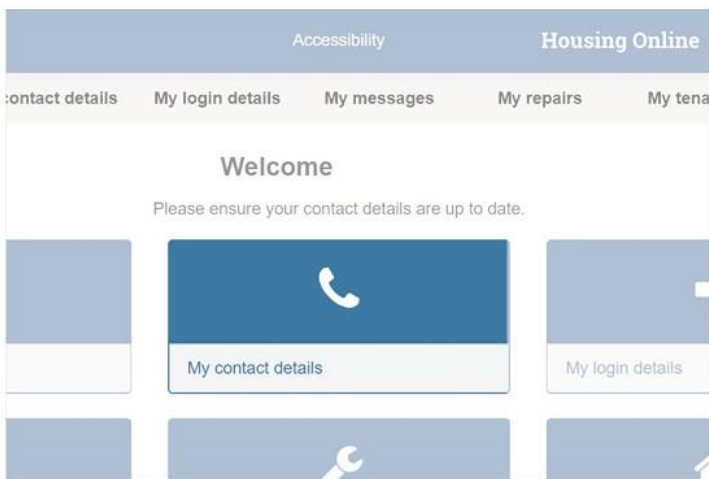




My accounts on Housing Online

Help resource

To update your contact details online click **My contact details**.



Enter your new contact details in the fields that need updating.


The screenshot shows the 'Update my contact details' form. At the top, there is a navigation bar with 'Home', 'My accounts', 'My contact details', 'My login details', 'My messages', 'My repairs', 'My tenancies', and 'My housing application'. A 'Log Out' link is also present. The form title is 'Update my contact details' with a blue 'Example' label. Below the title is a message: 'Keep your contact details up to date so you don't miss out on important information or updates about your housing assistance requests. If you need to change your postal address, please contact your closest Housing office.' The form fields are: 'Current address' (1 Sample Road, Perth, WA, 6000), 'Number' (1), 'Street name' (Sample Road), 'Town or suburb' (Perth), 'State' (WA), 'Postcode' (6007), and 'Email' (johnsmith@email.com). A note says: 'If these details are incorrect, please update your contact address below.'

If you have provided us with written authority to liaise with a welfare agency or an advocate acting on your behalf, you can update their contact details in the **Advocate name** and **Advocate contact number** fields.



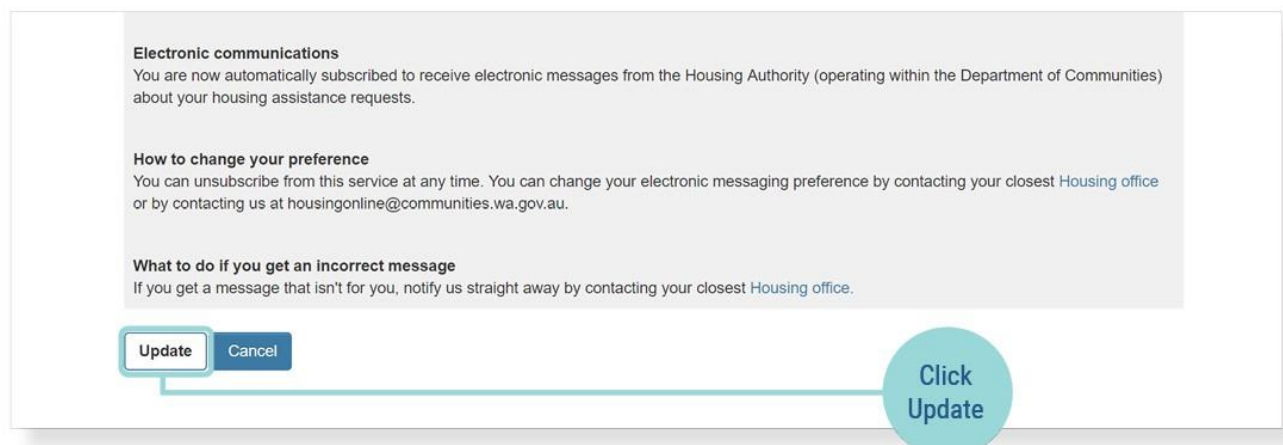
A screenshot of a form for updating an advocate's contact details. It features two input fields. The first field is labeled "Advocate name:" and contains the text "Bob J". The second field is labeled "Advocate contact number:" and contains the text "0401000000".

You can also update the details of your next of kin in the **Next of kin name** and **Next of kin contact number** fields.



A screenshot of a form for updating next of kin contact details. It features two input fields. The first field is labeled "Next of kin name:" and contains the text "Jill S". The second field is labeled "Next of kin contact number:" and contains the text "0401000002".

Once you've added your contact details in the relevant fields, click **Update** at the bottom of the screen.



A screenshot of the "Electronic communications" section. It contains three paragraphs of text: "Electronic communications" (stating automatic subscription), "How to change your preference" (explaining how to unsubscribe), and "What to do if you get an incorrect message" (advising to report incorrect messages). At the bottom left, there are two buttons: "Update" and "Cancel". A teal callout bubble with the text "Click Update" has a line pointing to the "Update" button.

Tip: When you provide us with your email address and mobile phone, you will be automatically subscribed to receive messages from Housing including emails and SMS messages. You can change these preferences by contacting [your closest Housing office](#) or emailing housingonline@communities.wa.gov.au.

Frequently asked questions

Some of my contact details are not displayed in Housing Online. What does this mean?

This means we don't have this information on our system. To ensure we can contact you to discuss your housing needs, please update the relevant fields on screen and click the update button.

Do I need to update all the fields in the contacts page?

No. Just complete the fields that need to be amended and click the update button when you're finished.

If I update my contact details on this page, will this update my records with Housing?

If you update your contact details on the Contact Details pages, it will update our records immediately – there's no need to visit an office.

If I update my email address in My Contact details, will it change my login details?

Yes. Please remember to use the updated email address next time you log in to Housing Online.

What is an advocate? Do I need to provide their details?

An advocate is a person or organisation who acts on your behalf in relation to any housing matters with us.

You need to provide Housing with written authority confirming that we have permission to liaise with your advocate. If you have engaged an advocate, you can update their contact details on Housing Online.

Do I need to provide next of kin details?

A next of kin is a contact person nominated by you who may be able to assist Housing in case of emergency or unexpected events.

These may include storm damage, urgent maintenance, property damage due to vandals, or a break in to the leased public housing property while you are away, or if you become ill or injured.

They may be a close relative. They do not need to live in your property.