



Hebridean Housing Partnership Tenant Portal Registration

To register go to: www.hebrideanhousing.co.uk/tenant-portal

You **MUST** have a valid email address to register on the Portal

STEP

1



Sign into your account

Email Address

Password

[Forgotten your password?](#)
[Don't have an account?](#)

To register, click on **"Don't have an account"**, and then select, **"Yes, I am currently a tenant of your organisation"**.

Do you currently rent a property from us? _ □ ×

[Yes, I am currently a tenant of your organisation](#)

[No, I am not currently a tenant of your organisation](#)

STEP

2

Enter Registration Details
Please complete all mandatory information marked with a *

Date of birth *

Surname *

Tenancy Reference *

Activation code *

☐ I'm not a robot

Lost Your Activation Code?
If you have lost or forgotten your activation code then please contact us to arrange a replacement.

Call us on 0300 123 0773
OR

The tenancy reference is your tenancy agreement number.

The activation code is your unique registration number.

You will find both numbers in the letter sent to you, enclosed with this leaflet.

STEP

3

Your Details
Please complete all mandatory information marked with a *

Title
First Name
Surname
Date of birth

Account Details

Email *

Confirm email *

Password *

Confirm password *

Secret question *

Secret answer *

Need Some Help?
If you require any help, please do not hesitate to contact us.

Call 0300 123 0773
OR

Enter all the required details and click **Finish**, You will get a message saying that your registration is now complete.

To log in, click on the HHP logo on the top left on the screen and enter your login details



Hebridean Housing Partnership Tenant Portal User Introduction

This is your Tenant Portal dashboard

The dashboard below allows you to view various details of your tenancy. On the left side you can make requests by completing and submitting forms, including logging repairs. On the right side you will see your current balance and the most recent activities on your account. You can make payments and view details of your repair history etc.

Overview

Welcome HHP Portal

Important Information

Your rent account is in arrears. Current Balance: **£2733.87**

[Make a Payment](#)

Recent Activity 20 Items

 Case	May 20, 2024 Open Generic Case Pet Permission Request
 Transaction	May 20, 2024 Charge 77.23
 Communication	May 17, 2024 Successful General Letter Template

1 My Agreements	2733.87 My Payments	0.00 Make a Payment	3 My Requests
1 My Application	0 My Repairs	17 My Documents	20 My Communications

-  My Dashboard
-  My Rent Account
 - Request a payment arrangement
 - Update Bank Details
 - Request a call back
-  My Tenancy
 - Update your Household
 - Change of Circumstances
 - Request to keep a pet
 - Apply to make alterations to your home
 - Request to run a business from home
 - Garden Assistance Scheme
 - Mutual Exchange
-  Anti-Social Behaviour
 - Report Anti-Social Behaviour
-  Get In Touch
 - Make Complaint/Submit Compliment
 - Contact Us
-  Log a Repair
-  My Profile
 - Personal Details
 - Edit Secret Question
 - Update Account Email
 - Change Password
 - Update Income

For Tenant Portal FAQs, please visit our website at:

www.hebrideanhousing.co.uk/tenant-portal