A Guide To Using MYAccount

<table>
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<tr>
<th>Version</th>
<th>Description of Change</th>
<th>Date</th>
</tr>
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<tbody>
<tr>
<td>1</td>
<td>Initial User Guide – CD</td>
<td>8th May 2015</td>
</tr>
<tr>
<td>1.1</td>
<td>Refresh all images – RB</td>
<td>12th May 2015</td>
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<tr>
<td>1.2</td>
<td>Small amends - CD</td>
<td>14th May 2015</td>
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<td>1.3</td>
<td>Small amends - CD</td>
<td>15th May 2015</td>
</tr>
<tr>
<td>2</td>
<td>Rewrite Registration Process – RB</td>
<td>20th May 2015</td>
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<tr>
<td>2.1</td>
<td>Small amends – SJ</td>
<td>30th June 2017</td>
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<tr>
<td>2.2</td>
<td>Proof reading – and amends – RB</td>
<td>24th August 2017</td>
</tr>
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</table>
# Contents

## Table of Contents

A Guide To Using MYAccount .......................................................................................................................... 1  
What is MYAccount? ........................................................................................................................................ 3  
Is MYAccount Secure? ...................................................................................................................................... 3  
Logging in to the MYAccount .......................................................................................................................... 7  
The Welcome Page ........................................................................................................................................... 9  
My Information ................................................................................................................................................ 11  
Preferences ...................................................................................................................................................... 12  
Useful Links .................................................................................................................................................... 13  
My Rent Statement ......................................................................................................................................... 14  
My Repairs ....................................................................................................................................................... 16  
Report a Repair .............................................................................................................................................. 17  
Online Forms ................................................................................................................................................... 19  
Planned Maintenance ..................................................................................................................................... 20  
My Transfers .................................................................................................................................................... 21  
My Settings ..................................................................................................................................................... 22  
Login Reminder ............................................................................................................................................... 23
What is MYAccount?

MYAccount is a secure online service that allows you to view information about your housing including Accounts, Personal & Property Details, Repairs History, Planned Repairs, Contact Details and more. MYAccount makes this data and these functions available to you 24 hours a day.

You can also request updates to your personal and property details and complete a number of forms to make requests, reports or submit feedback on a number of different subjects.

MyAccount will allow you to view and update your personal information, view and print your rent statement, view and report repairs and access certain on-line forms. Further releases will allow more options.

Registration and site use is free.

Is MYAccount Secure?

MYAccount uses the latest technology and methods to keep your data safe. Site registration and login procedures require the user to add in details that will only be known to them.

How do I Register?

You can register for MYAccount by accessing this page www.wfch.seemydata.co.uk or from the link on the WFCH website and completing an online form. Your login details will be emailed to you.

How do I Log in?

You can log in to MYAccount by accessing this page www.wfch.seemydata.co.uk or from the link on the WFCH website and entering your login information.
Registering to use MYAccount

Registering to use the MYAccount is simple and free for current tenants of The Community Housing Group. All you are required to do is add information into the text boxes on the registration page, information specific to you and your tenancy, (e.g. your Customer Account Number):

If you are unsure of your Customer Account Number you can find it on the Payment Card issued to you at the start of your tenancy. It is in the bottom left hand side of your card (as highlighted by the red box in the image below):

On the Registration Page enter your information as shown below (PLEASE NOTE: the Customer Account Number should be in the format xxxxxxxx-xx-x, so for the example above 0123456710X would become 01234567-10-X):
If you are unsure what your Customer Account Number is please contact the Customer Service Centre on 0800 169 5454.

Press Submit and you’ll be taken to a second page to add unique details including your date of birth and a telephone number:

Your details (such as date of birth/double barrelled names) will need to match what we hold on our housing system. You will also be required to enter a favourite word during the registration process. You will need to use characters from this favourite word when you log into MYAccount.

If any details entered do not match what we currently hold you will be prompted to check the information and re-enter. Should you still have problems please contact the Customer Service Centre on 0800 169 5454.

Once you have pressed Submit again you will get a confirmation screen:
As described above, a unique PIN will be emailed to you. This will be required as part of the login process.

The registration page is located here or as a link from the login page on the WFCH website.
Logging in to the MYAccount

To log into MYAccount you will need to visit the login page which is [www.wfch.seemydata.co.uk](http://www.wfch.seemydata.co.uk) or follow the links from the [WFCH website](http://www.wfch.seemydata.co.uk).

The first login page will require you to enter your Rent Account Number and PIN then click the “next” button:

(You are able to manage your own PIN – see page 22)

On the second page you are required to add your surname into the surname field and then the two correct characters from your favourite word into the relevant fields:
Click the Submit button to access MYAccount.

You will be granted access to MYAccount if you have added all your details correctly.

If you haven’t entered all your details correctly you will be warned on screen that some of the details you have entered do not match what is recorded in the system. You can try again or use the Login Reminder function (see page 23).

*Note - Each time you access MYAccount you will be asked for different characters from your favourite word at random.*
The Welcome Page

The Welcome page provides you with a summary of your data. On the Welcome page you can see the following,

Menu
You will see the MYAccount menu which contains links to the other page and functions available to you. These menu items will be covered in further detail in the later chapters in this guide.

Confirmation of your name and address
This will show basic details of your tenancy, the last time information was updated from the Company’s housing system, and the last time you logged in:

PLEASE NOTE the statement in black, do not use the back button on your Internet browser, use the site menu to navigate around, otherwise you will be logged out of your session.

Gas Safety Information
This information is shown if your gas safety certificate is about to or has recently expired. There will be contact details here so you can contact WFCH to book an appointment.

Your Account Balance
Your account balance is shown here. Depending on your balance, contact information may be shown so that you can
contact WFCH to discuss your balance. **Note that this figure does not take into consideration any benefits due or outstanding benefit claims.**

![My Rent Account](image)

**My Rent Account**

Your account is £330.34 in arrears

Please make an immediate payment to clear the account or call our contact centre to discuss your repayment options.

---

**Repairs to your Home or Block**

The current amount of active repairs to your property or communal areas are shown here and also a convenient link to the My Repairs area:

![My Repairs](image)

**My Repairs**

You have 1 active repair to your home.

View your repairs [My Repairs](link)
My Information

The My Information page displays the customer’s personal information such as Name, Date of Birth and contact information.

The information is presented in a number of different fields on the screen. Some of the fields may be restricted so you cannot change the values, other are editable. You can update existing values or add new details where there are none. When you do this, a request will be sent to WFCH for them to update the main housing system. You will be contacted by WFCH if any further information is required.
Preferences

This page allows you to indicate your preferences regarding whether you would be interested in becoming an Involved Tenant.
Useful Links

This page displays links to websites/documents that you may find useful regarding your tenancy and The Community Housing Group, including our Streets Ahead magazine and links to advice websites, such as the CAB (Citizen Advice Bureau).

Useful Links

Below are a collection of links to external websites you may find useful:

**Wyre Forest Community Housing** - Your landlord’s website

**Streets Ahead** - A magazine for customers of Wyre Forest Community Housing

**Vesta Community Trust** - Vesta works in partnership with others to deliver services that improve the lives of individuals, families and communities with additional needs

**Citizen Advice Bureau** - The UK’s largest advice provider

**Government Benefits Website** - The Government’s website relating to Benefits in general

**HomeChoice Plus** - Home Choice Plus is the scheme used to allocate Housing Association properties across the participating Local Authority areas

**Shelter** - Shelter gives practical housing advice and support online, in person and by phone

**Six Towns Credit Union** - A not for profit ethical financial services organisation, including loans and volunteering

**Universal Credit** - The Government’s website relating to universal credit

**Welfare Reform** - Wyre Forest Community Housing’s site to offer advice and information relating to Welfare Reform

**Wyre Forest District Council** - Your Local Council’s website

Wyre Forest Community Housing is not responsible for the content of external Internet sites
**My Rent Statement**

The My Rent Statement page displays your account information.

On the My Rent Statement, at the top of the section you will see the last time information was updated along with useful links to methods of payment including, online via AllPay and a downloadable Direct Debit application form.

You will also be able to view a summary and detailed view of your account statement. The length of account history on this page defaults to the last 6 fortights in the first instance. You can switch between Detailed and Summary views of your account’s statement by clicking on the accounts detail. A detailed view gives you up to 12 months of history.

**Note that this figure does not take into consideration any benefits due or outstanding benefit claims.**

**SUMMARY:**
### Account Statement

You are in detail view. Here you can view individual transactions for your account. **Click here or anywhere within the table below to switch to summary view.**

<table>
<thead>
<tr>
<th>Transaction Date</th>
<th>Transaction Type</th>
<th>Debit</th>
<th>Credit</th>
<th>Balance</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>04-May-2015</td>
<td>DEBIT TOTAL</td>
<td>234.22</td>
<td></td>
<td>234.22</td>
<td>Credit</td>
</tr>
<tr>
<td>01-May-2015</td>
<td>DIRECT DEBIT PAYMENT</td>
<td></td>
<td>468.44</td>
<td>468.44</td>
<td>Credit</td>
</tr>
<tr>
<td>20-Apr-2015</td>
<td>DEBIT TOTAL</td>
<td>234.22</td>
<td></td>
<td>0.00</td>
<td>Zero</td>
</tr>
<tr>
<td>06-Apr-2015</td>
<td>DEBIT TOTAL</td>
<td>234.22</td>
<td></td>
<td>234.22</td>
<td>Credit</td>
</tr>
<tr>
<td>01-Apr-2015</td>
<td>DIRECT DEBIT PAYMENT</td>
<td></td>
<td>697.84</td>
<td>468.44</td>
<td>Credit</td>
</tr>
<tr>
<td>13-Mar-2015</td>
<td>DEBIT ADJUST TOTAL</td>
<td>10.00</td>
<td></td>
<td>229.40</td>
<td>Arrears</td>
</tr>
<tr>
<td>09-Mar-2015</td>
<td>DEBIT TOTAL</td>
<td></td>
<td></td>
<td>219.40</td>
<td>Arrears</td>
</tr>
</tbody>
</table>

DETAIL:
My Repairs

The My Repairs page displays all of the repairs that have been raised against your property in the last 12 months or from the start of you tenancy if under 12 months. Any repair tasks that are incomplete and older than 12 months will also be shown.

Once a repair has been completed you get an opportunity to tell us what you think of the service (either complain, compliment or suggest), clicking the link will take you to the 3Cs form in the Online Forms area (see page 19).

Your Repairs

Reported Repairs to your home

Below is a history of repair requests for your property. Most recent repairs are shown first and incomplete repairs are highlighted with a red border. There is sometimes a delay of a few days between the contractor completing the work and it being recorded onto our computer system.

<table>
<thead>
<tr>
<th>Job Number</th>
<th>Logged Date</th>
<th>Completed Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>681559</td>
<td>07-Apr-2015</td>
<td>08-Apr-2015</td>
</tr>
</tbody>
</table>

**Description:** PUMP NOT DRAINING WATER AWAY  
**Status:** FULLY PAY APPROVED  
**Location:**  
**Contractor:** OPTI RESPONSIVE REPAIRS  
**Survey:** What did you think of the service? Click here to tell us

Reported Repairs in communal (shared) areas

Below is a history of repair requests for your block. Most recent repairs are shown first and incomplete repairs are highlighted with a red border. There is sometimes a delay of a few days between the contractor completing the work and it being recorded onto our computer system.

Please Note: For the protection of our residents, information of repairs to Door Entry systems are not included.

Repairs to communal areas for applicable tenants or leaseholders with communal areas are shown at the bottom of the repairs page.
Report a Repair

The Report a Repair pages within MYAccount allow you to report repairs to your property or communal areas.

The Repairs Reporting follows a logical set of steps to allow you to report your repair(s). All you have to do is select the areas within or around your property by clicking through a series of images. Once you have clicked through the images to the applicable area you will be able to record further details of the repair you wish to report. You are able to report multiple repairs if necessary.

**PLEASE NOTE:** If you have an emergency repair please telephone us on 0800 169 5454, **do not** report emergencies via MYAccount.
Request a Repair

Please do not use this form to report emergency repairs.

If you have an emergency repair, please telephone us on 0800 169 5454

If you have a repair that you would like us to deal with please click on an image below. From the other images that present themselves identify the location of the repair and the repair required. Once you have completed the request form you can request another repair by clicking the ‘Start again’ button. Finally check and amend the personal details form to ensure we have up-to-date contact information for you.

4. Baths bath unit, taps, waste pipe, tiles, etc.

Hover the mouse pointer over the repair item on the picture below, then click to select.

The repairs you report, in most circumstances, will be shown on the Repairs page of MYAccount once they have been processed. This can take up to 2 working days.

When completing the reporting form, you will be given the option to attach a file or document to this form, such as adding a photo of the required repair.
Online Forms

The Online Forms page allows you to complete a number of forms that allow you to report, request and submit feedback on a number of different subjects. All you have to do is click on the applicable form picture and the form will be shown. Your details, where we have them, may already be showing in the form to save you entering them.

All form information submitted is confidential.

Some forms, such as the Direct Debit Form, opens in a separate window and you will need to print off, complete and return these forms via post / in person. Instructions for these are shown on the relevant pages.
Planned Maintenance

This page displays a table showing the maintenance that is currently planned for your property.

**My Planned Repairs**

[Major Works, Investment and Improvements Policy](#) More information on our improvements policy can be found in this link.

[Government definition of a Decent Home](#)

This table shows the maintenance that is currently planned for your property.

Please note: The renewal dates shown below are an indication only of intended dates and are subject to budgetary limitations. All dates may be subject to change.

<table>
<thead>
<tr>
<th>Description</th>
<th>Estimated Renewal</th>
</tr>
</thead>
<tbody>
<tr>
<td>External Decorating by Contractors</td>
<td>2021</td>
</tr>
<tr>
<td>Prior to Paint Repairs by Oakleaf Commercial Services Team</td>
<td>2021</td>
</tr>
</tbody>
</table>
The My Transfers page provides you with information and links about transferring to alternative accommodation, as well as about mutual exchange.

**My Transfer Application**

Residency Details:
MR Anne Example
10 Test Address
FRANCHE
KIDDERMINSTER
WORCESTERSHIRE
DY11 5AU

If you are a Wyre Forest Community Housing tenant, you may be able to apply for a transfer to alternative accommodation. If you want to do so, you will need to register your details on the Home Choice Plus allocation scheme. You can do this on-line at [www.homechoiceplus.org.uk](http://www.homechoiceplus.org.uk) or alternatively we can send you an application form if you phone our Customer Service Centre on 0800 1695454.

When you register for housing, you will be prioritised based on your identified housing need ([see attached booklet](#)).

Please note that if you are looking to transfer to alternative accommodation, any move will be strictly conditional on the following criteria being met:

- Your rent account must be up to date
- Your property must be in good decorative order and free of any signs of disrepair or deliberate damage
- You must have conducted your tenancy in a satisfactory manner

Tenants of Wyre Forest Community Housing can also look at a possible “mutual exchange” with other tenants of social housing. This can be done by registering your details at [www.homeswapper.co.uk](http://www.homeswapper.co.uk). The service is free for tenants of Wyre Forest Community Housing.

Please note that if you have recently moved into your property and still hold a Starter tenancy, you will not usually be eligible to transfer or exchange until you have resided in your property for at least 12 months.
My Settings

The My Settings page allows you to manage your own login details. Here you can change your Favourite Word and PIN whenever you like.

My Settings

The following settings affect the way you use the system.

Security First

The following security settings control your access to the system. You must keep them secure to ensure that no-one else is able to view your personal information.

We recommend that you change your PIN and Favourite Word every couple of months. If you think someone may know your security details you should change your PIN and Favourite Word now.

Update Security Settings

In order to change your security settings you must first provide your existing PIN and favourite word.

Please enter your current PIN: 

Current Favourite Word: 

You may enter a new PIN into the spaces below. This new PIN must be between 6 and 12 characters in length and may contain text and/or numbers.

Please enter the new PIN: 

Please confirm your new PIN: 

You may enter a new Favourite Word into the spaces below. This new Favourite Word must be between 6 and 20 characters in length and may contain text and/or numbers.

New Favourite Word: 

Confirm new Favourite Word: 

Save Settings
Login Reminder

If you ever forget your login details for MYAccount you can use the Login Reminder function that will show you or email you your login details. You will have to complete a number of text fields with information that should be known to you only first. If you are still having trouble logging in you can contact our Customer Service Centre on 0800 169 5454.

Reminder for WFCH Customer Web Self Service logon

If at any time you wish to stop the reminder process, please click the 'Stop Reminder' button. This will clear any personal data that may remain if the reminder process is not completed.

Please enter your Payment Reference Number

Please enter your first name

Please enter your last name

Submit

Stop reminder

Reminder for WFCH Customer Web Self Service - page 2

Please enter your Date of Birth

Please enter your Email Address

Please confirm your Email Address

Phone numbers
You must supply at least one phone number to use the online reminder services.

Please enter your Landline Number

Please enter your Mobile Phone Number

Submit

Clicking 'Stop Reminder' will ensure the data you have entered does not remain on this computer.