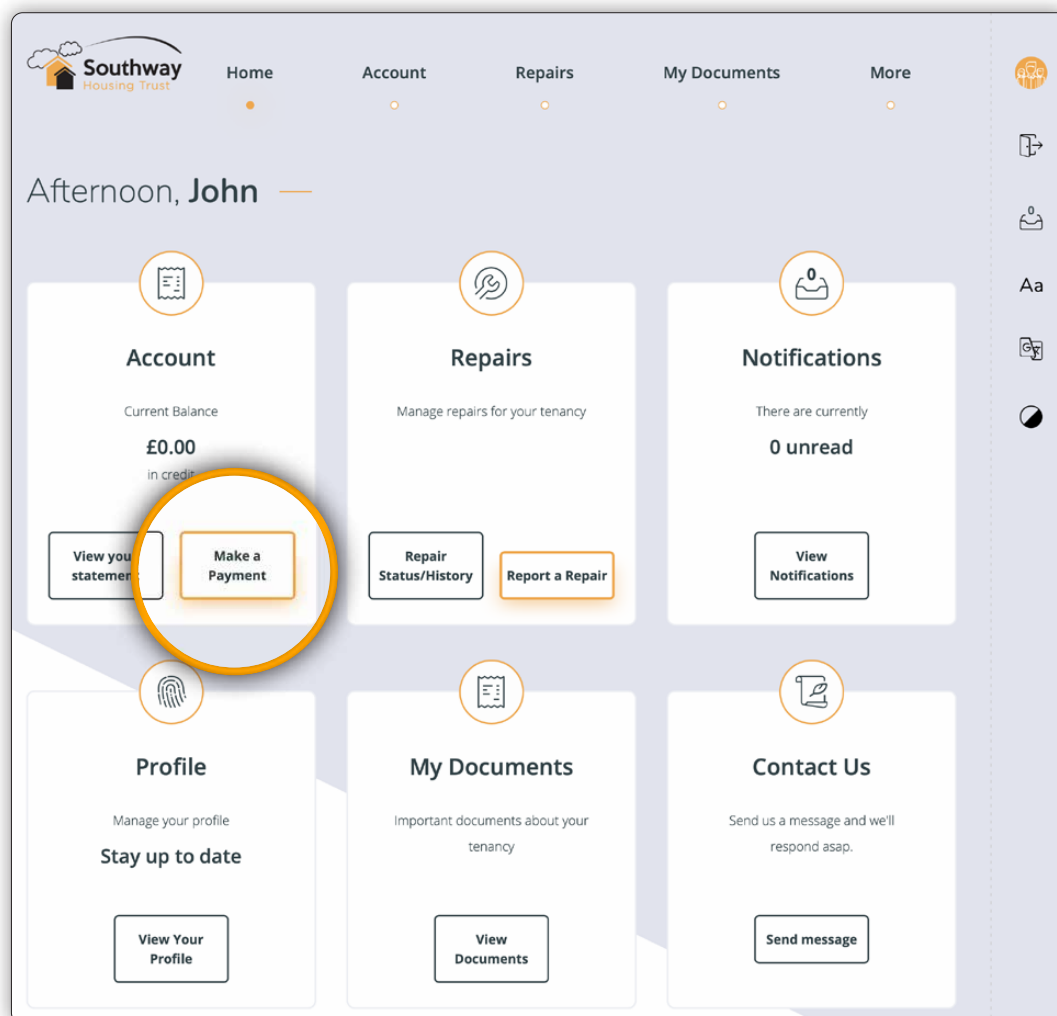
How to pay your rent and check your balance

The 'Account' section in your dashboard* allows you to:

- View your current balance
- View your most recent payments
- View a rent statement for any time period
- Pay your rent

Paying your rent

When logged in, you can pay your rent in the '**Account**' section of your dashboard by clicking on the '**Make a Payment**' button.



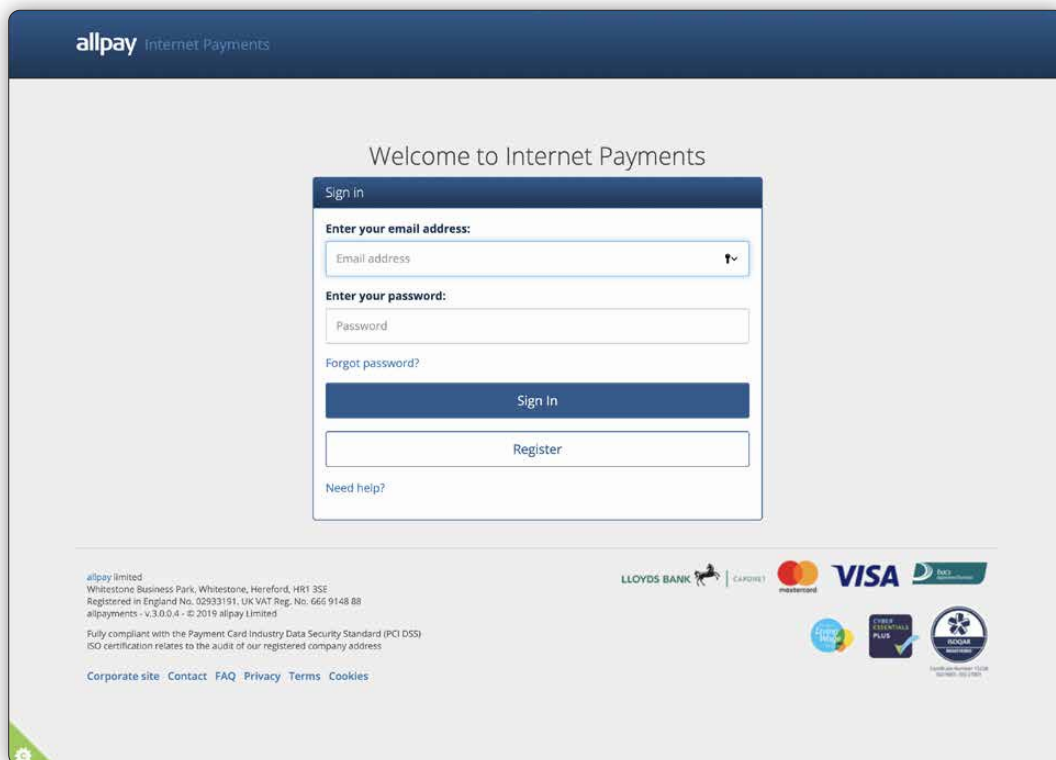
Your dashboard as shown in the example page above, is where you can find all your online services.

You will now be re-directed to the external 'allpay Internet Payments' site.

You will now need to sign in with your allpay details.

Signing up to allpay

If you haven't yet registered with allpay, please do so by clicking '**Register**' on this page. You will need your 19 digit PRN number, which can be found on your allpay rent payment card. If you don't have this please contact us. Once logged in just follow the simple steps to make a payment.

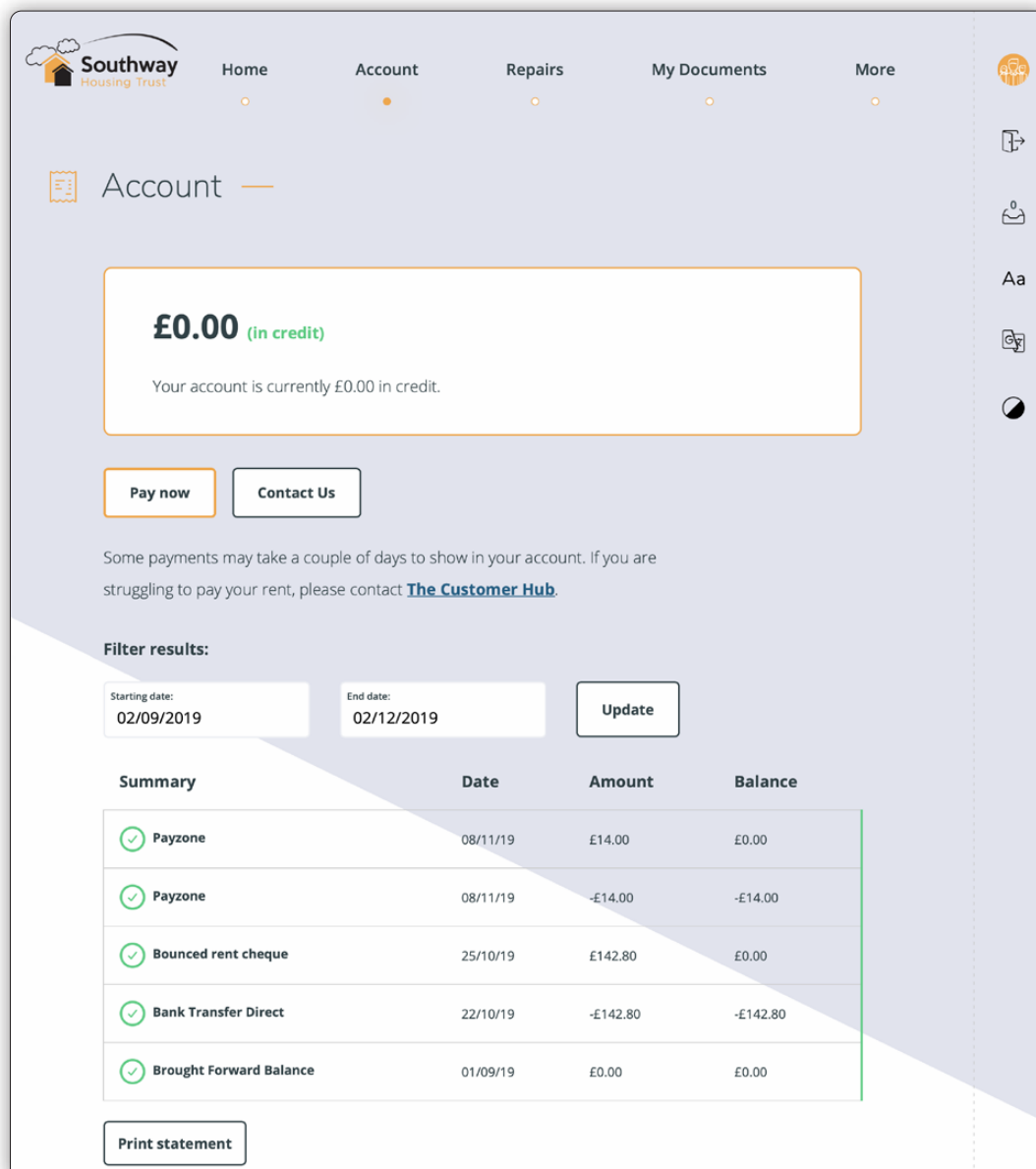
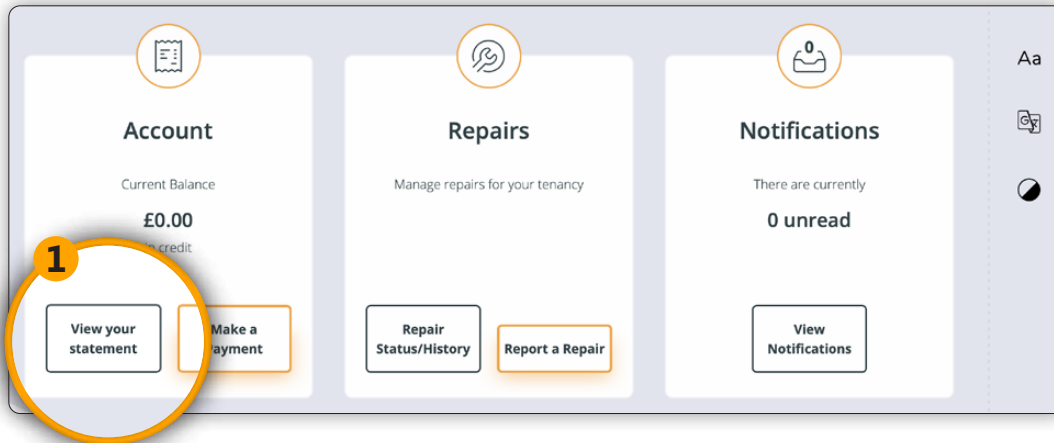


How to check your rent balance

Step 1

In the **'Account'** section of your dashboard click on **'View your statement'**.

You will be displayed with your current balance and a history of your most recent payments. You can filter the results to show different payment dates and you also have an option to print out your statement.

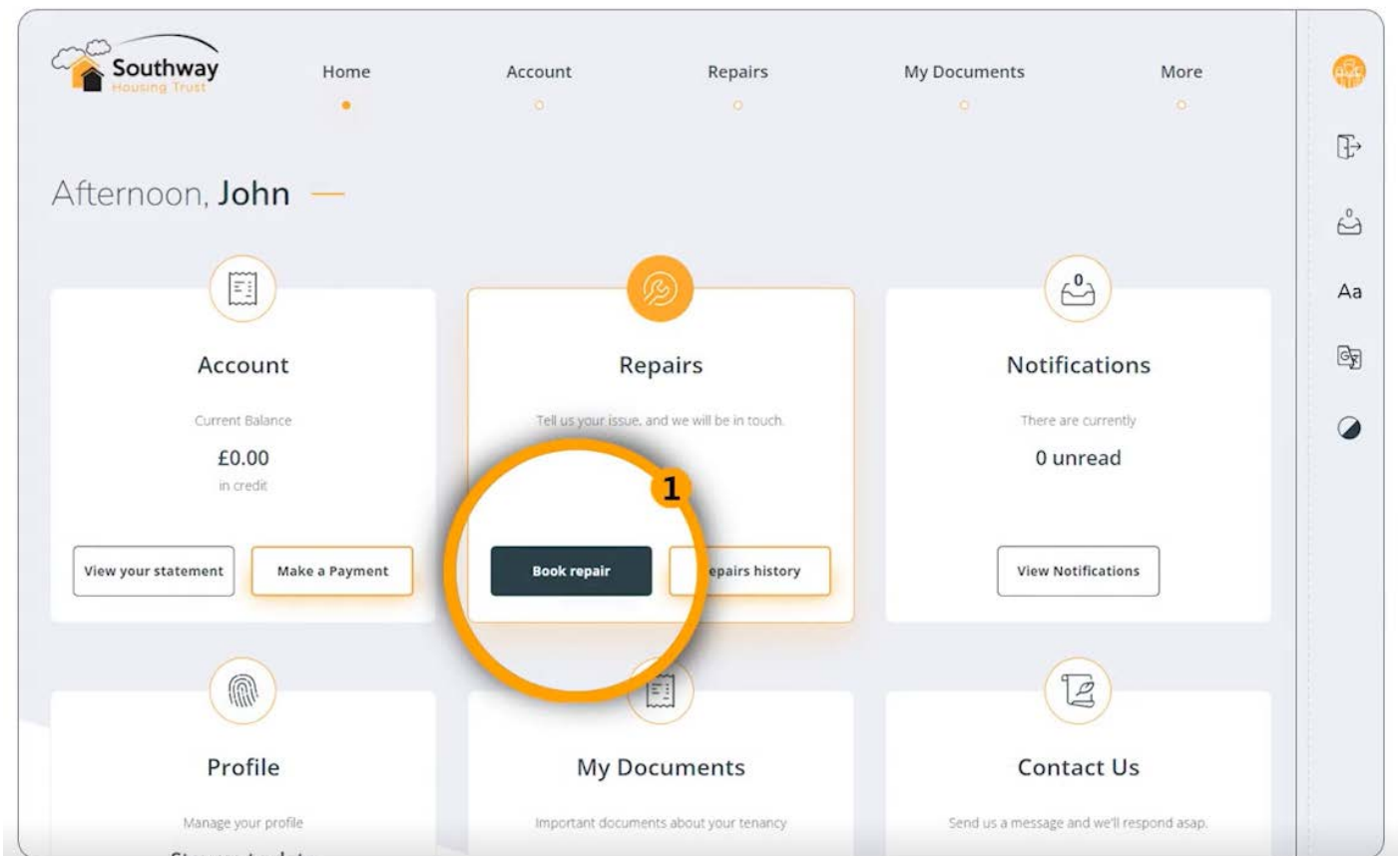


How to book a repair

The Tenant Portal allows you to log non-emergency* standard day-to-day repairs around your home in five easy steps. Below, you can find out how to book your repairs.

Step 1

Click on the **'Book Repair'** button when logged in.



An emergency repair is something that can cause danger to your own or others' health and safety, could cause further damage to the property (i.e. a leak). Or any repair if you are a vulnerable tenant.

These will be dealt with within three hours.

For an emergency repair call 0161 448 4200.

Step 2

You can either **search** for the type of repair you require or click on the relevant repair area. Each further selection you make will narrow your options, helping you pick the right repair.

Example

In the example below we are raising a boiler repair, so we clicked on **'Heating (Gas or Electric)'** then **'Boiler'** and finally **'No heating and NO hot water'**.

Continues on next page

Southway Housing Trust

Home Account Repairs My Documents More

Report a Repair

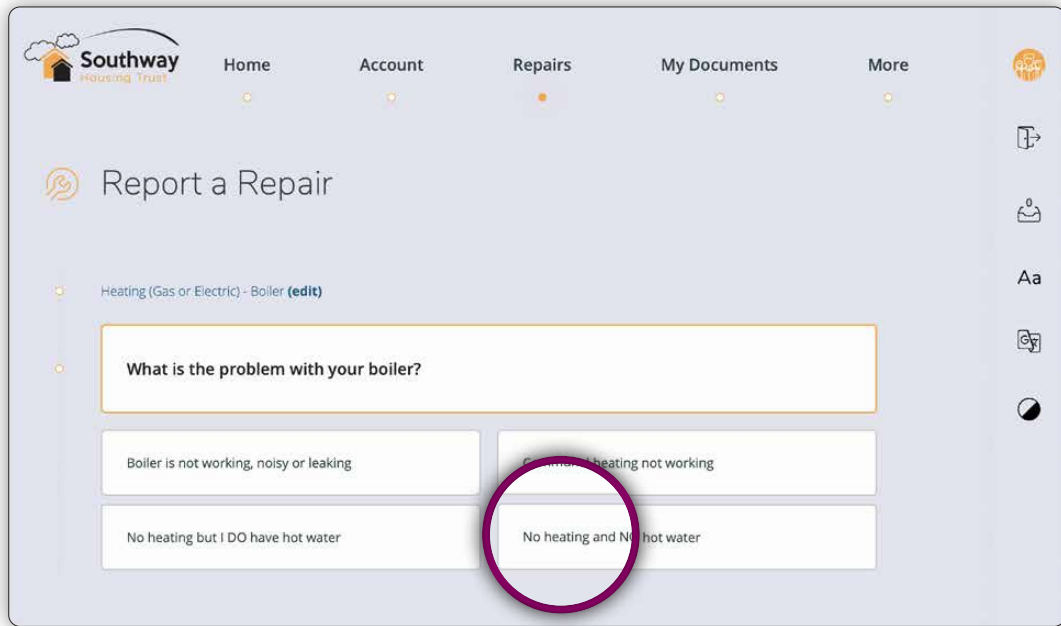
Smell gas? Call 0800 111 999 now. If your repair may be an emergency (immediate health & safety concern) [check this list](#).

IMPORTANT: Currently, when raising your repair, the calendar will populate but there may be a delay; please kindly wait for the schedule of to appointments appear to complete the process.

2

Type faulty item in here e.g. 'boiler' 'roof' or fault type 'leak' 'block' clear x

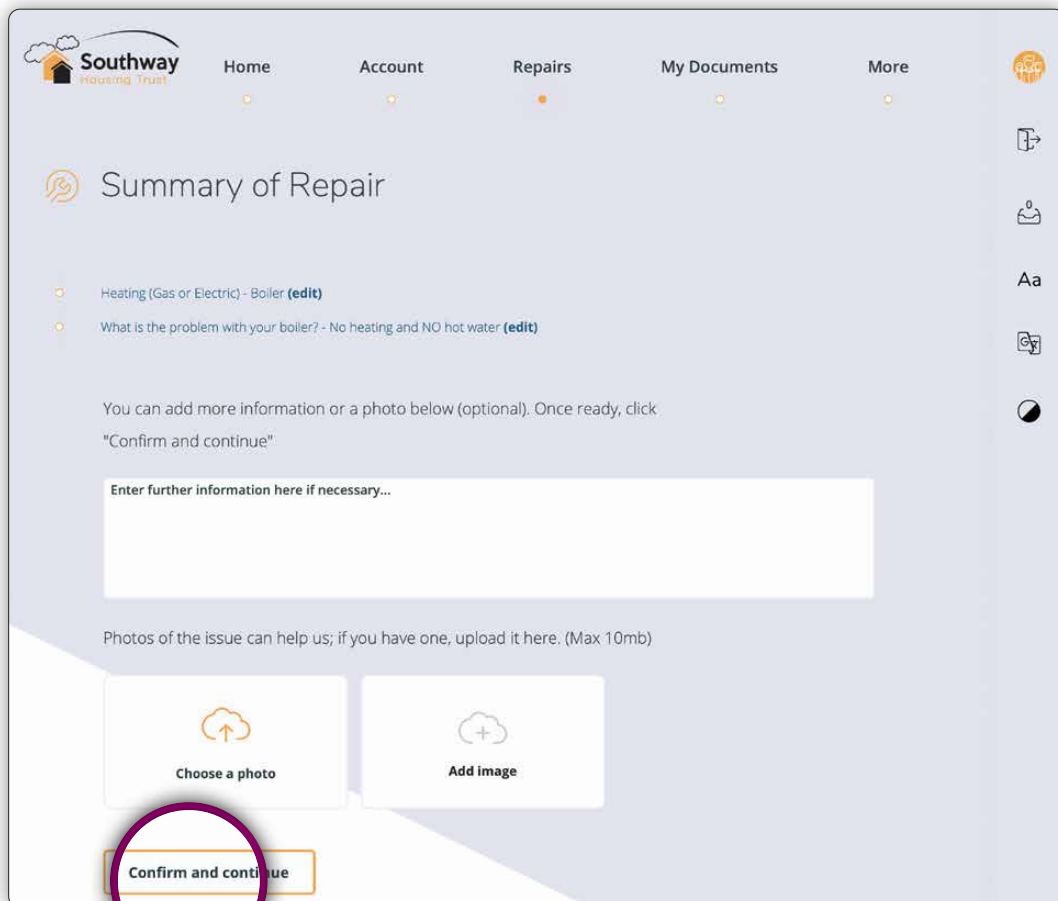
- Roof and Chimney
- Gutter / Drain / Downpipe
- Heating (Gas or Electric)**
 - Gas fire
 - Radiator
 - Boiler**
 - Electric heater / fire
- Electricity, Lighting & Power
- Plumbing & Water (inc. Shower and Bathroom)
- Kitchen
- Doors and Windows



Step 3

You will then be given a summary of the repair you are about to order. Here you can add some more information about the repair or choose to add a photo.

Click '**Confirm and continue**' and then '**Schedule your repair(s)**' in order to schedule a date and time for your repair.



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Housing Trust

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Nearly there

Ready to pick a date for your repair? Click the "Schedule your repair" button now.

Require more repairs? If yes, click appropriate option ("Raise similar repair" e.g. two gutter issues. "Raise different repair" e.g. No hot water and a broken door.) Your progress is saved.

3 Schedule your repair(s) or Raise a similar repair Raise a different repair

Repairs ready to schedule:

Boiler

Heating (Gas or Electric) → Boiler → What is the problem with your boiler? → No heating and NO hot water

If you want to remove this repair click here **remove**

Step 4

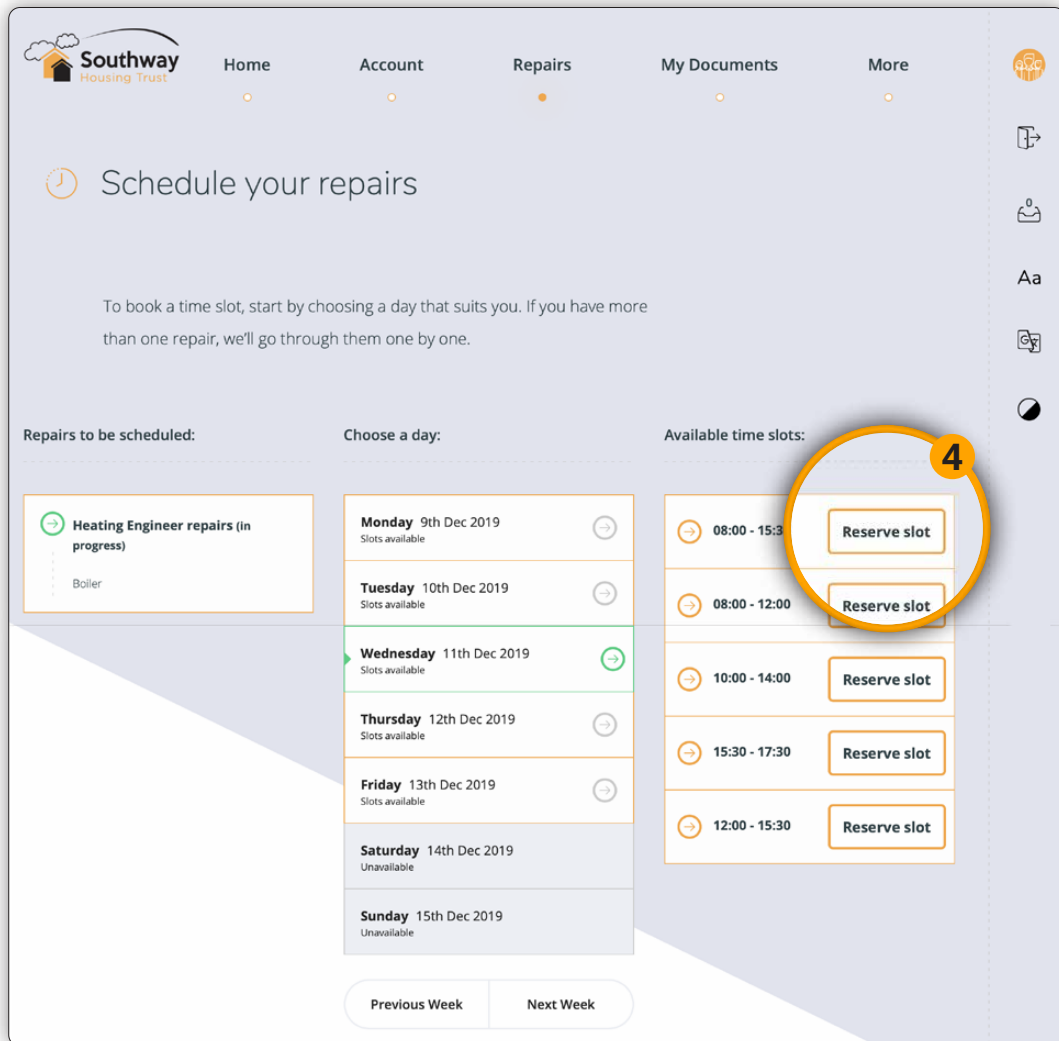
Choose the time and date that suits you and click **'Reserve Slot'**.

Step 5

To confirm the time and date selected, click on the **'Confirm this time slot'** button.

That's it, you've booked a repair!

If you want to re-schedule or cancel the repair, just click on **'view your repairs'** or go back in to the repair section via the dashboard.



Repair Status and History

This page offers you a summary of all the repairs you have logged. You can find out when jobs were initially logged and their status. You can also filter the results to search for historical repairs.

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Home Account Repairs My Documents More

Repairs

You can log and track a repair online. This information updates every 24 hrs.

CANCELLATIONS: As our site is new, the cancellation functionality is under construction. Please contact us if you need to cancel a repair. This function will be working shortly. (Rescheduling a repair via the website does work.)

[Report a repair](#)

Filter results:

Starting date: 18/11/2019 End date: 03/12/2019 [Update](#)

	Status	Logged	Scheduled	
BOILER:REMEDY FAULT TO CONTROLS G0110637	Job reported	03/12/19	11/12/19 08:00 - 15:30	reschedule cancel visit

Summary - 710009 (ALL):

1

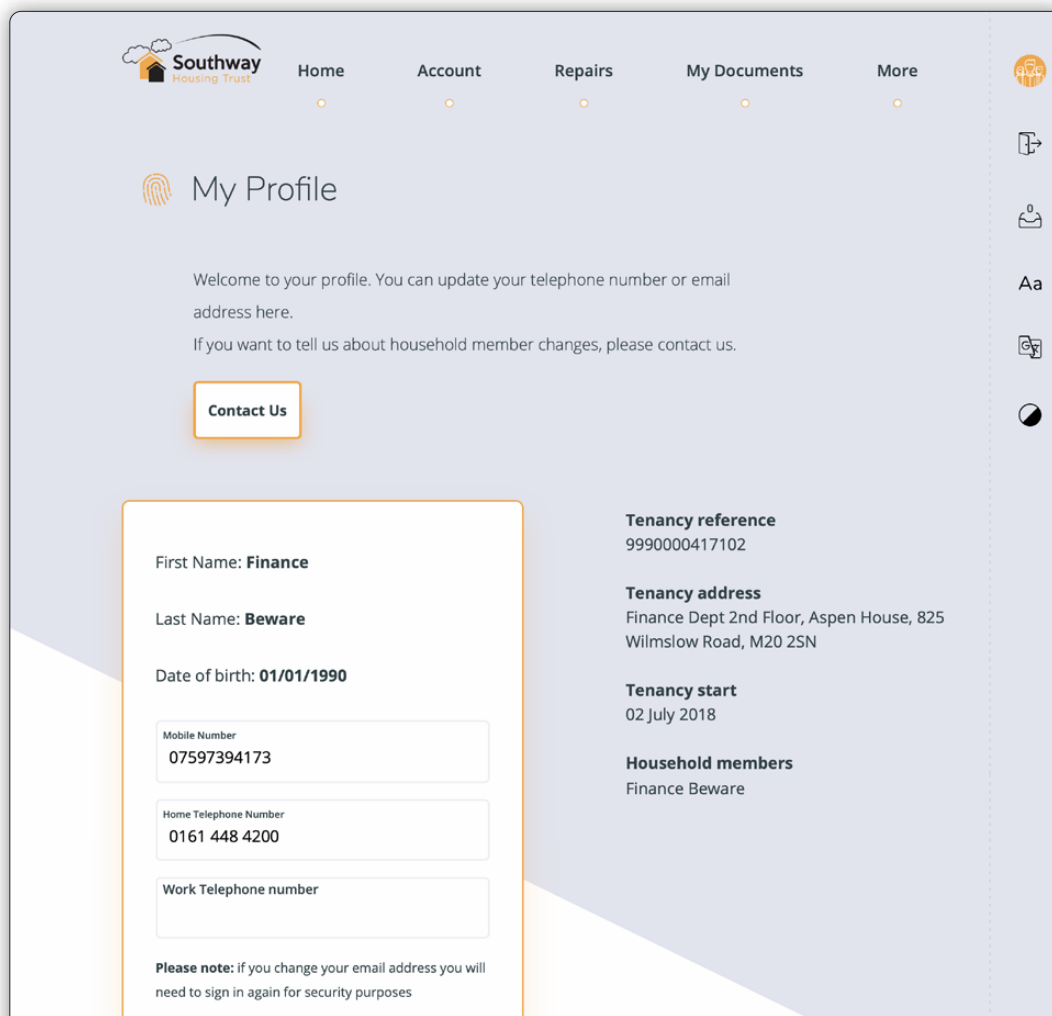
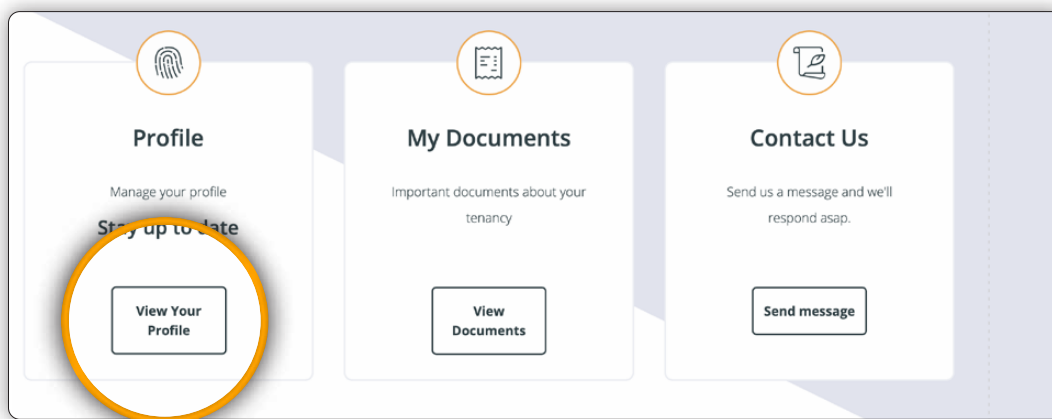
Your profile, Documents and Notifications

Your Profile

This section enables you to update your contact details such as your phone number or email address, as well as change your password to log in to your account.

Click on **'View your Profile'** in your dashboard when logged in to your account.

You will then be taken to a section that allows you to update your details.

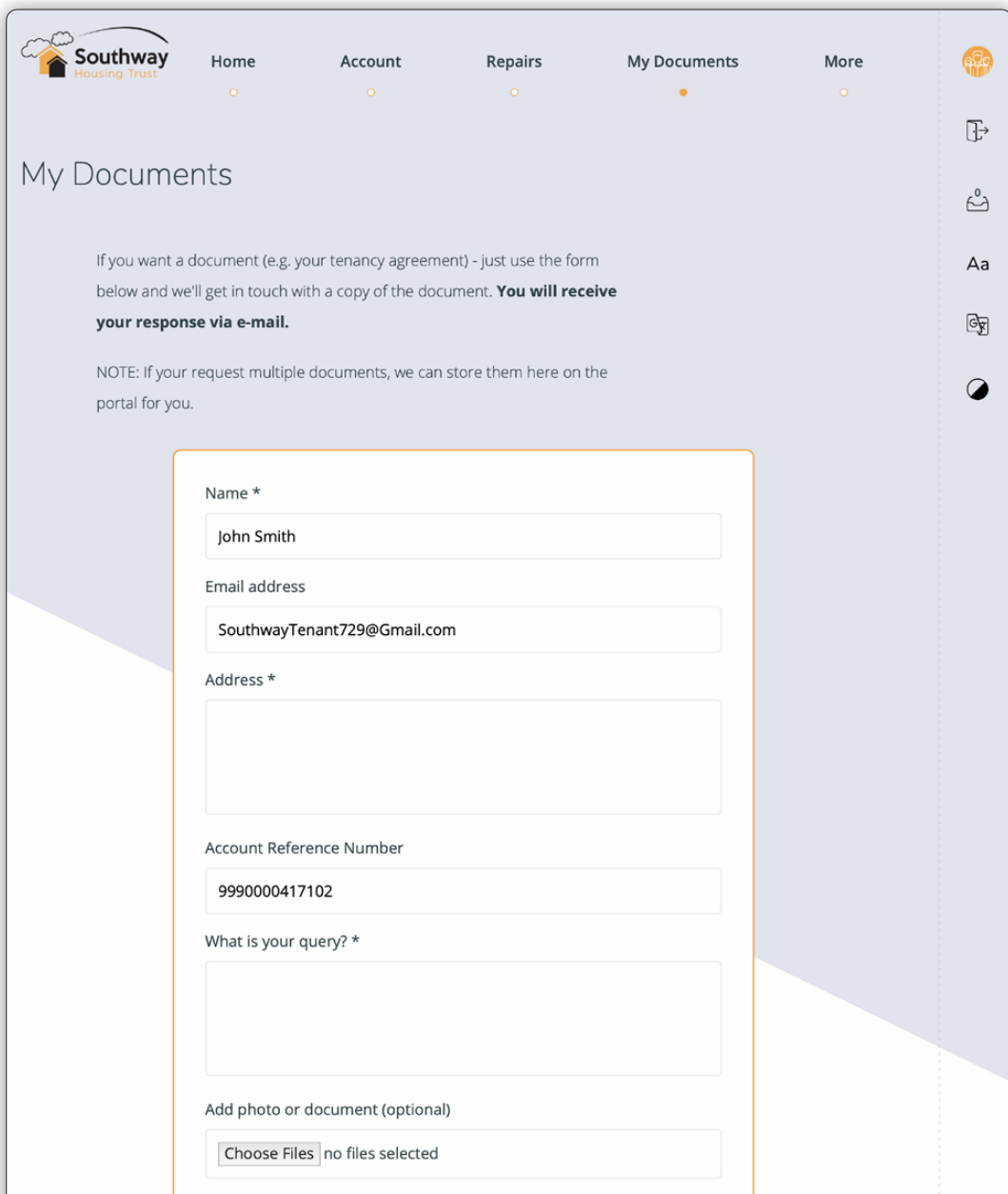
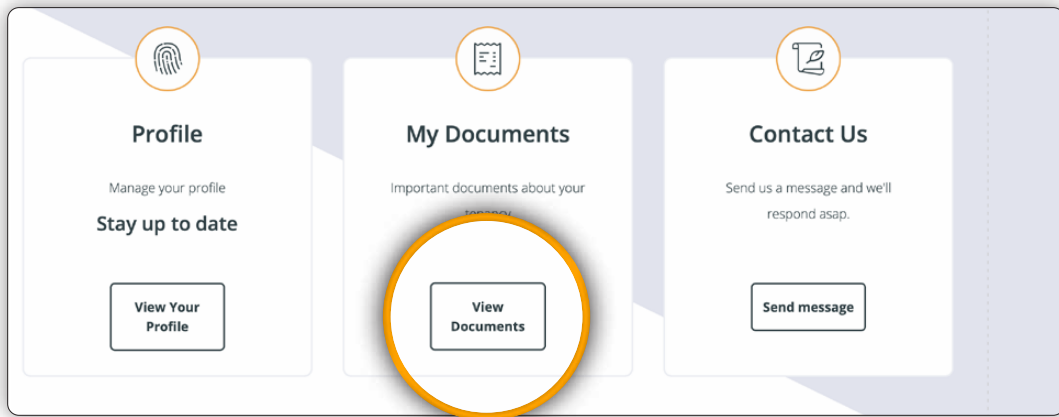


My Documents

If you want to request documents to be uploaded to this section of your account, such as a copy of your tenancy agreement, you can send us a message via this section to request this.

Click on **'View Documents'**.

Then using the form fill in your details along with a short message to tell us what documents you require.



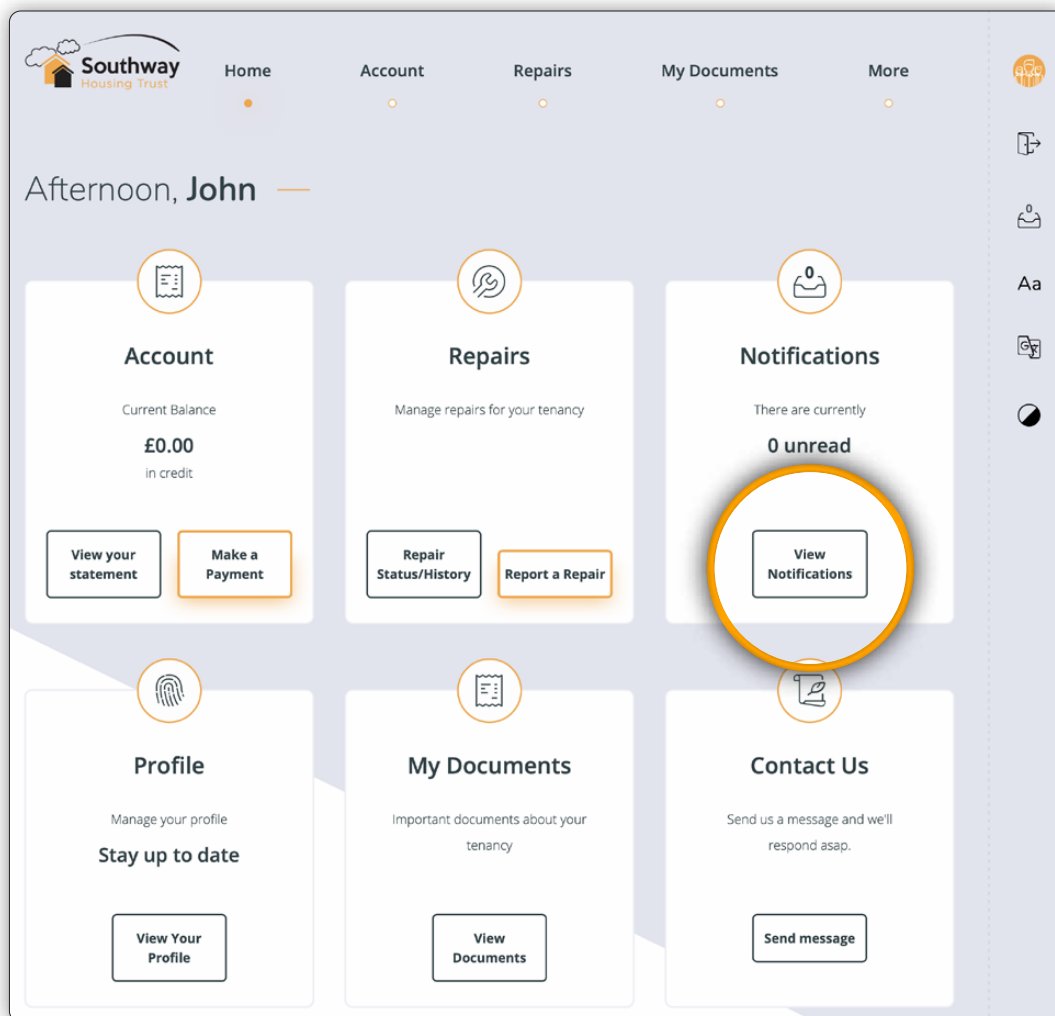
Notifications

Periodically, we will notify you about something that is happening at Southway or about something relating to your tenancy. Keep an eye on this section to see if we have sent you a message.

Please note that you will always be contacted directly if we need to speak to you about

anything important relating to your tenancy and will not just rely on this method of communication.

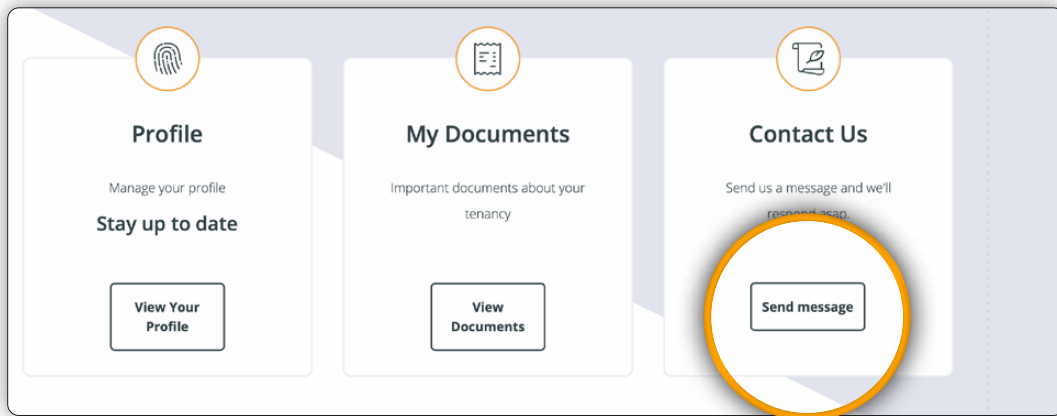
Click on **'View Notifications'** if you notice that there are any unread messages.



How to contact us online

This page allows you to contact us with any queries or issues directly.

Go to the **'Contact Us'** section on your dashboard and click **'Send Message'**.



The image shows the 'Contact Us' form on the Southway Housing Trust website. The form is titled 'Contact Us' and includes a navigation menu at the top with links for Home, Account, Repairs, My Documents, and More. The form fields are as follows:

- Name ***: Input field containing 'John'
- Email address**: Input field containing 'SouthwayTenant729@Gmail.com'
- Address ***: Empty input field
- Account Reference Number**: Input field containing '9990000417102'
- What is your query? ***: Empty text area
- Add photo or document (optional)**: File upload field showing 'Choose Files' and 'no files selected'
- Submit**: Button at the bottom of the form

Chat with us on Messenger

Have a question? We'll answer as soon as we can. Monday to Friday, 10am to 4pm online on our website.



[southwayhousing.co.uk](https://www.southwayhousing.co.uk)

Get in touch with us via Facebook or Twitter, from **10am to 5pm** or leave us a message, any time of day

We post daily on Facebook and Twitter to keep you in the loop; posting about local events, money management, job opportunities and we also offer great competitions and freebies.

So if you're on Facebook, Twitter or Instagram — Like and Follow us!



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