

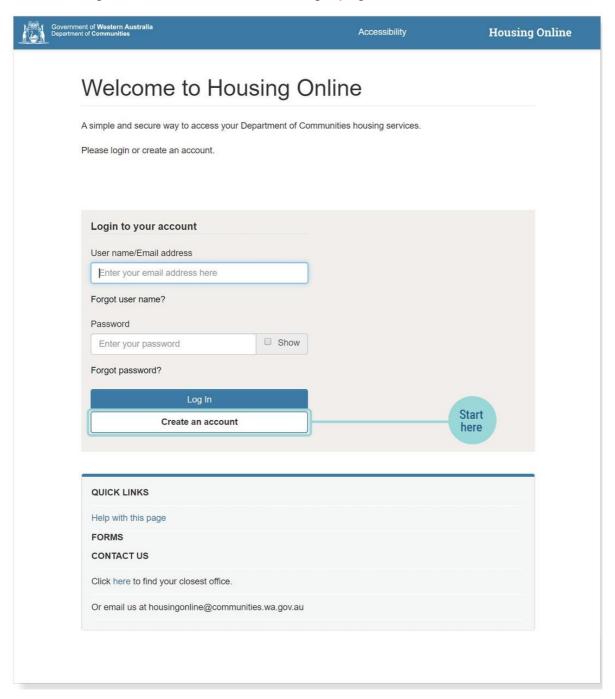


# How to register for Housing Online

## Help resource

### Step 1: Create an account

You can set up an account to access online housing services by visiting <u>Housing Online</u> and selecting **Create an account** on the login page.



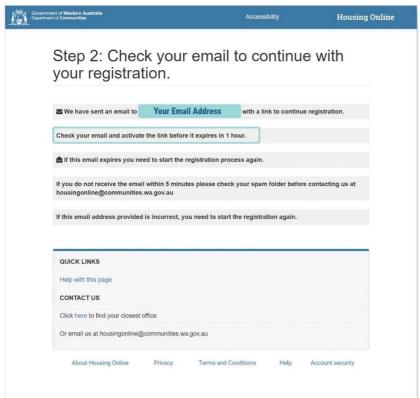
#### Enter your email address and create a password. Then click Next.



#### Tips:

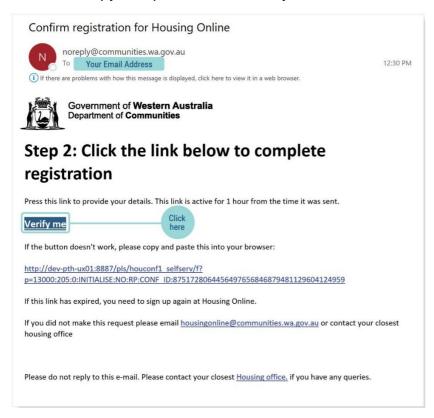
- Each Housing Online account must have a unique email address. You can't use the same email for two different people, so if you share an email address with someone, only one of you can use it to create a Housing Online account.
- Your password must have at least eight characters and include at least one capital letter, one lower case letter and one number.

Step 2: You will receive an email with a link to Housing Online



The link remains valid for one hour. If you can't access your email or complete the registration process within this period, you'll need to restart the registration process.

Check your Inbox and open the email sent by Communities. Click the **activation link button** or copy and paste the link into your web browser.



## Step 3: Provide your details to complete registration

Select one of the reference number options from the drop-down menu. You can use:

- our reference number
- your tenancy reference number
- your bond assistance number
- our payment reference number
- your application reference number for social housing.

**Tip:** You can find these numbers in previous letters or account statements you received from Communities about housing assistance.

Enter your unique reference number.

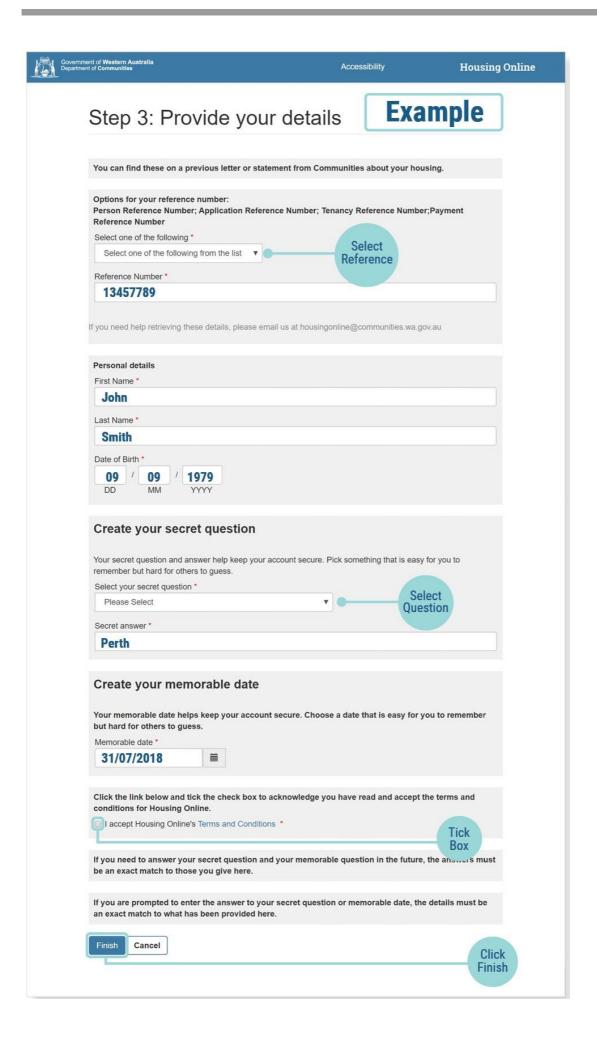
Enter your first name, last name and date of birth in the personal details section.

#### Secret question and memorable date:

- Secret question and memorable date answers help keep your account secure.
- Select your secret question from the options on the drop down list and enter your answer. Choose something memorable that only you can answer.
- Create your memorable date. It should be something that is easy for you to remember but hard for others to guess.

Read the **Terms and Conditions**. If you agree to the terms, **tick the box** "I accept the Housing Online Terms and Conditions" and click the **Finish** button.

You have created a Housing Online account. Select **Continue** to login and use your email address and password to sign in.



## Frequently asked questions

#### Who can create a Housing Online account?

- Main or joint tenants who currently live in public housing and have signed the tenancy agreement for the property.
- The main applicant on a social housing application after they have been added to the waitlist.
- Bond Assistance Loan clients who are currently paying back an approved private rental bond loan.
- Private Rental Aboriginal Assistance clients who are currently paying back an approved loan.
- A former public housing tenant, who was either the main or joint tenant for the tenancy.

#### Where can I find a reference number to create my Housing Online account?

Here's an explanation of the different reference numbers you can use to create your Housing Online account, and where to find them:

- Our Reference number: a unique number that the Department of Communities creates when you seek Housing assistance from us. You can find the Our Reference number on letters from Communities (or the Housing Authority) about your housing.
- Tenancy Reference number: a unique number created by the Department of Communities when we lease a public housing property. It applies to current and former public housing tenants. You can find your Tenancy Reference number on letters from us (or the Housing Authority) about your public housing tenancy.
- Payment Reference Number: unique numbers that the Department of Communities creates for rent, water and repairs payments. You can find your payment reference numbers on the rent statements we send you.
- **BAL Reference number:** a unique number that is created if you have been approved for a private rental Bond Assistance Loan (BAL). You can find this number on letters that Communities housing has sent to you.
- Application Reference number: a unique number that is created after you apply for social housing and receive confirmation that you are on the waitlist. You can find this number on letters that we send you about your application for social housing.

#### My personal details do not match. What do I do?

Check that you have entered your personal details correctly and use the personal details you used when you requested housing assistance.

If you haven't made a mistake, this means that the information you've provided doesn't match our records.

You will need to contact <u>your local Housing office</u> to update personal details such as your full name or date of birth if they are out of date or incorrect.