

## **iHousing Explained**

Wiltshire Council's i-Housing tenants' service gives you 24/7 access to a secure area where you can report/request and check repairs, view your rent statements and pay your rent online.

You will need a password to access this system. If you do not have one, please complete the [registration form](#) which can be found at the following website address <https://ihousing.wiltshire.gov.uk/> or email us at – [hsgmail@wiltshire.gov.uk](mailto:hsgmail@wiltshire.gov.uk) giving us your contact details and we will send your personal login once we have verified your request.

**The first time you log in** – Following registration and once you have received your login details you will need to access the iHousing page at the following website <https://ihousing.wiltshire.gov.uk/> and select the [Mail me my password](#) link (as shown below).



Your password will then be emailed directly to the email address we hold on our system. If you do not receive a password email from us, please check your “junk” emails, as some automated emails are directed there instead.

When your password arrives, you can use the “Tenant’s Login” link on the iHousing portal <https://ihousing.wiltshire.gov.uk/> (as shown below).

A screenshot of the "Tenant's Login" form. The title "Tenant's Login" is at the top left. There are two input fields: "User I.D." with a yellow border and "Password" with a green border. Red arrows point to each field from the left. Below the fields is a "Log in" button. At the bottom right, there is a link that says "Forgotten your password?".

If you experience any problems accessing the system or you have received this letter in error then please contact me on the details below.

Yours sincerely

Wiltshire Housing Services  
Email: [hsgmail@wiltshire.gov.uk](mailto:hsgmail@wiltshire.gov.uk)

## The main screen of your iHousing account

You are here: [Home](#) > I-Housing tenants services

# I-Housing tenants services

- My tenancy account
- Make a payment
- My other tenancies
- Homes 4 Wiltshire
- Report a repair
- View my repairs
- Useful housing information
- Change password
- Sign out

MENU OPTION	FUNCTION
My tenancy account	Lists the last three months transactions on your account with the option to select one, six or twelve months.
Make a payment	Displays your current balance, whether in credit or arrears, and includes a link to make an online payment using a credit or debit card
My other tenancies	Lists all your tenancies
Homes 4 Wiltshire	Links to the Homes 4 Wiltshire website where users registered with Homes 4 Wiltshire can view and bid on available properties
Request a repair	Opens an <a href="#">eForm</a> to request a repair. Lists useful contact numbers.
View my repairs	Lists all the repairs registered against your tenancy and the current status of them.
Useful housing info	Includes links to useful housing publications such as the tenant handbook.
Change password	Allows users to change the system generated password to something more memorable.

## My Tenancy Account

You can view your rent transactions by selecting my tenancy account from the main screen. Here you will be able to view the last one, three, six or twelve months by pressing the filter button. You can also select "Make Payment" to take you to our online payment screen.



**Tenancy enquiry**

Here are your last **month's** transactions. Your current tenancy balance is **£26.40** in arrears

1 Month

Date	Type	Reference	Debit	Credit	Balance
30/01/2017	Debit	Housing Benefit		£74.23	£26.40
30/01/2017	Debit	RENT DEBIT	£100.63		£100.63
26/01/2017	Credit	Bank transfer		£26.40	£0.00
23/01/2016	Credit	Housing Benefit		£74.23	£26.40
23/01/2017	Debit	RENT DEBIT	£100.63		£100.63

## Report a Repair

You can register a repair by simply clicking on:



This can be found on the main screen of your tenancy account.

Then select either

[Provide a written description of your problem](#)

or [Use our interactive guide to identify your problem](#) (as shown below)

You are here: [Home](#) > [Housing tenants services](#) > [Repair request](#)

### Repair request

Click on one of the buttons below to register your repairs to our team. Somebody will contact you within two working days about your enquiry. You can find [more information](#) here.

**Please note:** Emergency or urgent repairs should always be reported by telephone:


- 0300 456 0117 - option 2
- Office hours are 8.30am to 5pm - any calls before or after these times will be diverted to the housing out of hours lines

#### Other useful numbers


Service	Telephone
Southern Electricity	0845 7444 555 (all enquiries)
British Gas	0800 555 700 (freephone information line) 0845 609 1122 (customer services)
Wessex Water	0845 600 4600 (supply enquiries) 0845 600 2600 (billing enquiries)

Lookup


**Start Here:**




Plumbing




Doors and Windows




Kitchens and Sinks




Heating and Electrics




Garages and External




Roofs, Chimneys and Drains



Communal Facilities



Walls, Floors and Stairs



Dr Damp

## Example screens you may also see whilst using the interactive guide

start back advice

### Roofs, Chimneys and Drains: Gutters, downpipes and drains

Pass the mouse pointer over the drawing to see possible problems.

Can't find the problem you want to report?

Advice is available throughout the interactive guide



start back advice

### Roofs, Chimneys and Drains: Gutters, downpipes and drains: Gutter problems

Select the repair problem(s) you are having from the lists. OK means there is no problem.

Gutters

Comments

Do add any comments and useful details like the location of the problem. Please do not write in your address here - you will be asked for it later.

Can't find the problem you want to report?

## View my repairs

You can monitor the progress of repairs reported at your property, and if you live in a flat it will also show any repairs reported for the communal facilities.

### Repair enquiry

You can see the repairs registered against your tenancy and current status in the table below.

I only want to see orders completed on, or after (this limits the number of completed orders in the list):

Reference	Description	Registered Date	Status	Target date
WO561474	Gutter leaks at rear of property	06/02/2017	In Progress	13/02/2017

For your block, the following repairs are held in our records:

Reference	Description	Registered Date	Status	Target date
-----------	-------------	-----------------	--------	-------------