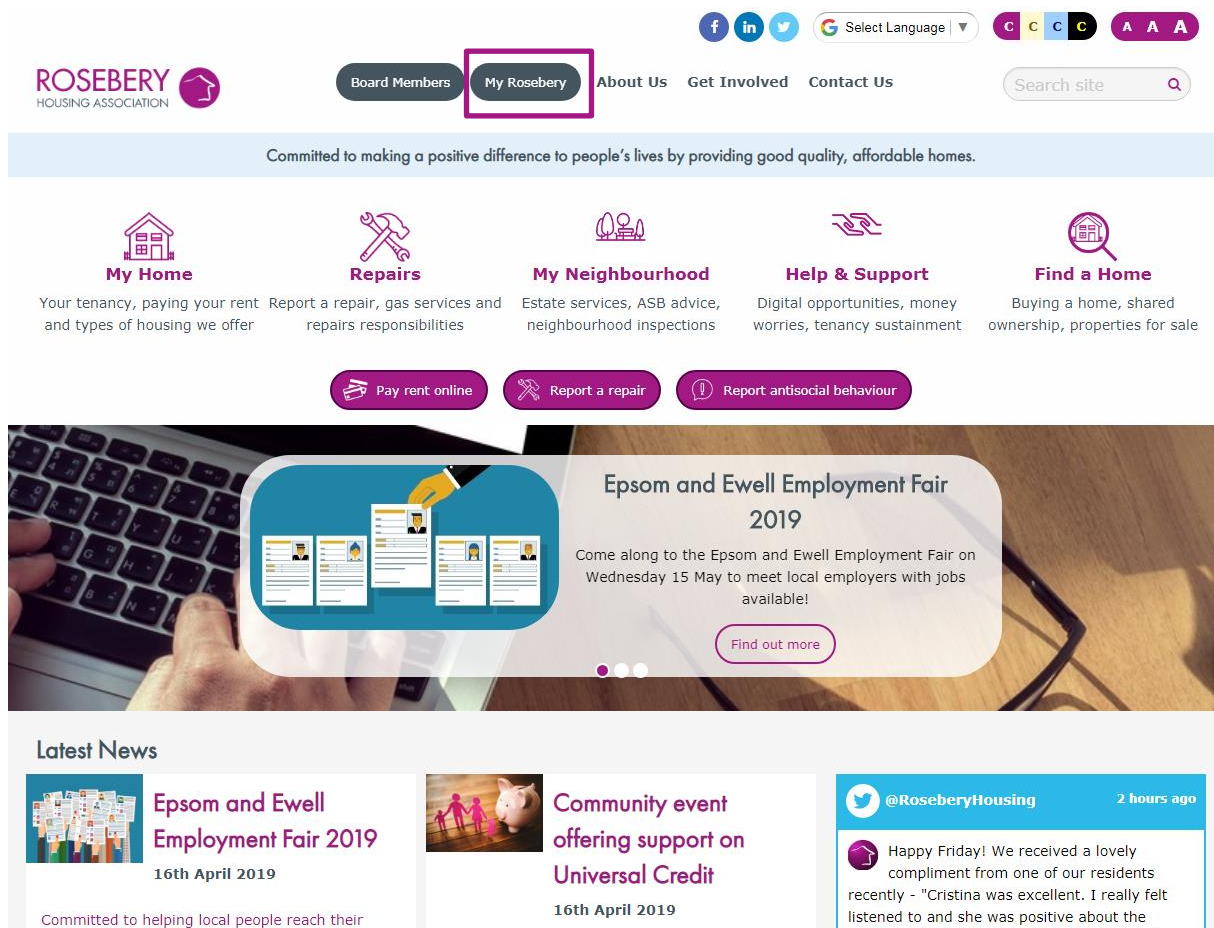


# Rosebery Housing Association

## How to register for My Rosebery

To register for your my Rosebery account, go to our website, [www.rosebery.org.uk](http://www.rosebery.org.uk) and go to 'My Rosebery'.



The screenshot shows the website's navigation bar with the following elements:

- Social media icons for Facebook, LinkedIn, and Twitter.
- A language selection dropdown menu.
- Color and font size preference buttons.
- Navigation menu items: Board Members, **My Rosebery** (highlighted with a red box), About Us, Get Involved, and Contact Us.
- A search bar labeled "Search site".

Below the navigation bar is a banner with the text: "Committed to making a positive difference to people's lives by providing good quality, affordable homes."

The main content area features five service categories:

- My Home:** Your tenancy, paying your rent and types of housing we offer.
- Repairs:** Report a repair, gas services and repairs responsibilities.
- My Neighbourhood:** Estate services, ASB advice, neighbourhood inspections.
- Help & Support:** Digital opportunities, money worries, tenancy sustainment.
- Find a Home:** Buying a home, shared ownership, properties for sale.

Below these categories are three quick-action buttons: "Pay rent online", "Report a repair", and "Report antisocial behaviour".

A featured banner for the "Epsom and Ewell Employment Fair 2019" is displayed, with the text: "Come along to the Epsom and Ewell Employment Fair on Wednesday 15 May to meet local employers with jobs available!" and a "Find out more" button.

The "Latest News" section includes:

- Epsom and Ewell Employment Fair 2019** (16th April 2019): Committed to helping local people reach their...
- Community event offering support on Universal Credit** (16th April 2019).
- A tweet from @RoseberyHousing (2 hours ago): "Happy Friday! We received a lovely compliment from one of our residents recently - 'Cristina was excellent. I really felt listened to and she was positive about the..."

To register, go to 'Register for My Rosebery'.

### Logging in

Your My Rosebery account is a one stop shop for all things to do with your tenancy. It's super simple to use and allows you to view your statements, make a payment, update your information, message us, report any repairs and more!

[Login to My Rosebery](#)

### Registering

If you have not registered for your my Rosebery account, use the link below.

[Register for My Rosebery](#)

If you have any questions about your My Rosebery, chat to us on Live Chat! You can also [book in a one to one support session](#) with our Digital Officer.

You will then see the first sign up page. You will need to input your surname, date of birth and Tenancy Reference. If you do not know your Tenancy Reference, please talk to Customer Experience. Call 01732 814 000 or email [customerexperience@rosebery.org.uk](mailto:customerexperience@rosebery.org.uk).



**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**

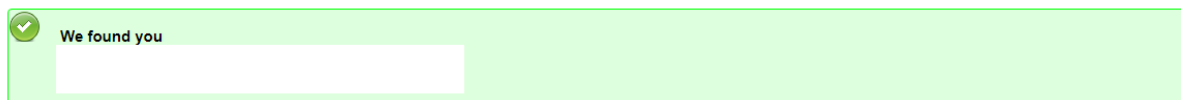
**Surname**

**Date Of Birth**

**Tenancy Reference**

The system will then recognise your account, showing your name and address.

You will then need to create a Username. It is important to remember this as you will be asked for it when you log in in the future. An email and password will also need to be entered.



**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**

**Email**

**Confirm Email**

**Password**

**Confirm Password**

You will now see your My Rosebery account home page.

[Home](#)
[My Account](#)
[About Me](#)
[Repairs](#)
[Logout](#)

*my*  
**ROSEBERY**  
TENANT PORTAL

Logged in: Rosebery Tenant

**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**

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

**Tenancy Summary**

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

If you would like support in using your account, please refer to the 'My Rosebery How To' guide.

If you would like a one to one support session, please talk to our Digital Officer. Call 01372 814 000 or email [DigitalOfficer@rosebery.org.uk](mailto:DigitalOfficer@rosebery.org.uk).