



hebridean housing
partnership

Tenant Portal FAQs

What if I am unable to log in?



- Check that you have entered your email address and password correctly
- If you still can't log in, go to 'Forgotten Your Password' and re-set it.
- If that doesn't work, contact our Customer Services Team on 0300 123 0773 (Monday to Friday: 09:00 - 17:00)



What if I don't know my activation code?

- Phone our Customer Services Team on 0300 123 0773 (Monday to Friday: 09:00 - 17:00)



What if my balance is incorrect?

- When you make a payment, the information goes onto our system the following morning and your balance will be updated at midday that day. If you think that your balance is incorrect, please contact your housing officer e.g. If you make a payment before midnight, that payment will be visible on your account from 12:00 the next working day.



What if some of my details are incorrect?

- Your details can be updated by clicking on the "Update My Household" Form in the Tenant Portal



What is a PRN Number?

- This is the 19-digit payment reference number (PRN) on your HHP payment card. You will need this number to register to make payments with Allpay, who are our payment provider.