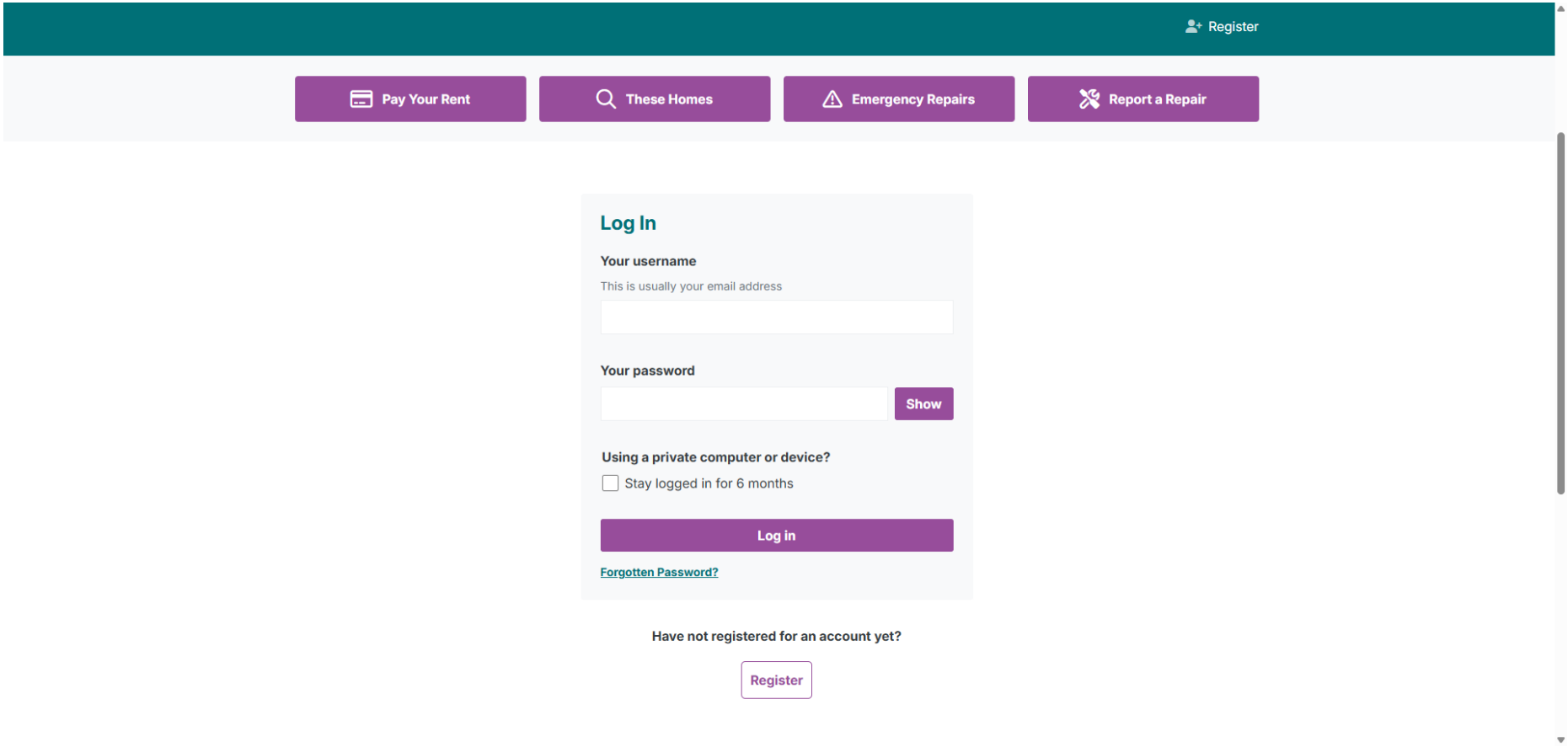
Tenant portal user guide

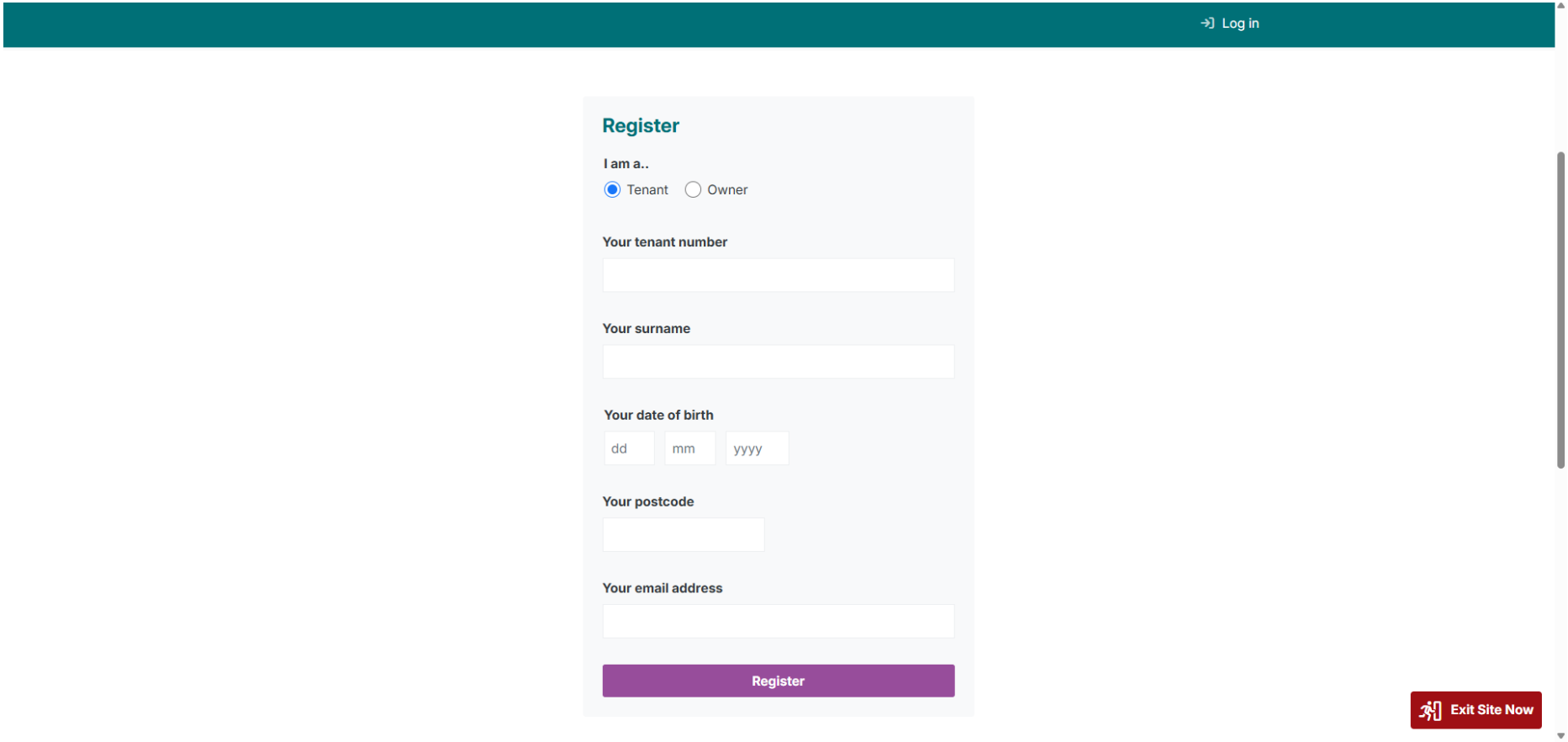
1. Go to our website, www.ospreyhousing.org.uk. Click on the Tenant portal button at the top



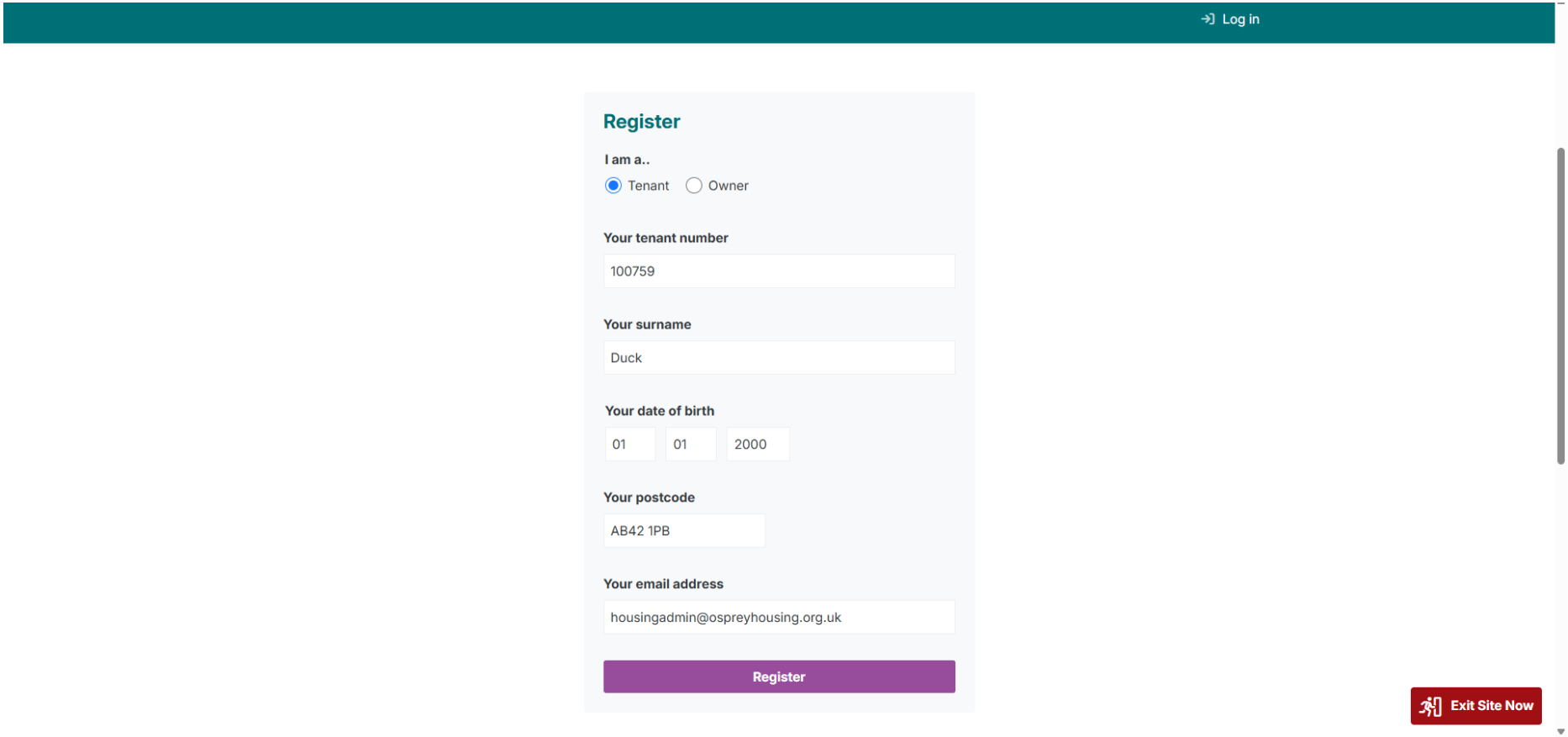
2. The Log in page will appear. If you have already set up an account, put in your details and go to step 5
   Otherwise, prese the register button if it is your first time



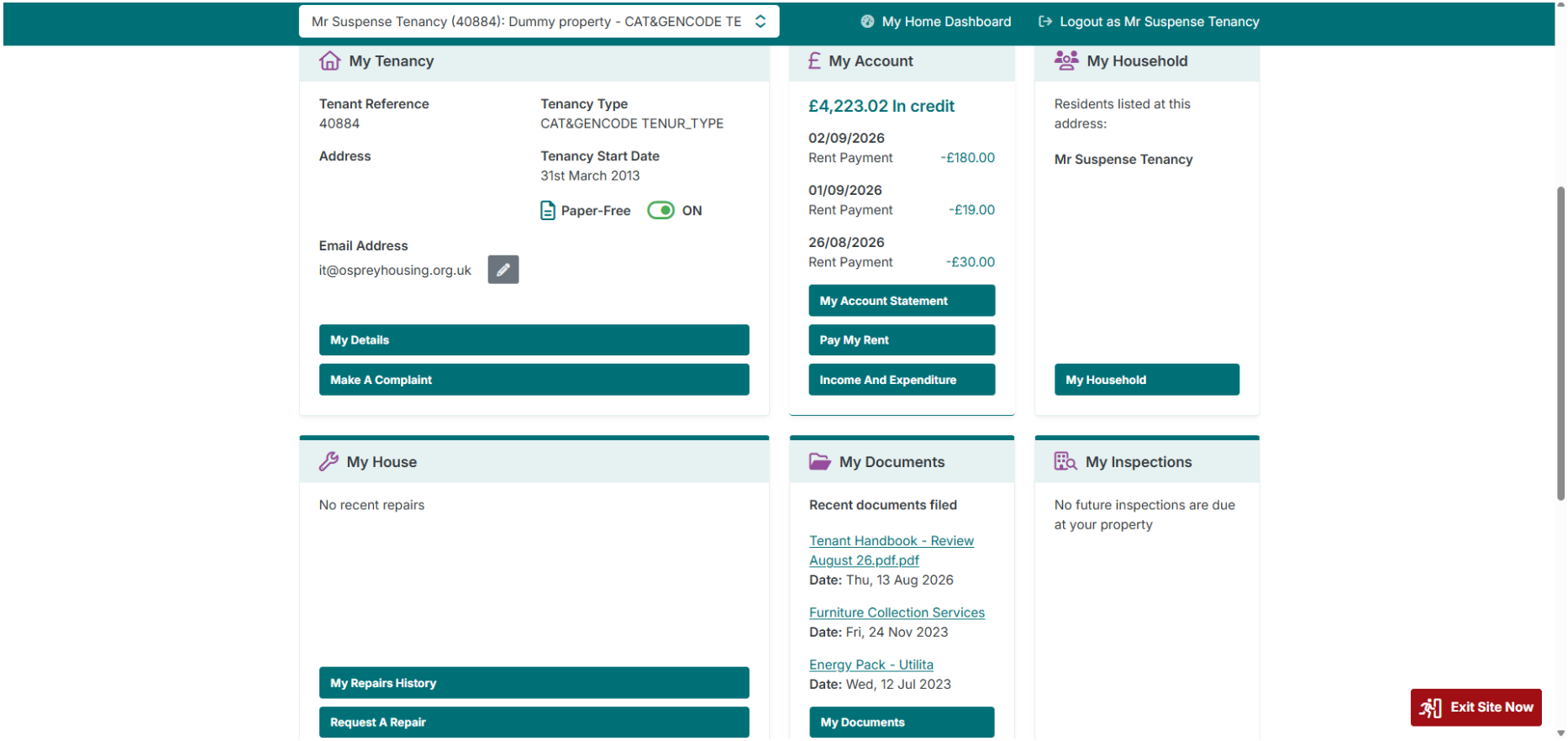
3. Input the requested information. If you are unsure of your tenancy number, contact the office on 01224 548000 or emailing enquiries@ospreyhousing.org.uk to verify this.



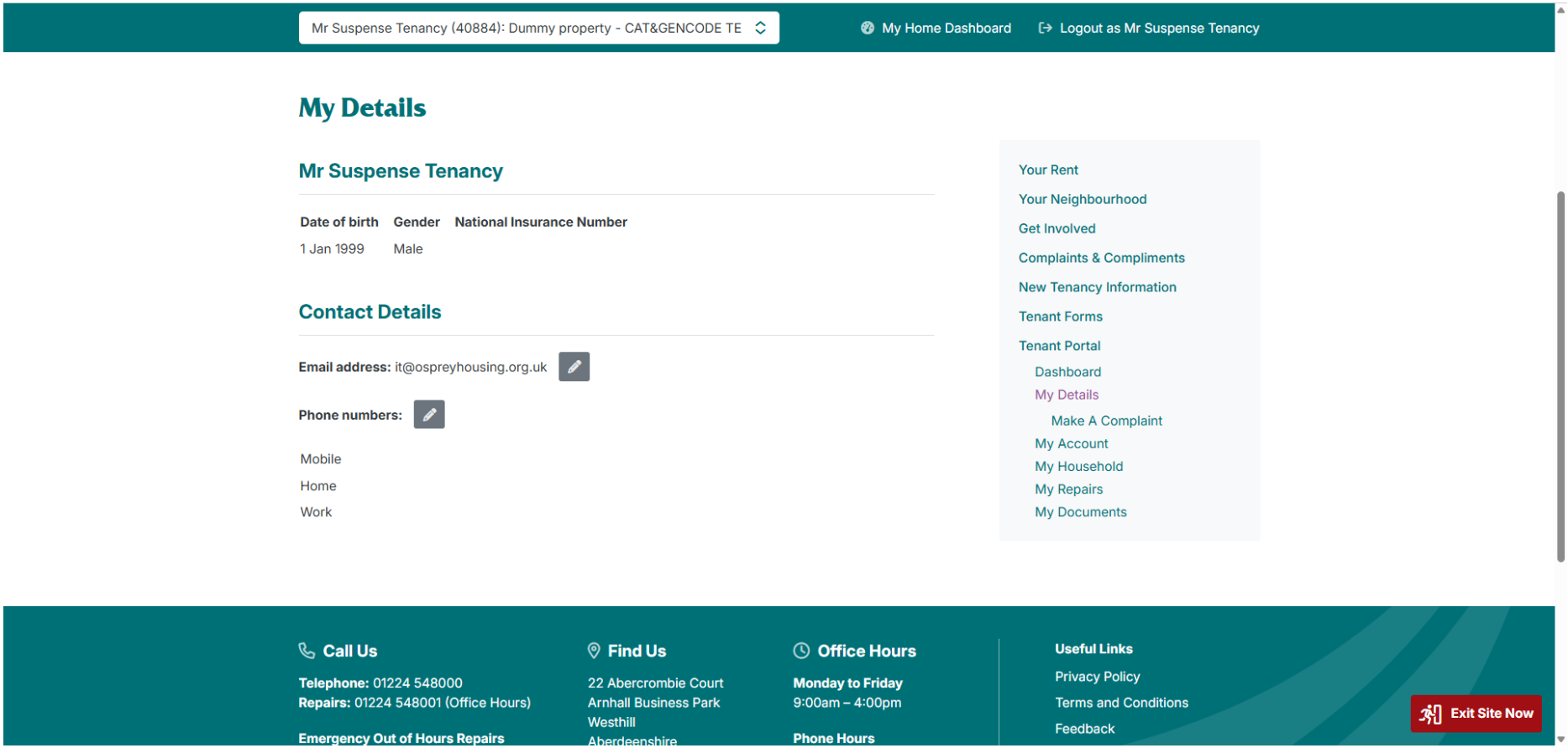
4. Input information. Once submitted, you will receive an email verification and then you will require to visit the login page again.



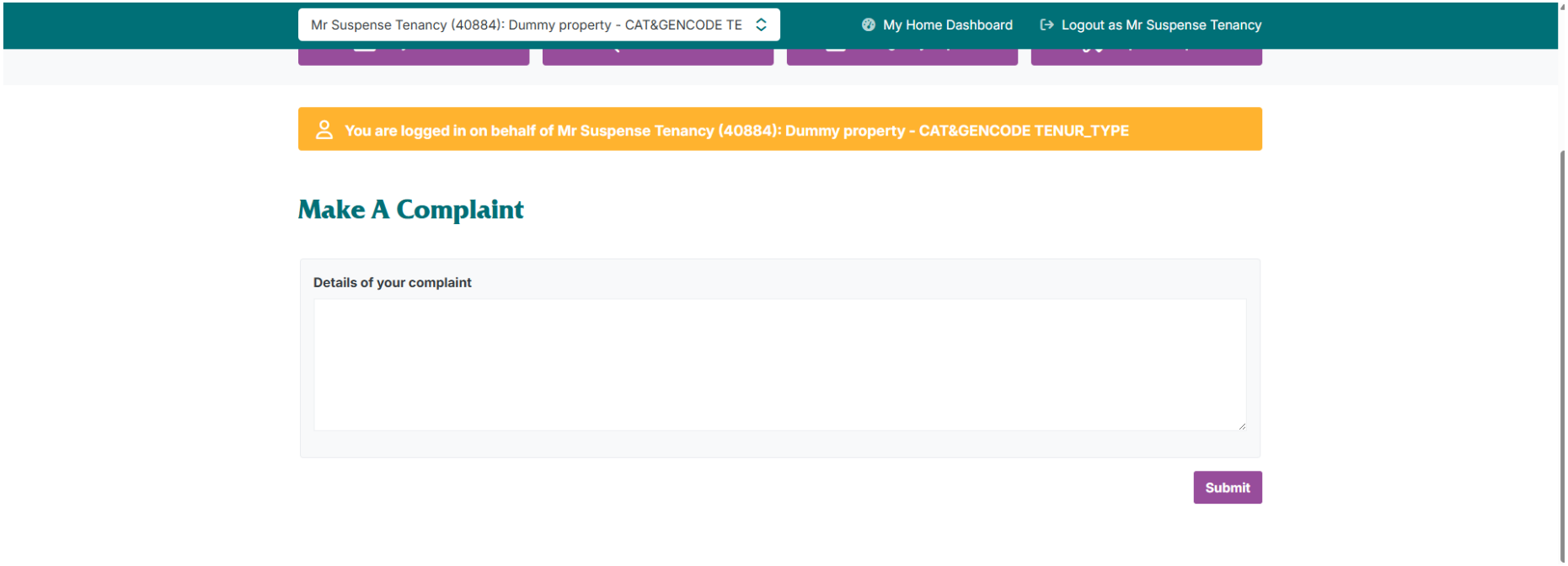
5. Once Logged in, your “Dashboard” will look like this. Along the top, you will be able to switch between your accounts (current tenancy, recharge account, former accounts) on the drop down



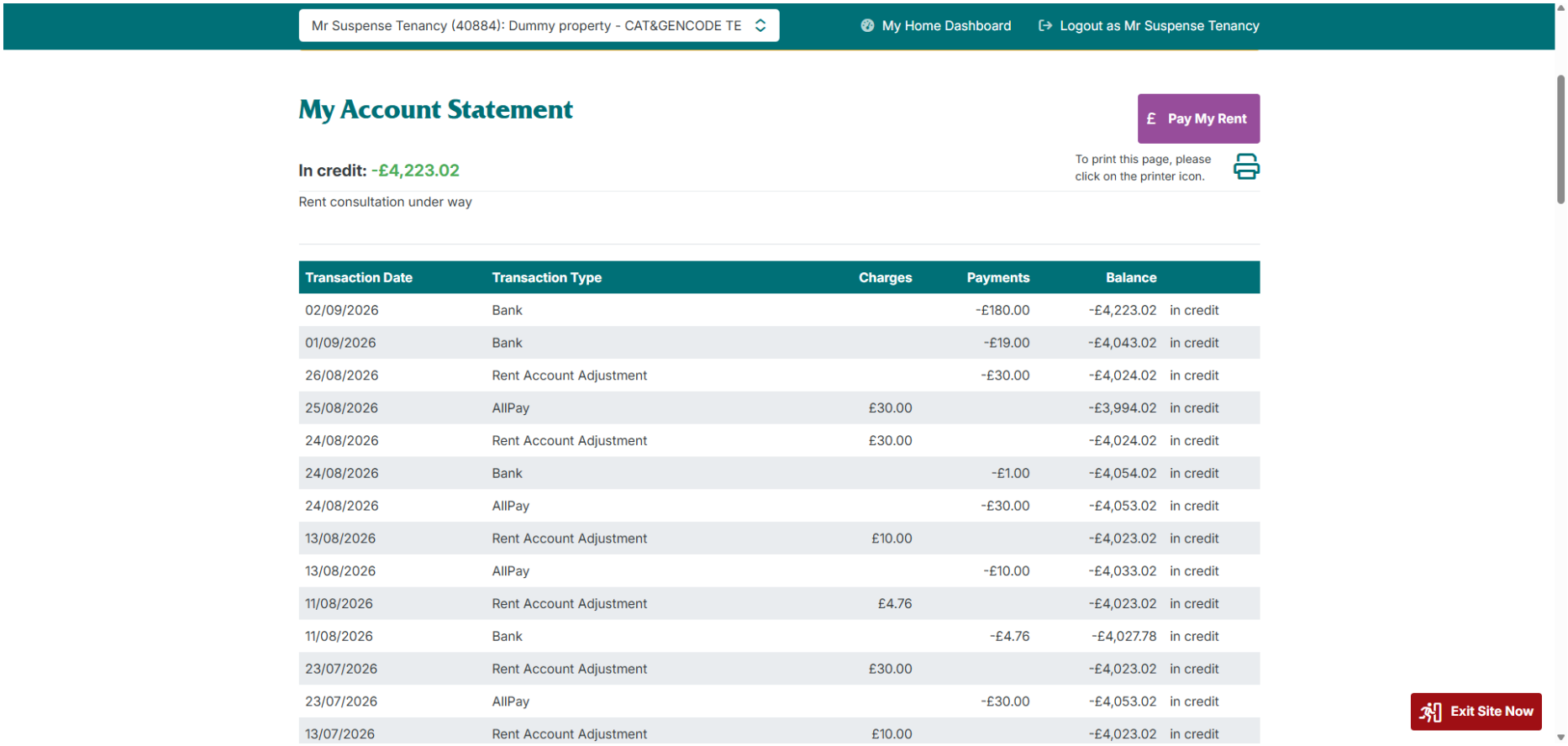
5a. My Details – This displays the information currently held regarding you. You are able to update your email and phone numbers by pressing the pencil next to the relevant line. If any other details are incorrect, then you will need to contact our office via phone or email.



5.b Make a Complaint – If you wish to submit a complaint, you can provide a summary of the issue. Once submitted, this will be logged on your tenancy as a contact and you will be contacted by a member of staff to verify and look to raise as a formal complaint as necessary

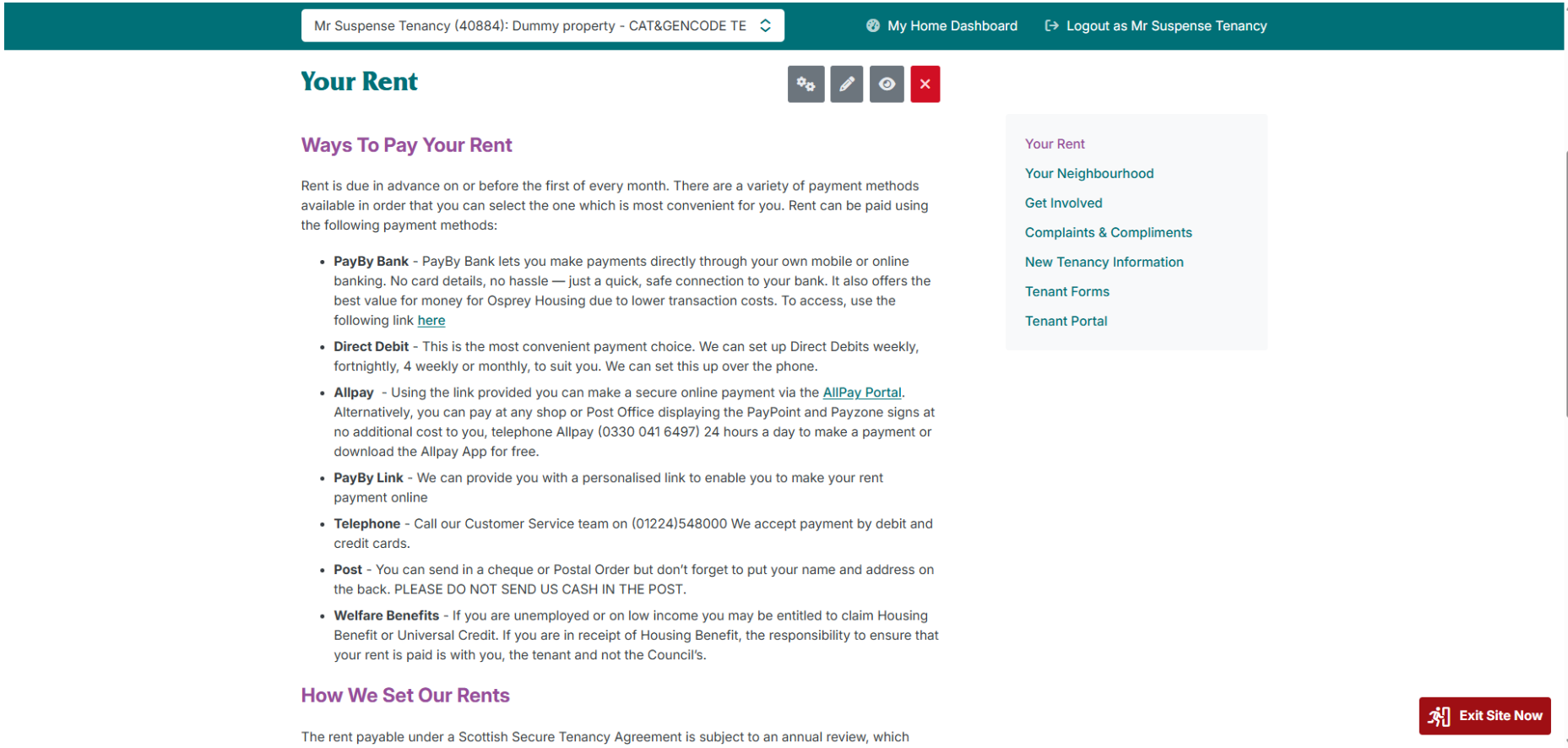


5c. Account Statement – This enable you to see you current balance and the charges and payments made to your account. You are able to print a copy of this. By pressing the pay my rent button, this will take you to our webpage which contains links and details on a variety of payment methods which are available

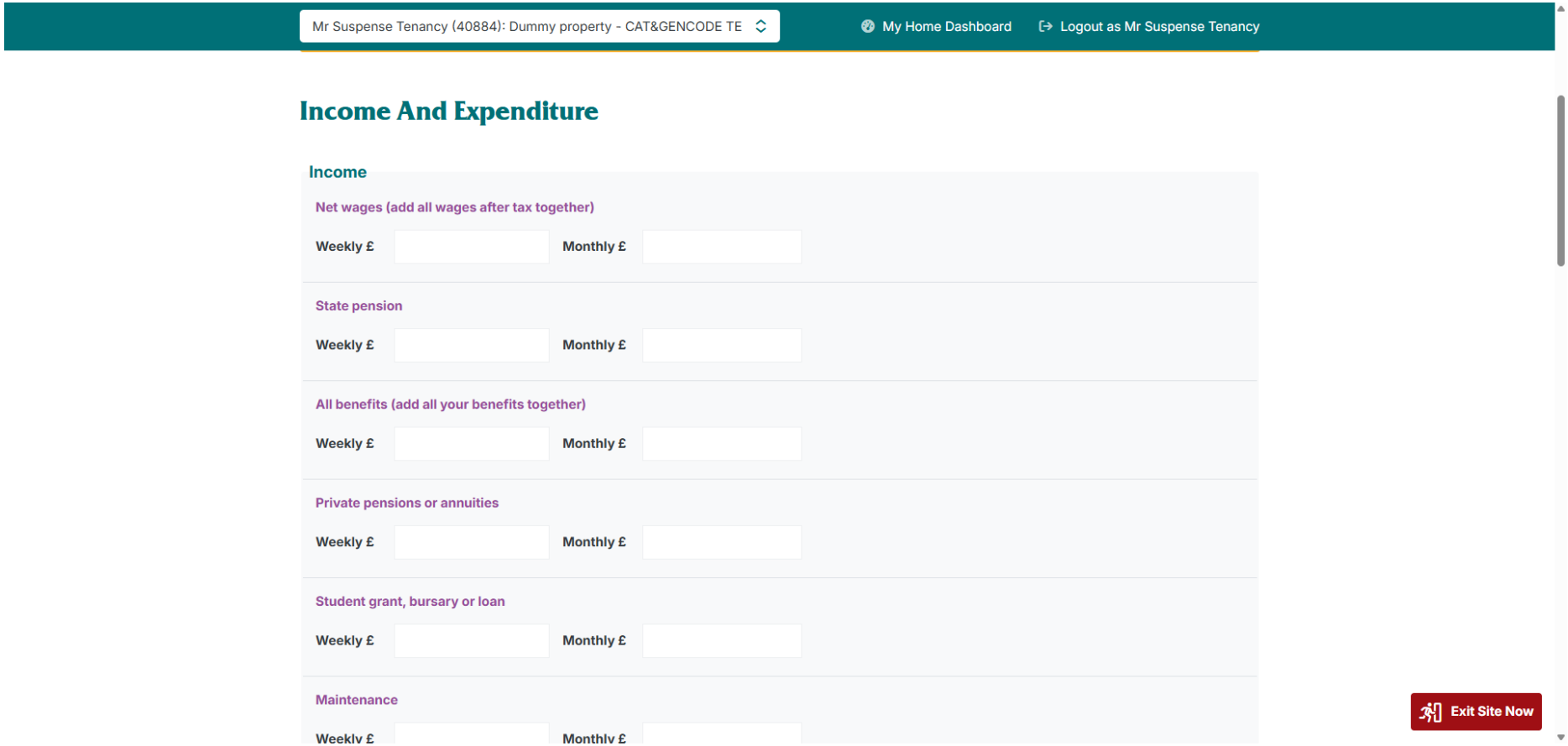


Transaction Date	Transaction Type	Charges	Payments	Balance
02/09/2026	Bank		-£180.00	-£4,223.02 in credit
01/09/2026	Bank		-£19.00	-£4,043.02 in credit
26/08/2026	Rent Account Adjustment		-£30.00	-£4,024.02 in credit
25/08/2026	AllPay	£30.00		-£3,994.02 in credit
24/08/2026	Rent Account Adjustment	£30.00		-£4,024.02 in credit
24/08/2026	Bank		-£1.00	-£4,054.02 in credit
24/08/2026	AllPay		-£30.00	-£4,053.02 in credit
13/08/2026	Rent Account Adjustment	£10.00		-£4,023.02 in credit
13/08/2026	AllPay		-£10.00	-£4,033.02 in credit
11/08/2026	Rent Account Adjustment	£4.76		-£4,023.02 in credit
11/08/2026	Bank		-£4.76	-£4,027.78 in credit
23/07/2026	Rent Account Adjustment	£30.00		-£4,023.02 in credit
23/07/2026	AllPay		-£30.00	-£4,053.02 in credit
13/07/2026	Rent Account Adjustment	£10.00		-£4,023.02 in credit

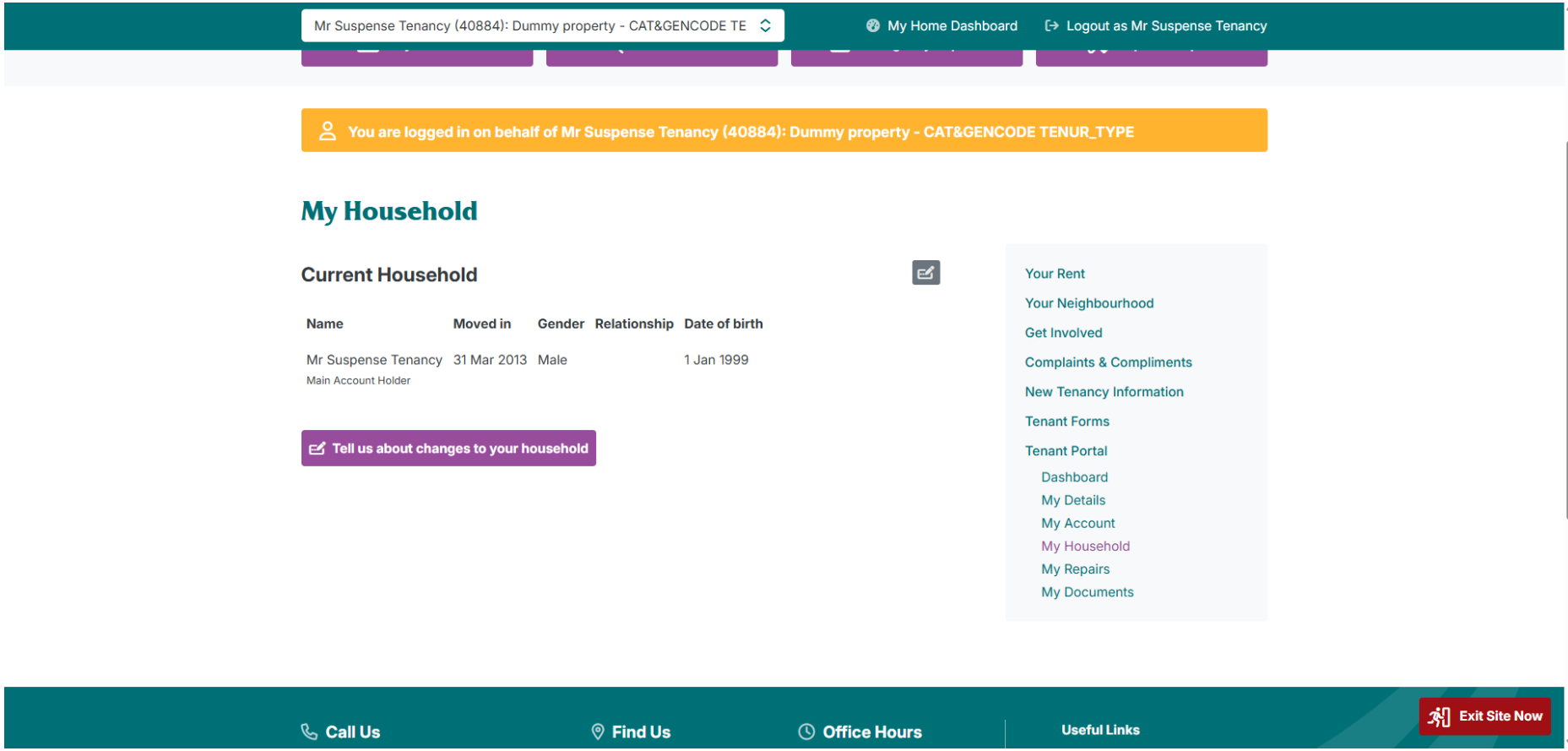
5c(i) – Pay my rent website page



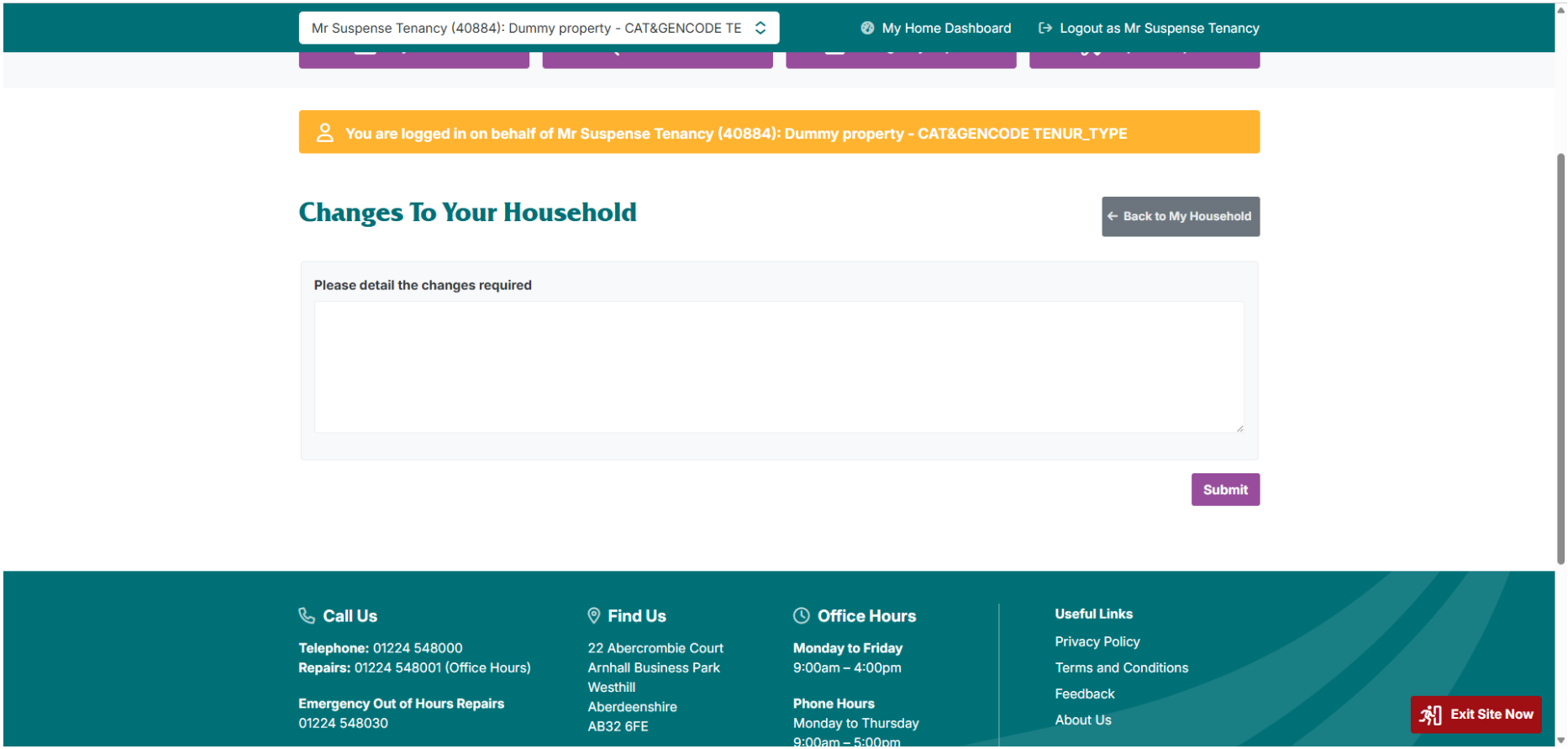
5d. Where you have arrears on your account, you will have the ability to complete an income and expenditure and make repayment proposals. This will be directed to your housing officer who will be in contact to discuss further



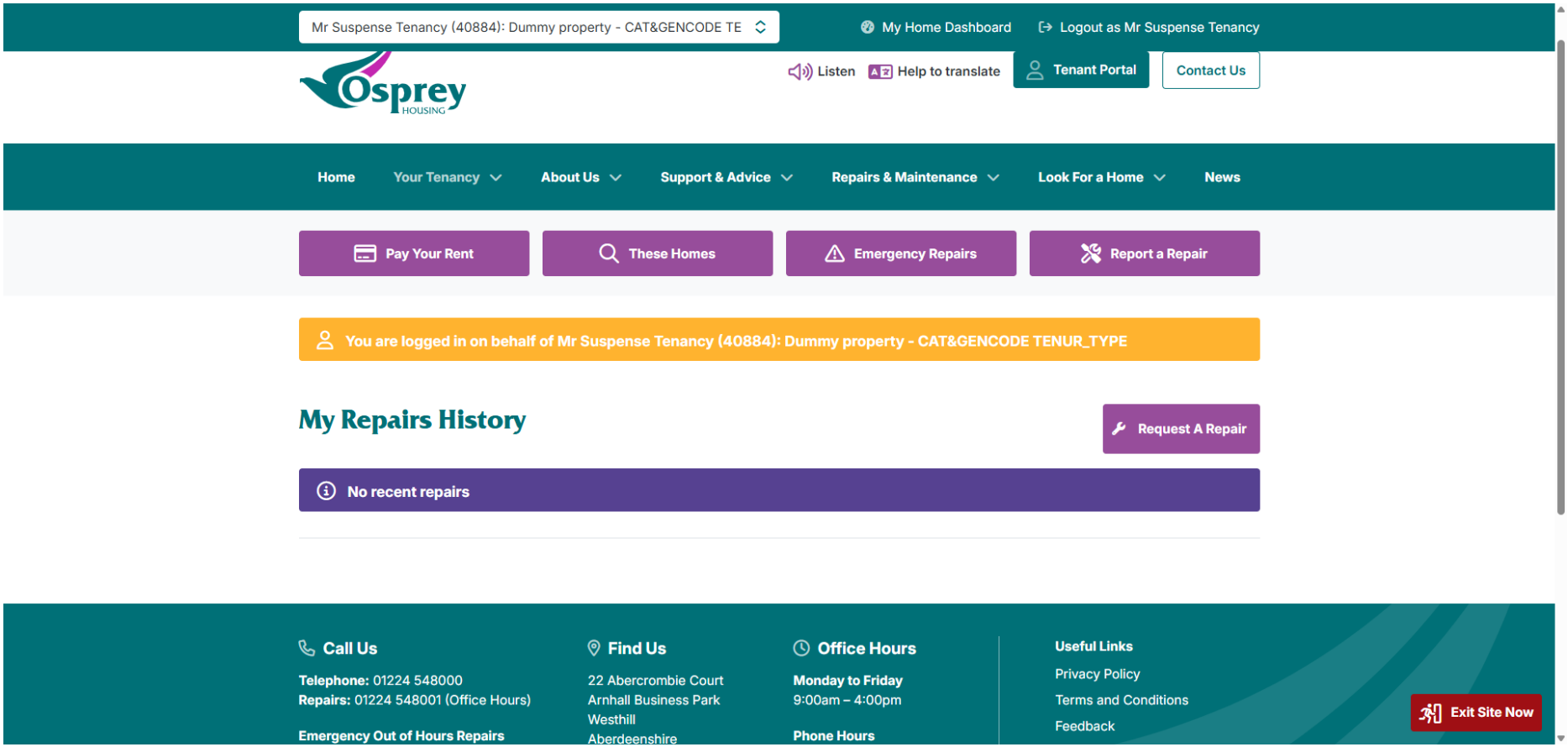
5.e My Household – The details of all those currently registered as living with you will be displayed. If these are incorrect (i.e someone has moved out, someone moved in, you have had a child etc) then press the “Tell us about changes to your household button”. Remember it is very important to keep your household details accurate, as this can impact tenancy changes rights of those living with you (e.g for apply to assign your tenancy, create a joint tenancy or for succession)



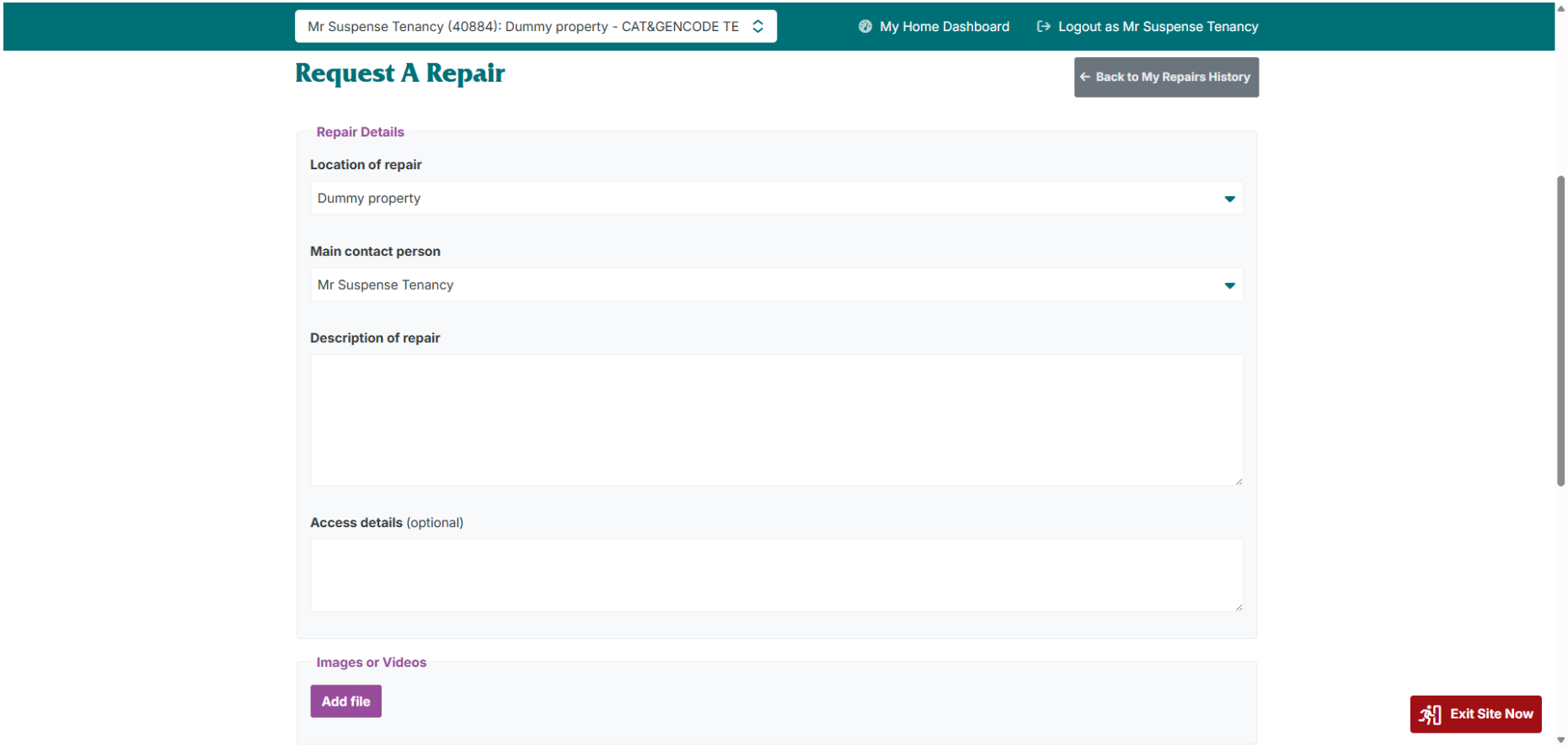
5e(i) – Provide any details of changes you wish to make to your household. We would encourage you to provide as much information at this stage as possible including full name and title, date of birth and contact details.



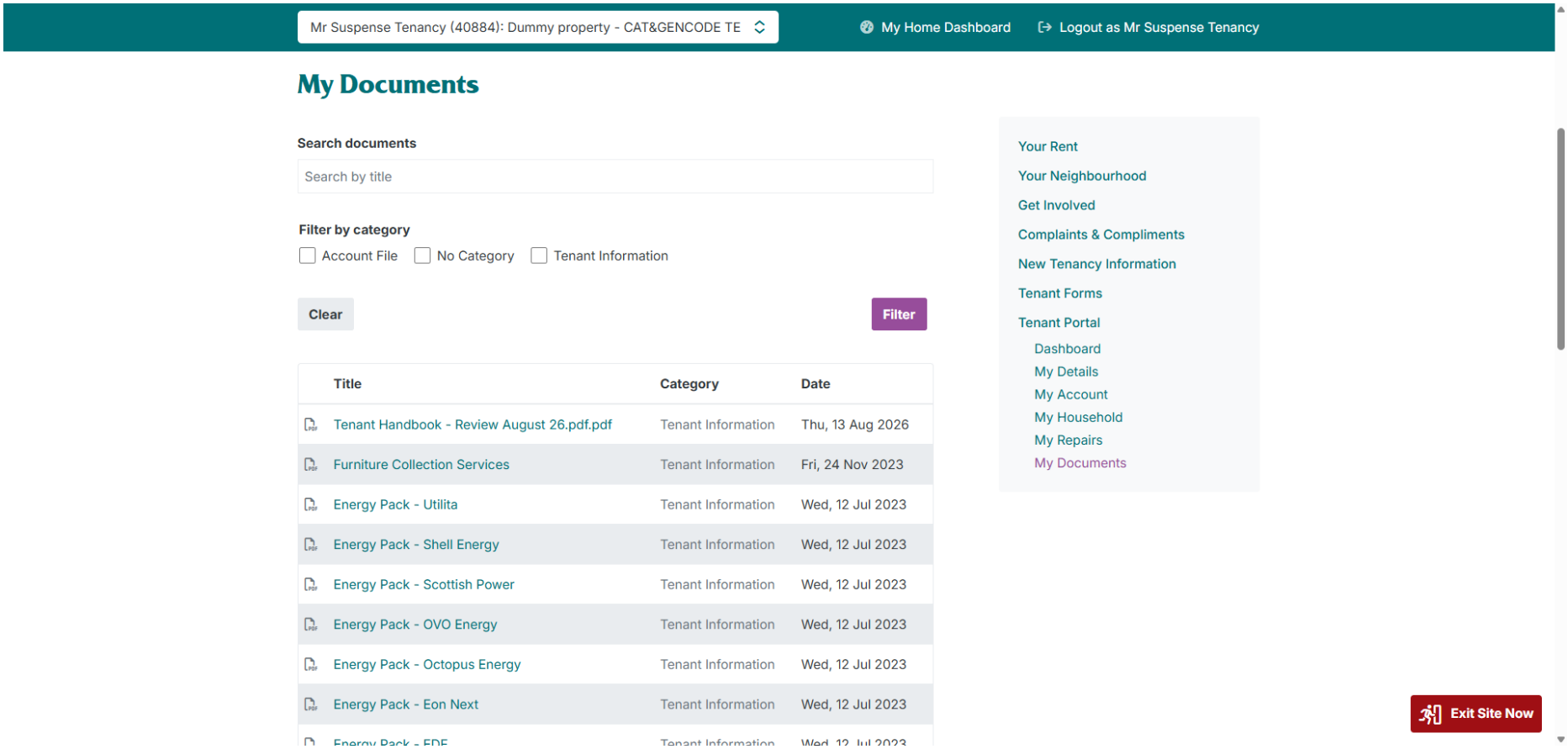
5f. Repairs History – This will display a list of repairs which have been instructed for your property (or block where relevant). The status of these repairs will be shown along with an option to provide feedback for those recently completed (these are the same questions as the text surveys which are sent out. Pressing “Request a repair” will take you to the screen in step 5f(i), where you can provide details of your required repairs.



5f(i) – Request a repair – provide as much details about the repair as possible, including location and the issue. You can provide photos at this stage also (this is recommended, as this can potentially save a further inspection by an Asset Officer being required)



5g. My Documents – This page contains a mixture of 1) Standard information leaflets and 2) Some of the documents and letters which have been sent to you regarding your tenancy. This does not include historical letters sent to you, and we will be continue to increase the number of letters which will show when produces.



FAQs

Exit Now Button - this button exists across all pages of our website and portal. When pressed, this will immediately to you to an external page, inline with our Domestic Abuse policy.

Log in issues – if you are experiencing any issues with logging in, please ensure you are using the correct email address. If problems persist, please contact us and we will look in to the matter for you.

Registering issues – if your details are not recognised, contact us to

- Check the email address held on our system
- Ensure your date of birth is correct
- That the spelling of any names is correct also

Site issues – if you experience any issues when you are logged in to the system, we would request that you take a screenshot of the page and any error messages (where possible) along with an explanation of how the issue occurred (advise what you were trying to do at the time) and send to IT@Ospreyhousing.org.uk. We will then review if this can be resolved internally, and if not, raise with the website developers.