

# Welcome to 'My Rural Housing', your secure digital online tenant portal

[www.ruralhousing.co.uk](http://www.ruralhousing.co.uk)



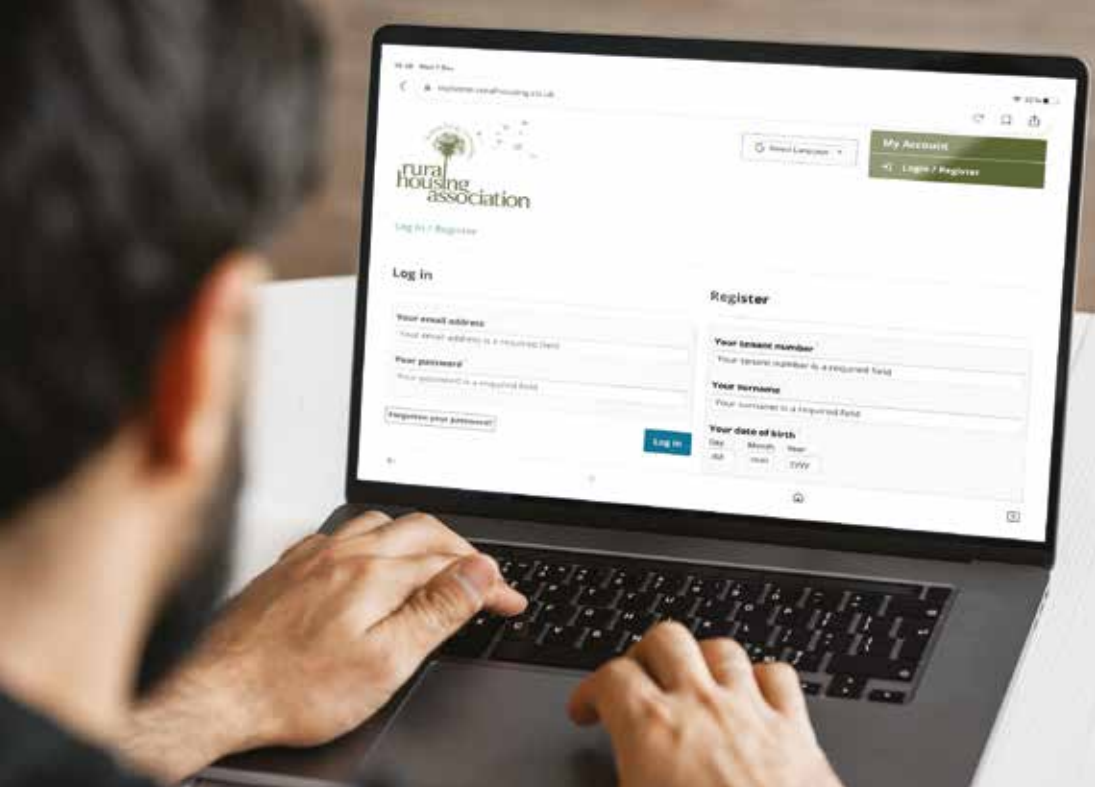
- Manage Tenancy
- Request Repairs
- Pay your Rent
- Get involved in Tenant Panels
- View Tenancy Documents

Building Rural Communities



rural  
housing  
association





We have now launched our **‘My Rural Housing’** tenant portal which gives our tenants 24/7 access to manage their tenancy online.

All you need to do is go to Rural Housing website [www.ruralhousing.co.uk](http://www.ruralhousing.co.uk) and click on **‘Member login’** and follow the instructions.

The registration process asks for personal tenancy details only the tenant and our staff should know.

You then click on **‘My Account’** to register. You will need to input your surname, your date of birth and your unique tenant number, which can be found at the top of your rent statement, or you can call the Rural Housing Team at the office on **028 8224 6118** and then select option 2.



You will then receive an email to thank you for registering for **‘My Rural Housing’** and to complete your registration you will click on the link to set your secure password. Please note the link will only work for 24 hours. We have system controls in place to keep your account safe and to prevent duplicate logins so no one can access your account unless you give them your details.

If you have not provided us with an email address, please contact the office to do so or to receive further assistance.

This **'My Rural Housing'** tenant portal is designed to make your life as a Rural Housing tenant easier so that you can access all your tenancy services at your convenience 24 hours a day, 365 days a year.

**'My Rural Housing'** - manage all aspects of your tenancy including your rent and your repairs.

**IMPORTANT:** If you need to report an emergency repair when our office is closed you should telephone **Radius Connect 24** at **028 9042 3811**. Please do not use **'My Rural Housing'** tenant portal to report **'Out of Hours'** emergencies.

Request Non-Urgent Repairs and check the status of previously reported repairs	
Provide feedback on repairs	
View your repairs history	
View and update your household details	
View your rent statements	
Make rent payments	
View Tenancy Documents	
Send us documents, letters, photos, feedback, comments, and complaints	
Get involved with our Tenant Panels	
Go paper-free and get a faster, greener and more cost-effective service	

We don't hold any bank details in **'My Rural Housing'** and any payments made by you are done through a secure online gateway where you will receive a confirmation email.

# Here are some FAQs:



## Is my ‘My Rural Housing’ account secure?

Yes, the security of your personal information is just as important to us as it is to you; for more information about how we use your data please refer to our **Privacy Policy** which can be found on our website.

## Can anyone else access my account?

Only if you give them your details. If you think someone else has your login details, you can change them at any time.

## What if someone hacks into your systems – would they be able to take my rent money or end my tenancy?

No - we don't hold any payment or bank details in ‘My Rural Housing’, and all passwords are encrypted. Even if they managed to get in, we need your actual signature on an official termination form to end a tenancy - it can't be completed online.

## Could someone else register as me?

No – there can only be one login for each account. The registration process asks for personal tenancy details that only the tenant and our staff should know.

## Has anyone ever logged in and got the wrong person's information?

No, never.

## Need help?

We are just a click away. Click the ‘**Help**’ button to chat to us or leave a message.

Rural Housing Association, Tollgate House, 2 Killyclogher Road,  
Omagh, Co Tyrone, N Ireland, BT79 0AX.

T: 028 8224 6118    E: [info@ruralhousing.co.uk](mailto:info@ruralhousing.co.uk)    [www.ruralhousing.co.uk](http://www.ruralhousing.co.uk)

