

Housing On-Line Self Service

Quick Guide to Registration



Hull
City Council

Registration and log in

To log in to Housing Self Service or to register for the first time, click on the [View your contact details](#) link under the Contact Details section.

Enter the details requested including your unique Payment Reference number (which is quoted on your rent card / paper rent statements).

Make sure to enter a valid email address and contact number so that Housing Self Service can contact you in case of any query.

If you have entered the information correctly, registration will be automatic.

If you have registered requiring contact via letter, we will send you two letters in the next seven days which contain your user name and password.

If you have registered requiring contact via email, you will receive 2 emails once you have completed the registration, one containing your user name and another containing your default password.

Once registered, new users who log in for the first time will need to set up some additional security controls including:

- Re-enter the current password and choose a new one if needed to something more memorable (this needs to be at least eight characters and contain at least one number, one uppercase character and one lowercase character for example NewYear12).
- Type a memorable question and the answer. This helps provide an additional level of security for users.

Once successfully logged in, users will be able to view:

- Contact details of telephone number/email addresses held by Hull City Council Housing Department which can be updated
- Rent account details and rent statements. Online rent statements, including any payments, housing benefit or adjustments posted to the account.
- Mail preferences, which can also be updated.

Housing Self Service online rent statements

One of the key benefits of Housing Self Service is to allow customers to securely access details of rent balances and payments.

Hull City Council Housing encourages as many users as possible to access this information to ensure that customers can always get the latest balance and payment details, to assist them in keeping rent payments up to date.

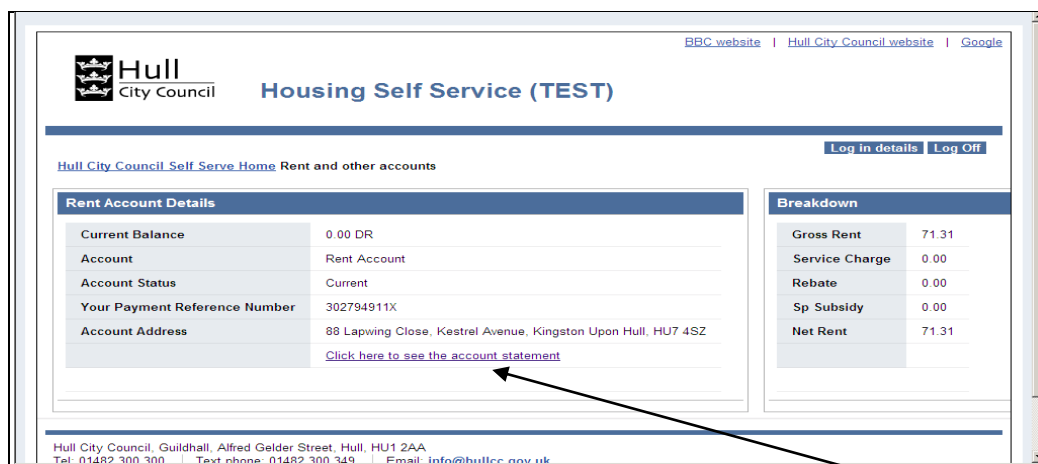
Click on the View your Rent Account link. This will open the Rent Account Details screen.

This initially is a summary by account type of the current balance. Multiple accounts will be shown where relevant.

The information on accounts cannot be edited or deleted.

- 1 The Current Balance will show the current balance of the account
- 2 Account shows the account type
- 3 Account Status will show this as a current or former account
- 4 Payment Reference will show the unique payment reference of the account holder
- 5 Account Address shows the current recorded address of the account holder

Clicking on the **Click here to see the account statement** provides a detailed statement for the account



The screenshot displays the 'Hull City Council Housing Self Service (TEST)' interface. At the top, there are navigation links for 'BBC website', 'Hull City Council website', and 'Google'. The main header includes the Hull City Council logo and the title 'Housing Self Service (TEST)'. Below the header, there are links for 'Log in details' and 'Log Off'. The main content area is divided into two sections: 'Rent Account Details' and 'Breakdown'. The 'Rent Account Details' section contains a table with the following information:

Rent Account Details	
Current Balance	0.00 DR
Account	Rent Account
Account Status	Current
Your Payment Reference Number	302794911X
Account Address	88 Lapwing Close, Kestrel Avenue, Kingston Upon Hull, HU7 4SZ
	Click here to see the account statement

The 'Breakdown' section contains a table with the following information:

Breakdown	
Gross Rent	71.31
Service Charge	0.00
Rebate	0.00
Sp Subsidy	0.00
Net Rent	71.31

At the bottom of the page, there is contact information for Hull City Council: 'Hull City Council, Guildhall, Alfred Gelder Street, Hull, HU1 2AA. Tel: 01482 300 300. Text phone: 01482 300 349. Email: info@hullcc.gov.uk'.

Online rent statements

This screen shows all transactions recorded on the account, with the most recent transactions first.

The list of transactions can be refined by selecting the calendar 'From' and 'To' dates and clicking on 'Search'.

Key to account details

Date	Date the transaction was recorded
Transaction	Transaction description
Credit	Any payments credited to the account
Debit	Any charges debited from the account (e.g. rent charge)
Balance	The running balance on the account

Housing Self Service security

Hull City Council takes the security of all customer information extremely seriously. In order to protect the security of personal data held within Housing Self Service, access to the system will automatically timeout after 10 minutes of inactivity.

Password and user name reminders

Should you forget your password, this can be reset and reissued automatically by clicking on the 'I have forgotten my password' link on the log in screen.

The password will be reset automatically and a letter issued to your registered correspondence address containing these revised details. If you have requested email contact, you will receive the reset password via email.

If you do not receive this reminder within 10 working days, please contact HS-SystemsSupportTeam@hullcc.gov.uk or telephone 01482 300 300 for further help.

Hull City Council Housing will then contact you using the contact details held on record. You will be asked a number of security questions to confirm your identity to ensure that we only pass information to the correct customer.

Accessing Housing Self Service from a shared computer.

If the computer used to access details is a shared one, it is strongly advised that you log off before leaving the computer and close the web browser. This will protect your personal details from being seen by another user.

1 Simply click on the Log Off button in the top right of Housing Self Service web page and then close the current web session, and ideally delete your browsing history.

Further information

Should you have any questions about registering, accessing or using Housing Self Service, please contact:

HS-SystemsSupportTeam@hullcc.gov.uk or telephone 01482 300 300