

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.

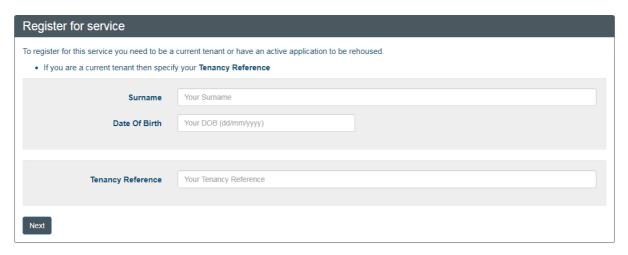
To log in, visit www.rosebery.org.uk/my-rosebery-login

Signing up

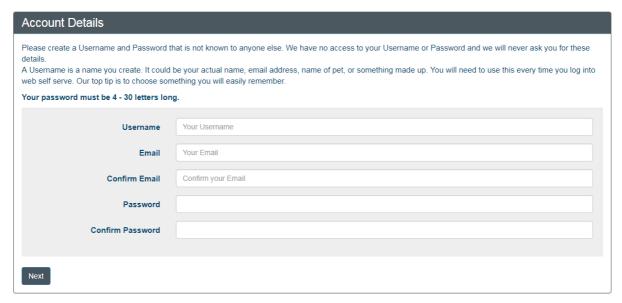
To register for your My Rosebery account, you will need to add your surname, date of birth, tenancy reference.







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



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

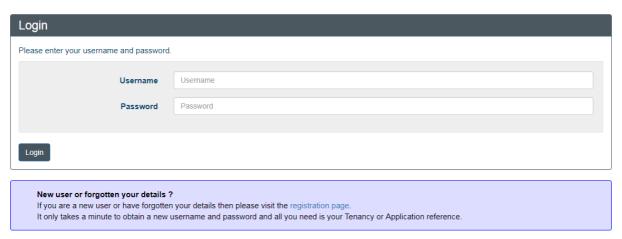
Logging in

To log into your My Rosebery account on the internet, please visit the <u>Rosebery Housing</u> <u>Association website</u>. 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.



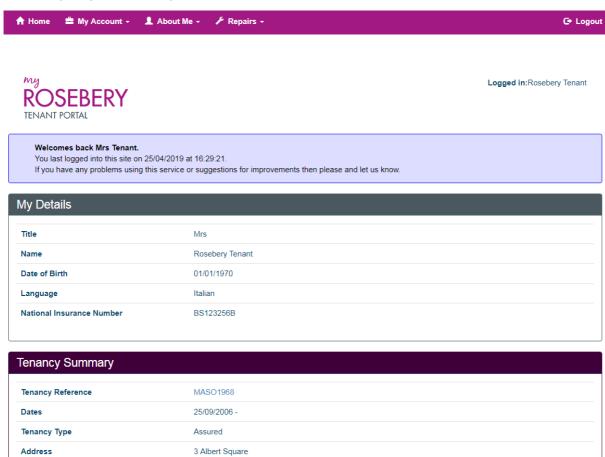






Here you will find the log in page. Insert your details and click on login.

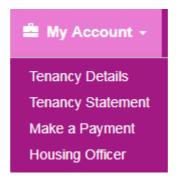
You will now see your home page. This page will show you your personal details and a summary of your tenancy with us.



London



My Account



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.





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.



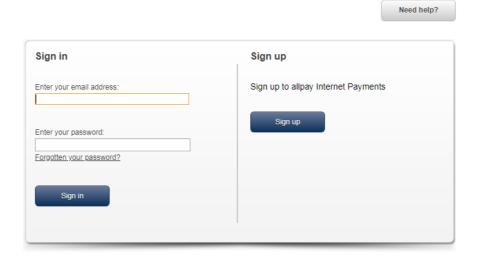




Make a payment

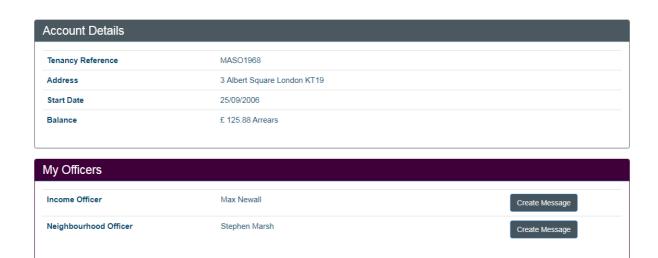
You can pay on Allpay through your My Rosebery account. All you will need is your email address and password to log in.





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.





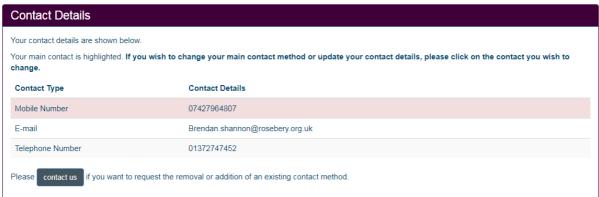
About me

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.

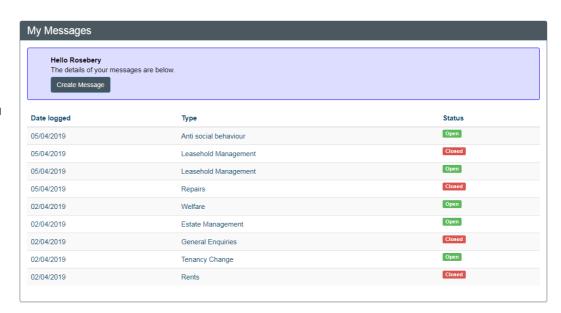
Change Password





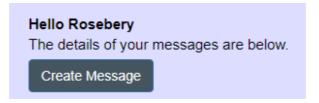
My Messages

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.



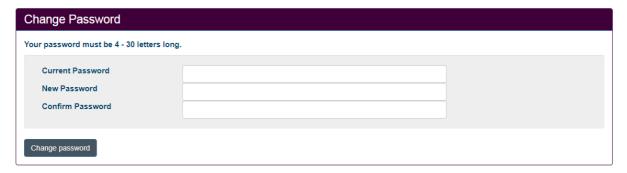


You can also contact us with the 'Send us a message' page. Here you can send a message with a different subject.



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!



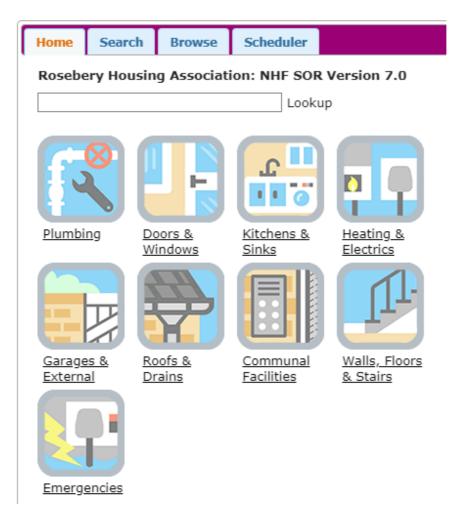
Repairs

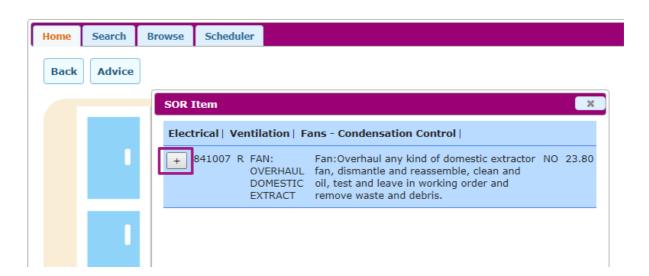


Reporting a repair

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.







Click on the plus button to report this repair.





841007 R FAN:

Fan:Overhaul any kind of domestic extractor NO 23.80 OVERHAUL fan, dismantle and reassemble, clean and DOMESTIC oil, test and leave in working order and remove waste and debris.

> This item has been added to the scheduler

Viewing your reported repairs

EXTRACT

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.



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		



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