

Housing Online Self Serve



How to register on Self-Serve

www.cannockchasehousing.co.uk



Click Here



[Cannock Chase Council Self Serve Home](#)

Your Personal Details

View the details we have on record for you

[View Your Personal Details](#)

Rent Account Details

View your account details. You can see the balance on each of your accounts, along with the current charge details. If you wish to see a full statement, click on the link against the account, and it will take you through to show you all the transactions.

[View Your Rent Account](#)

Housing Options Advice for Non Registered Users

If you haven't yet registered, or don't wish to register, then click here to View your potential Housing Options

[View Your Housing Options](#)

Complete a Housing Application Form

If you are currently registered with Cannock Chase Homes and have received a letter to re register on Cannock Chase Housing please complete an application form by clicking the link below

[Click here to complete a Housing Application Form](#)

Re-open a saved Housing Application Form

If you have saved a Housing Application Form and wish to complete it click this link to retrieve it. You will need the application number and password you were given when you saved it.

[Click here to view your saved Housing Application Form](#)

Registration – For Council Tenants

- To log in to Housing Self Service or to register for the first time, click 'Personal details' on the 'View your Personal details link'.
- Click [I do not have an account yet \(register\)](#)
- Enter the details requested. For a reference type you may like to, for example, enter your unique Payment Reference number (Which is quoted on your rent statements) or your unique Application Reference.
- Click **Register**
- If you have entered the information correctly, registration will be automatic and two letters will be sent to you within ten working days from the date of registration. One will contain your password, the other your username.

First Time Login –When you have received TWO LETTERS with Username AND PASSWORD

- click [View Your Personal Details](#)
- Enter the username and password from the letters click LOG IN
- You will be taken to some additional Security controls.
- Re-enter the current password and choose a new one, 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 Cannock Chase Council Housing Department which can be updated.

To see Full services available – you need to navigate back to [Cannock Chase Council Self Serve Home](#). **Here you will be able to view** rent account details and rent statements. Online rent statements, including any payments, housing benefit or adjustments posted to the account.

HOUSING SELF SERVE – RENTS

One of the key benefits of the Housing Self Serve is to allow our tenants to securely access their rent balances and payments.

At Cannock Chase Council we encourage as many of our tenants to access this information to ensure they always get the latest balance and payment details.

Once logged into Housing Self Serve – CLICK - [View Your Rent Account](#)

Rent Account Details	
Current Balance	348.55 DR
Account	RENT ACCOUNT
Account Status	Current
Your Reference number	[REDACTED]
Account Address	[REDACTED]
Payment Method	Cash Receipting
	View account statement for [REDACTED]
	View Payment Schedule

Breakdown	
Gross Rent	74.46
Sp Subsidy	0.00
Rebate	44.04
Net Rent	10.42

Rent Account Details	
Current Balance	0.00 DR
Account	RENT ACCOUNT
Account Status	Former
Your Reference number	[REDACTED]
Account Address	[REDACTED]
Payment Method	Cash Receipting
	View account statement for [REDACTED]
	View Payment Schedule

CURRENT BALANCE – The current balance of the account

ACCOUNT – Shows the account type

ACCOUNT STATUS – Will show as current or former

PAYMENT REFERENCE – The unique payment reference for the account holder

ACCOUNT ADDRESS – Tenancy Address

Online Rent Statements

This screen shows all transactions recorded on the account, with the most recent transaction at the top of the screen. The list of transactions can be changed by selecting different to and from dates and selecting search.

Welcome to your **Housing Self Serve**

[View your Self Serve Preferences](#) [Log Off](#)

[Cannock Chase Council Self Serve Home](#) Account Statement

Account Statement

Account RENT ACCOUNT Payment Reference Balance 982.73 DR Payment Method Cash Receipting [To make a payment click here](#)

From (DD/MM/YYYY) To (DD/MM/YYYY)

Date	Transaction	SubType	Rent Due	Credit	Balance	
28/03/2016	RENT DUE		76.51		982.73	DR
21/03/2016	RENT DUE		76.51		906.22	DR
14/03/2016	RENT DUE		76.51		829.71	DR
07/03/2016	RENT DUE		76.51		753.20	DR
29/02/2016	RENT DUE		76.51		676.69	DR
22/02/2016	RENT DUE		76.51		600.18	DR
15/02/2016	RENT DUE		76.51		523.67	DR
08/02/2016	RENT DUE		76.51		447.16	DR
01/02/2016	RENT DUE		76.51		370.65	DR

Account Statement

Account RENT ACCOUNT Payment Reference Balance 22.56 CR Payment Method Direct Debit [To make a payment click here](#)

From (DD/MM/YYYY) To (DD/MM/YYYY)

Date	Transaction	SubType	Rent Due	Credit	Balance	
28/03/2016	RENT DUE		67.68		22.56	CR
01/04/2016	PAYMENT RECEIVED FROM THE ACCOUNT HOLDER	Direct Debit Payment		293.28	90.24	CR
21/03/2016	RENT DUE		67.68		203.04	DR
14/03/2016	RENT DUE		67.68		135.36	DR
07/03/2016	RENT DUE		67.68		67.68	DR
29/02/2016	RENT DUE		67.68		0.00	DR
01/03/2016	PAYMENT RECEIVED FROM THE ACCOUNT HOLDER	Direct Debit Payment		293.28	67.68	CR
22/02/2016	RENT DUE		67.68		225.60	DR
15/02/2016	RENT DUE		67.68		157.92	DR
08/02/2016	RENT DUE		67.68		90.24	DR
01/02/2016	RENT DUE		67.68		22.56	DR
01/02/2016	PAYMENT RECEIVED FROM THE ACCOUNT HOLDER	Direct Debit Payment		293.28	45.12	CR
25/01/2016	RENT DUE		67.68		248.16	DR
18/01/2016	RENT DUE		67.68		180.48	DR
11/01/2016	RENT DUE		67.68		112.80	DR
04/01/2016	RENT DUE		67.68		45.12	DR

Key to Account Details

- **Date** – Date the transaction was recorded
- **Transaction** – Transaction Description
- **Credit** – Payments paid to the account
- **Debit** – Charges made to the account
- **Balance** – Account Balance.

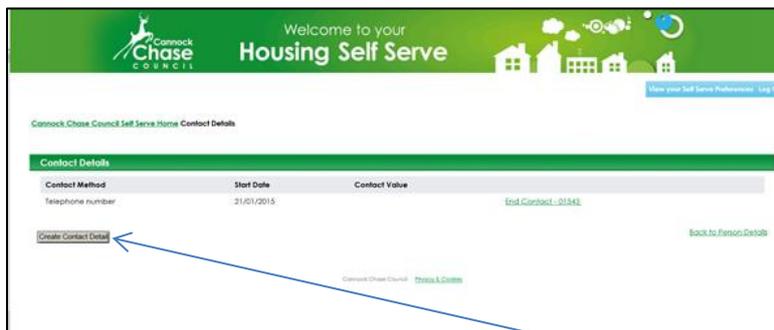
How to access and update your contact details .

Once logged in to self serve – click [View Your Personal Details](#)



Click [View Contact Details](#) -Existing contact details held by Cannock Chase Council will be shown.

Creating New Contact Details



To create new contact details – click on the - Create Contact Detail

Cannock Chase Council
Welcome to your
Housing Self Serve

[View your Self Serve Preferences](#) [Log Off](#)

[Cannock Chase Council Self Serve Home](#) [Create Contact Detail](#)

* Contact Method * Start Date * Contact Value

Cannock Chase Council [Privacy & Cookies](#)

Contact Method – Select either Telephone Number/E mail Address

Start Date – Can be left blank

Contact Value – Either Telephone No or Email address and SUBMIT

Removing out of date contact information

Select the – **End Contact** for the relevant contact and enter an end date (e.g today's date) and SUBMIT