

Rosebery Housing Association

My Rosebery user guide

Your My Rosebery is a one-stop-shop for everything to do with your tenancy. It's super simple to access and allows you to view your statements, make a payment, update your information, message us and report any repairs.

If you need any support on using your My Rosebery account, please give us a call on 01372 814 000 or email DigitalOfficer@rosebery.org.uk and talk to our Digital Officer. You can book in a one to one training session or talk through your My Rosebery questions over the phone.

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How to use your My Rosebery account

For these examples, we will be using a test account.

To log in, visit www.rosebery.org.uk/my-rosebery-login

Signing up

To register for your My Rosebery account, you will need to add your surname, date of birth, tenancy reference.

Register for service

To register for this service you need to be a current tenant or have an active application to be rehoused.

- If you are a current tenant then specify your **Tenancy Reference**

Surname	<input type="text" value="Your Surname"/>
Date Of Birth	<input type="text" value="Your DOB (dd/mm/yyyy)"/>
Tenancy Reference	<input type="text" value="Your Tenancy Reference"/>

Next

When your account has been found, you will then need to create a username, input your email and create a password.

Account Details

Please create a Username and Password that is not known to anyone else. We have no access to your Username or Password and we will never ask you for these details.

A Username is a name you create. It could be your actual name, email address, name of pet, or something made up. You will need to use this every time you log into web self serve. Our top tip is to choose something you will easily remember.

Your password must be 4 - 30 letters long.

Username	<input type="text" value="Your Username"/>
Email	<input type="text" value="Your Email"/>
Confirm Email	<input type="text" value="Confirm your Email"/>
Password	<input type="text"/>
Confirm Password	<input type="text"/>

Next

Once you have registered, all you will need to log in with is your username and password, so make sure these are memorable.

Logging in

To log into your My Rosebery account on the internet, please visit the [Rosebery Housing Association website](#). You will then see a button at the top called 'My Rosebery'. Click on this button. You can also log into your account on the Rosebery Housing Association App.



Login

Please enter your username and password.

Username	<input type="text" value="Username"/>
Password	<input type="password" value="Password"/>

Login

New user or forgotten your details ?

If you are a new user or have forgotten your details then please visit the [registration page](#).
It only takes a minute to obtain a new username and password and all you need is your Tenancy or Application reference.

Here you will find the log in page. Insert your details and click on login.

You will now see your home page. This page will show you your personal details and a summary of your tenancy with us.

Welcomes back Mrs Tenant.

You last logged into this site on 25/04/2019 at 16:29:21.
If you have any problems using this service or suggestions for improvements then please and let us know.

My Details

Title	Mrs
Name	Rosebery Tenant
Date of Birth	01/01/1970
Language	Italian
National Insurance Number	BS123256B

Tenancy Summary

Tenancy Reference	MASO1968
Dates	25/09/2006 -
Tenancy Type	Assured
Address	3 Albert Square London

My Account

My Account ▾

- Tenancy Details
- Tenancy Statement
- Make a Payment
- Housing Officer

Viewing your Tenancy Details

To take a look at all of your tenancy details, charges and your household information, use the navigation menu. At the bottom of this page, you can view your Household information, it is important that you keep this up to date.

My Tenancy Details	
Tenancy Reference	MASO1968
Dates	25/09/2006 -
Tenancy Type	Assured
Address	3 Albert Square London
Post Code	KT19
Balance	£ 125.88 Arrears
Weekly Amount	£ 117.11
Last Payment Amount	£ 200.00
Last Payment Date	09/07/2018

My Accounts	
My Account is made up of the following Accounts	
General Debit	£125.88

Viewing a Tenancy Statement

You can produce a statement to review your latest charges, housing benefit payments, rent payments etc. The Tenancy Statement page is underneath 'My Account'. You can also choose a specific date period for your statement to cover.

Account Details	
Tenancy Reference	MASO1968
Address	3 Albert Square London KT19
Start Date	25/09/2006
Balance	£ 125.88 Arrears

Produce Statement	
From this page you can generate a statement which you can then review and print. To generate your statement, tell us what date period you would like the statement to cover.	
Period From	<input type="text" value="DD/MM/YYYY"/>
Period To	<input type="text" value="DD/MM/YYYY"/>
<input type="button" value="Next"/>	

Make a payment

You can pay on Allpay through your My Rosebery account. All you will need is your email address and password to log in.



Welcome to allpay Internet Payments
your bill payments website

Need help?

Sign in	Sign up
<p>Enter your email address:</p> <input type="text"/>	<p>Sign up to allpay Internet Payments</p> <p>Sign up</p>
<p>Enter your password:</p> <input type="password"/> <p>Forgotten your password?</p>	
<p>Sign in</p>	

Contacting your Rosebery Officers

On the 'Housing Officer' page, you can find out who you need to contact for issues about your tenancy. Here you will see who is your Income Officer and Neighbourhood Officer is. You can email them straight from your account, it will log a new message for you.

Account Details	
Tenancy Reference	MASO1968
Address	3 Albert Square London KT19
Start Date	25/09/2006
Balance	£ 125.88 Arrears

My Officers		
Income Officer	Max Newall	Create Message
Neighbourhood Officer	Stephen Marsh	Create Message

About me

- My Details
- My Messages
- Change Password

My Details

It is important that you keep your personal details up to date with us. You can check these on the 'My Details' page. You can make changes on this page and add any other information.

My Details

Title	Mrs
Firstname	Rosebery
Surname	Tenant
Date of Birth	01/01/1970
Language	Italian
National Insurance Number	BS123256B

[Update](#)

Contact Details

Your contact details are shown below.

Your main contact is highlighted. **If you wish to change your main contact method or update your contact details, please click on the contact you wish to change.**

Contact Type	Contact Details
Mobile Number	07427964807
E-mail	Brendan.shannon@rosebery.org.uk
Telephone Number	01372747452

Please [contact us](#) if you want to request the removal or addition of an existing contact method.

My Messages

You can view all of your messages with Rosebery on the 'My Messages' page. Every type of communication will be recorded and you can keep up to date with their progress.

My Messages

Hello Rosebery
The details of your messages are below.

[Create Message](#)

Date logged	Type	Status
05/04/2019	Anti social behaviour	Open
05/04/2019	Leasehold Management	Closed
05/04/2019	Leasehold Management	Open
05/04/2019	Repairs	Closed
02/04/2019	Welfare	Open
02/04/2019	Estate Management	Open
02/04/2019	General Enquiries	Closed
02/04/2019	Tenancy Change	Open
02/04/2019	Rents	Closed

You can also contact us with the 'Send us a message' page. Here you can send a message with a different subject.

Hello Rosebery
The details of your messages are below.

[Create Message](#)

Changing your password

Changing your password on your My Rosebery account is simple on the 'Change password' page. It is important to make sure your password is secure and cannot be guessed by anyone. If you would like to learn more about secure passwords and staying safe online, talk to our Digital Officer!

Change Password

Your password must be 4 - 30 letters long.

Current Password	<input type="password"/>
New Password	<input type="password"/>
Confirm Password	<input type="password"/>

[Change password](#)

Repairs

 **Repairs** ▾

[View Repairs](#)

[Request A Repair](#)


Reporting a repair

Reporting a repair on your My Rosebery account is simple and easy on the Request a Repair page. You can use our clever tool to find exactly what the issue is that needs fixing in your home. Just click through the images, then 'add the item to scheduler' to report it to us.


[Home](#) | [Search](#) | [Browse](#) | [Scheduler](#)

Rosebery Housing Association: NHF SOR Version 7.0


Lookup




Plumbing



Doors & Windows




Kitchens & Sinks



Heating & Electrics




Garages & External



Roofs & Drains



Communal Facilities



Walls, Floors & Stairs



Emergencies

[Home](#) | [Search](#) | [Browse](#) | [Scheduler](#)

[Back](#) | [Advice](#)

SOR Item ✕

Electrical | Ventilation | Fans - Condensation Control |

<input type="checkbox"/>	841007 R FAN:	Fan:Overhaul any kind of domestic extractor fan, dismantle and reassemble, clean and oil, test and leave in working order and remove waste and debris.	NO 23.80
	OVERHAUL DOMESTIC EXTRACT		

Click on the plus button to report this repair.

Electrical | Ventilation | Fans - Condensation Control |

+	841007 R FAN: OVERHAUL DOMESTIC EXTRACT	Fan:Overhaul any kind of domestic extractor fan, dismantle and reassemble, clean and oil, test and leave in working order and remove waste and debris.	NO 23.80
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This item has been added to the scheduler

Viewing your reported repairs

You can view all your past repairs, active repairs and planned maintenance/servicing on the 'View Repairs' page. This is a handy page to keep up to date of what you have reported in your home, and what is being done.

Planned Maintenance / Servicing				
Job No	Date Logged	Description	Appointment Date	Appointment Time
You do not currently have any planned maintenance or servicing jobs				

Active Repairs				
Job No	Date Logged	Description	Appointment Date	Appointment Time
R02625230	10/04/2019	Damaged tiles (need new)		
R02625231	10/04/2019	Seat broken or missing		
R02625222	08/04/2019	Electrical fitting smoking		
R02625223	08/04/2019	No power		
R02625224	08/04/2019	Tap leaking, dripping or loose		
R02625225	08/04/2019	KERB:LAY NEW 127X254MM PCC KERB.		
R02625206	04/04/2019	Brendan testing Scheduler		

Past Repairs			
The table below displays the last 10 completed repairs that have been logged against your property.			
Job No	Date Logged	Description	Completed Date

If you have any questions about your repairs, log a communication with us!