Housing Online user guide - Tenancies, Documents, Contacting housing services, and Messages

Housing Online is a quick and convenient way for council tenants or residents who are on the housing register to bid for a home, manage your contact details, receive messages, and report problems to the council.

Council tenants and households on the housing register can search and bid for council and housing association properties via Housing Online. There is a separate guide for this at: www.lbhf.gov.uk/hol-guides, where you can also find a guide on how to register for Housing Online.

Purpose of this guide

This guide is intended to provide a step-by-step guide on how to tell the council that you would like to end your tenancy, and update the end date if you have already done so. There are also instructions for how to upload, view and download documents, contacting housing services, and viewing messages.
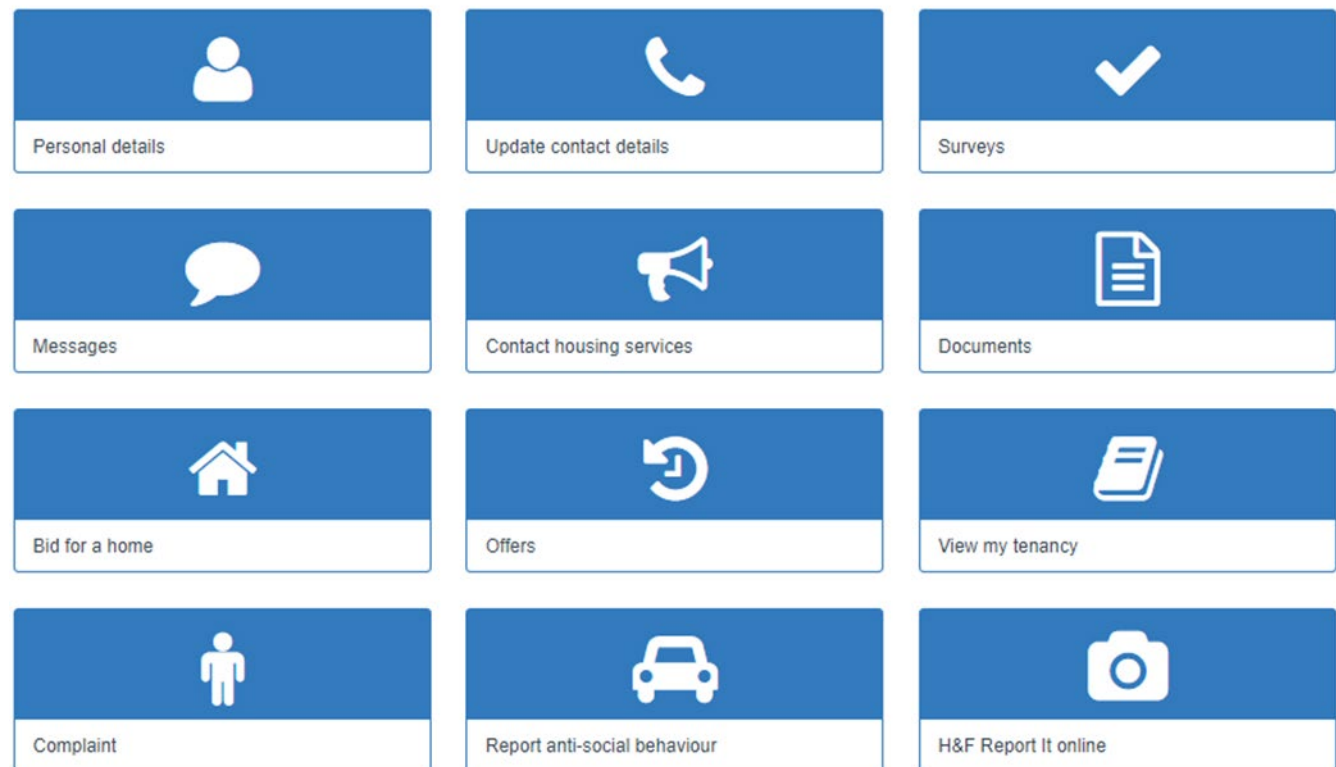
CONTENTS

How to end your tenancy or licence to end

![h&f hammersmith & fulham logo]

1.Click on the **View my tenancy** tile.

Hovering over any of the tiles will display hover text. This helps to give additional information held within each tile.

Home	Profile

Housing Online

Personal details	Update contact details	Surveys
Messages	Contact housing services	Documents
Bid for a home	Offers	View my tenancy
Complaint	Report anti-social behaviour	H&F Report It online

2. Click on **Actions** to view all available options.

3. Select **Tell us you want to end your tenancy or licence** option from the list.

My Tenancy

You can view your tenancy details on this page. If you wish to give notice to end your tenancy, please click on the 'Actions' button below and complete the 'Tell us you want to end your tenancy' form to notify your housing officer. Your housing officer will then contact you to discuss the process.

Tenancy reference	Payment reference	Tenancy address	Tenancy status code	Notice received date	Tenancy expected end date	Tenancy termination reason	Actions
		28 Batman Close, Batman Close, London, W12 7NU	Current				Actions ▾

Tell us you want to end your tenancy or licence

Change the date you want your tenancy or licence to end

![h&f hammersmith & fulham logo]

Tell us why you want to end your tenancy or licence, the date you want it to end and your forwarding address.

TRANSFER - You should use this option if you have been rehoused by us to a council or housing association.
OTHER - You should use this option, if you are ending your tenancy for any other reason. For example going to a nursing home.
Please note, you must include a forwarding address to complete this form.

5. Populate the dialogue box displayed with your end date, and make sure all mandatory fields with an asterisk (*) are filled completed.

6. Scroll down and click **Submit update.**

×

Tell us why you want to end your tenancy or licence

Please select ⌄

Expected end date (This must end on a Monday and be after 4 weeks for residential tenancies and 7 days for garages and parking space licences).

📅

Do you have a forwarding address?

Y

Forwarding address line 1

Forwarding address line 2

Forwarding address line 3

6

How to change the date you want your tenancy or licence to end

1. On the Housing Online homepage, click on the **View my tenancy** tile.

Hovering over any of the tiles will display hover text, which gives additional information about the contents of each tile.

Housing Online

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Home   Profile

3. Click on **Actions**.

4. Select **'Change the date you want your tenancy or licence to end'** option.

Home	Profile

My Tenancy

You can view your tenancy details on this page. If you wish to give notice to end your tenancy, please click on the 'Actions' button below and complete the `Tell us you want to end your tenancy' form to notify your housing officer. Your housing officer will then contact you to discuss the process.

Tenancy reference	Payment reference	Tenancy address	Tenancy status code	Notice received date	Tenancy expected end date	Tenancy termination reason	Actions
		91 Stebbing House, 5 Queensdale Crescent, London, W11 4TF	Under Notice	20-JUN-2022	31-JUL-2022	Other	Actions ▾

Change the date you want your tenancy or licence to end

5. In the pop-up box that has opened, update the end date of your tenancy, making sure all mandatory fields with an asterisk icon (*) are filled.

6. Click **Submit** at the bottom left-hand side of the screen.

7. The **My Tenancy** page will now be updated with your new tenancy end date.

| Home | Profile |

My Tenancy

You can view your tenancy details on this page. If you wish to give notice to end your tenancy, please click on the 'Actions' button below and complete the 'Tell us you want to end your tenancy' form to notify your housing officer. Your housing officer will then contact you to discuss the process.

Tenancy reference	Payment reference	Tenancy address	Tenancy status code	Notice received date	Tenancy expected end date	Tenancy termination reason	Actions
		91 Stebbing House, 5 Queensdale Crescent, London, W11 4TF	Under Notice	20-JUN-2022	12-DEC-2022	Made own arrangements	Actions ▾

How to upload documents
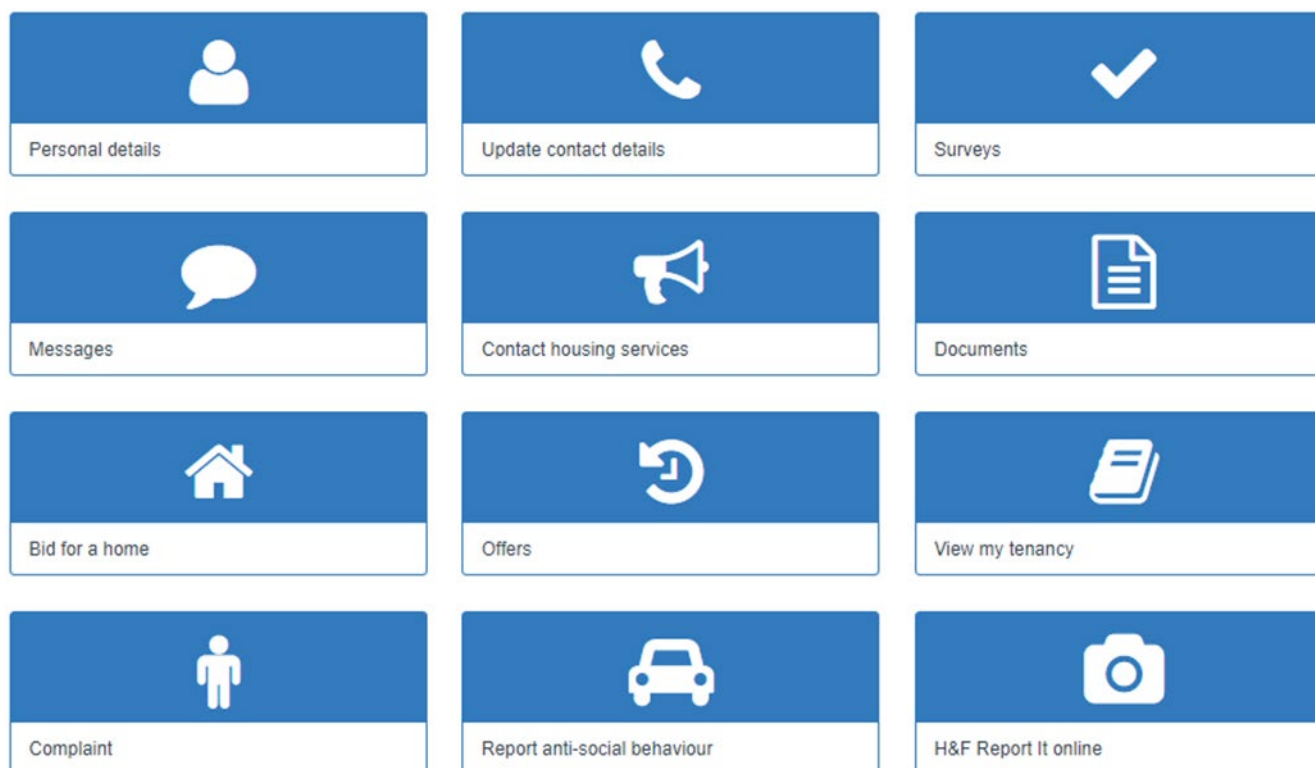
![h&f hammersmith & fulham logo]

1. Click on the **Documents** tile.

Hovering over any of the tiles will display hover text, which gives additional information about the contents of each tile.

| Home | Profile |

Housing Online

👤 Personal details	📞 Update contact details	✔ Surveys
💬 Messages	📢 Contact housing services	📄 Documents
🏠 Bid for a home	🕘 Offers	📖 View my tenancy
🧍 Complaint	🚗 Report anti-social behaviour	📷 H&F Report It online

2. Click the **Upload** button, in the bottom-right corner of the screen.

Home   **Profile**

Documents

Search Type

Search Here ▾

Search

Enter search data here

Search

Read Status ● All ○ Read ○ Unread

Number of rows

Select number of rows ▾

Document name	Document size	Document type	Uploaded date	Uploaded by	Client read indicator	
Parking problem.jpg	30973	Photo of parking problem on estate	14-OCT-2022	CLIENT	Y	Actions▾

1-1

Upload

![h&f hammersmith & fulham logo]

Upload Documents and Files

You can upload documents here. You may upload photos (JPEG), and PDF and Word documents. The maximum file size is 20MB.

To view the document afterwards, press the `Home button, then the `Documents tile.

3. Click **Choose file** to select the document you wish to upload

File Browse

| No file chosen | Choose file |

4. Select **Document** type

Document type *

| Please Select ⌄ |

5. Add **Comments** if required

Comments

| |

6. Click **Upload**

Back   Upload

How to view documents

1. Click on the **Documents** tile.

Hovering over any of the tiles will display hover text, which gives additional information about the contents of each tile.

Housing Online

Personal details	Update contact details	Surveys
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Home Profile
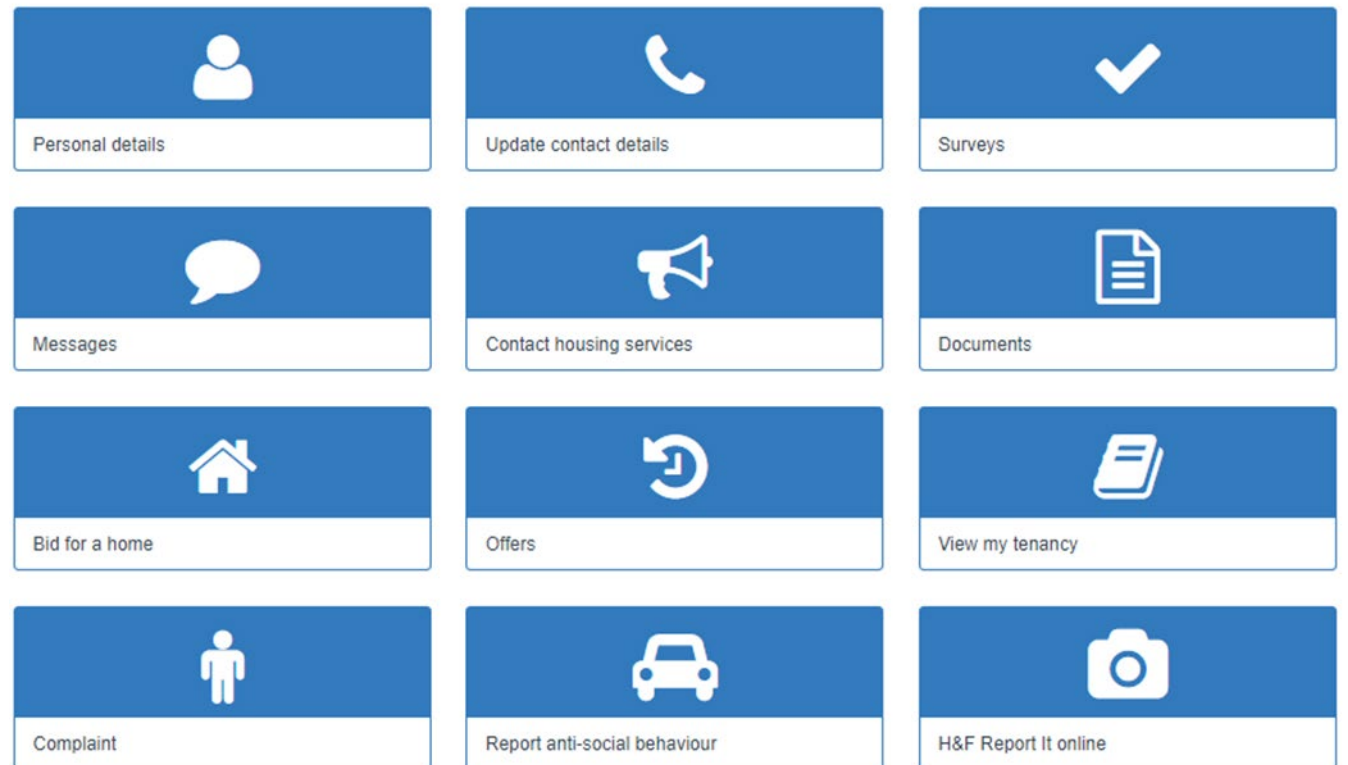
Documents

2. Click on **Actions**, then **View Document.**

The document you want to view will then open.

Home | Profile

Search Type
Search Here ⌄

Search
Enter search data here

Search

Read Status ⦿ **All** ○ Read ○ Unread

Number of rows
Select number of rows ⌄

Document name	Document size	Document type	Uploaded date	Uploaded by	Client read indicator	
Parking problem.jpg	30973	Photo of parking problem on estate	14-OCT-2022	CLIENT	Y	**Actions▾**

View Document
Download Document
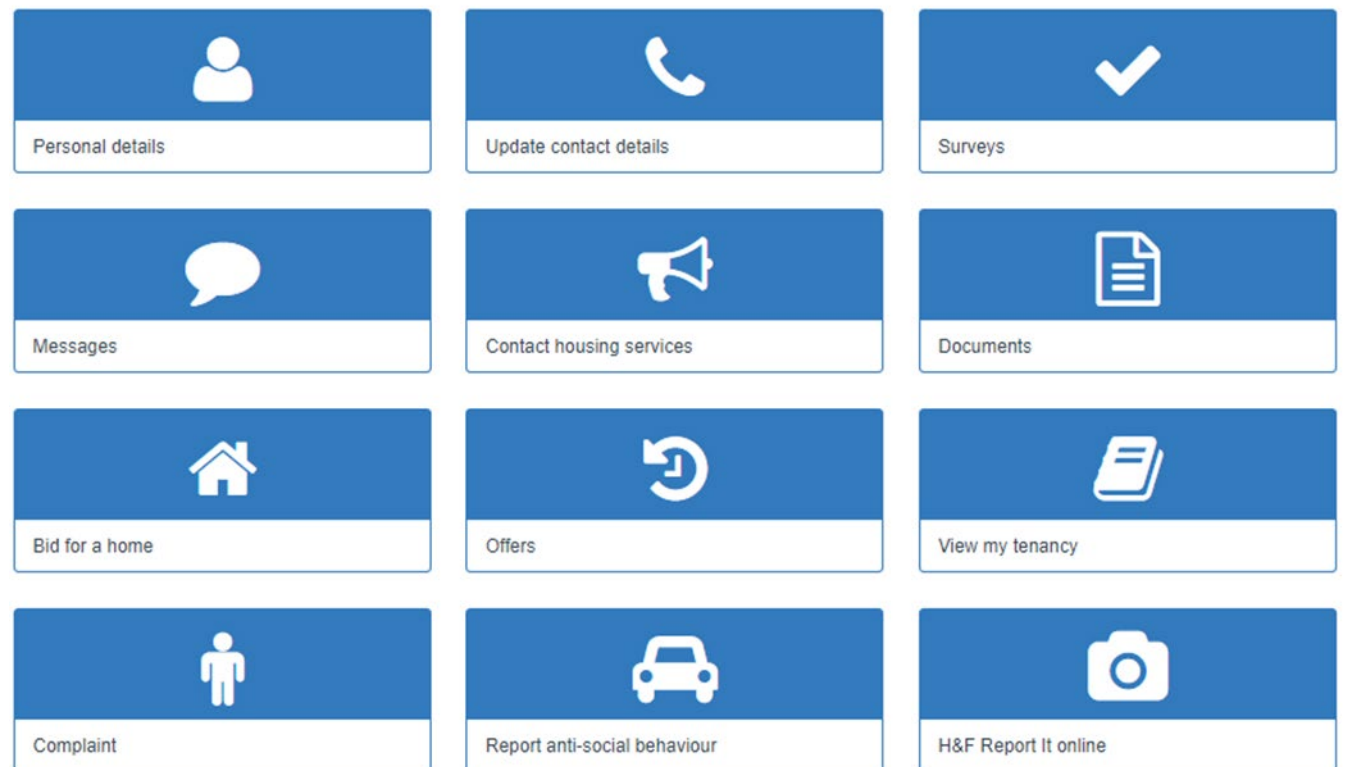View Document Details

1-1

Upload

How to download documents

![h&f hammersmith & fulham logo]

1. Click on the Documents tile.

Hovering over any of the tiles will display hover text. This helps to give additional information held within each tile.

Housing Online

Personal details	**Update contact details**	**Surveys**
Messages	**Contact housing services**	**Documents**
Bid for a home	**Offers**	**View my tenancy**
Complaint	**Report anti-social behaviour**	**H&F Report It online**

2. Click the **Actions** button.

3. Select the **Download Document** option from the list.

4. The document will now be downloaded on to your laptop, phone or tablet.

Home	Profile

Documents

Search Type

Search here ▼

Search

Enter search data here

[Search]

Read Status ⦿ All ○ Read ○ Unread

Number of rows

Select number of rows ▼

Document name	Document size	Document type	Uploaded date	Uploaded by	Client read indicator	
538161.png	36896	Identification - Bid for a Home	26-OCT-2022	CLIENT	Y	Actions▾

View Document
Download Document
View Document Details

1-1

[Upload]

How to contact housing services

1. Click on the **Contact housing services** tile to issues with parking, bulk waste, and fly tipping on your estate.

Hovering over any of the tiles will display hover text. This helps to give additional information held within each tile.

Home	Profile

Housing Online

👤 **Personal details**	📞 **Update contact details**	✓ **Surveys**
💬 **Messages**	📢 **Contact housing services**	📄 **Documents**
🏠 **Bid for a home**	🕘 **Offers**	📖 **View my tenancy**
🧍 **Complaint**	🚗 **Report anti-social behaviour**	📷 **H&F Report It online**

2. The Contact housing services screen is displayed.

There is an explanation on this page of the issues you can report via Housing Online.

3. Click on **Contact housing services.**

Contact Us

You can contact housing services about issues within your block, or on your estate. Use the Contact housing services button below to tell us about issues with cleaning or caretaking, bulky rubbish, fly tipping, or obstructive parking.

If you need to contact the council about anything else, please click the Contact us link at the bottom of this page.

If you would like to upload a supporting document when you contact housing services, such as a picture of an abandoned car, you can do this after completing the contact form. To view the document afterwards, press the 'Home' button, then the `Documents' tile.

Use the search below to search for issues you have previously reported, by entering your contact reference number, or `parking', `cleaning', `caretaking', `rubbish' or 'fly tipping'.

Enter search text here...

Search

Number of rows

50

Contact housing services

![h&f hammersmith & fulham]

4. From the drop down, select the reason for contacting us, and click **Next.**

Contact us reason

Please select a reason for contacting us

Please Select   ⌄

Cancel   Next

5. Complete the information on the form. If you have previously contacted us before about the same issue, add the reference number.

You will not be able to complete the process unless the boxes marked with an asterisk (*) are completed.

6. Click **Submit contact** on the bottom right side of the screen.

Contact details

Contact reference

In which block/estate is the cleaning/caretaking issue located?

Please describe the detailed location of the issue *

Please provide details of the reason you are contacting us. *

Cancel contact   Submit contact

How to view messages

1. Click on the **Messages** tile.

Hovering over any of the tiles will display hover text. This helps to give additional information held within each tile.

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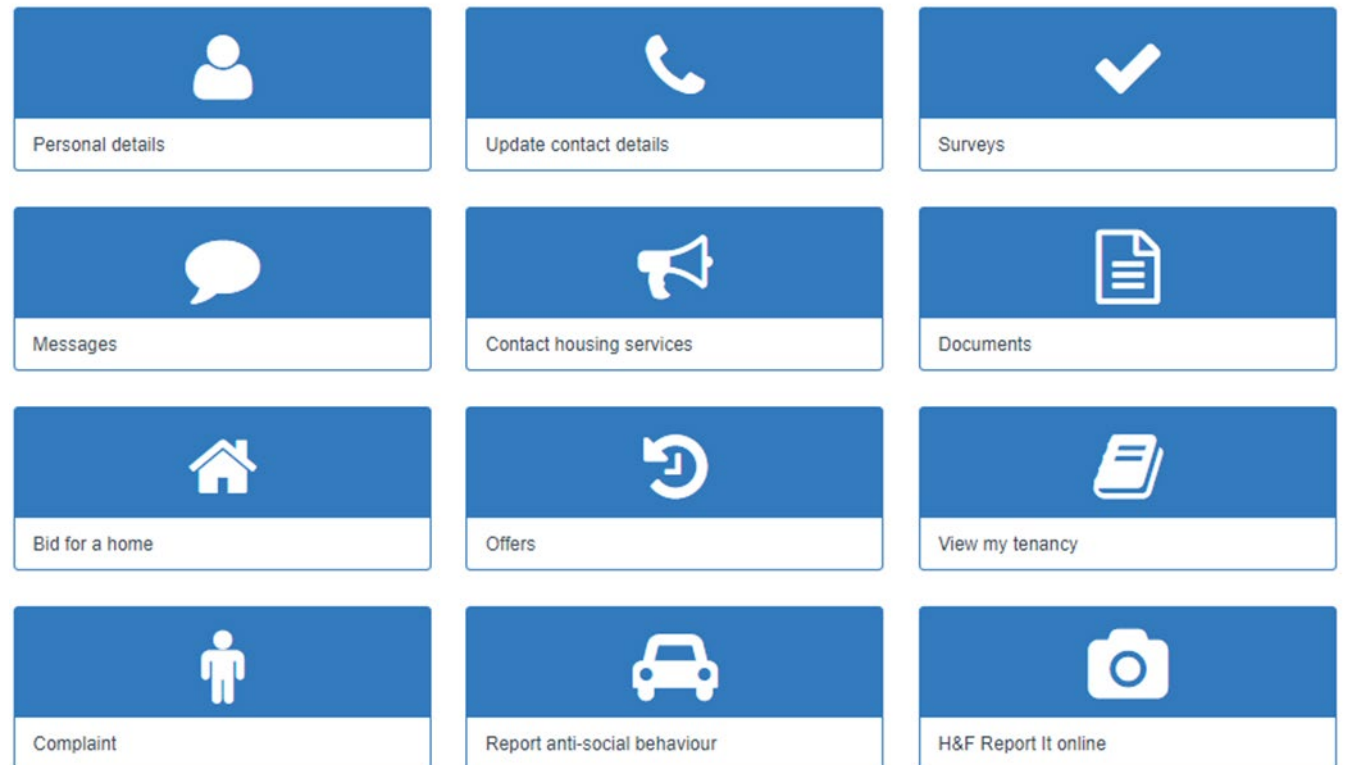
Home   Profile

2. The Messages landing page lists messages you have been sent by the council.

Click on a message to see more information.

If you would like to filter the number of messages you can see, click the **Number of rows** drop-down menu.

Messages

You can check all the messages H&F have sent to you on this page. To view each message in more detail, click on the message text.

Number of rows

| Number of rows | ⌄ |

Created date	Page	Key detail icon	Message text	Message read indicator
25-OCT-2022	Housing Online		New properties are available via Bid for a Home. Please click the Bid for a Home tile to see what is available.	

1-1

Back to Housing Online homepage

3. The **View message details** screen shows the message in full, the date it was sent and the date it was read.

View message details

Welcome to your My Messages page. Here you can view all the messages H&F has sent you in one place. To view the message details click on the page description or message text.

Created date	25-OCT-2022
Message text	New properties are available via Bid for a Home. Please click the Bid for a Home tile to see what is available.
Message read date	26-OCT-2022
Message read indicator	Y

Return to Messages