



## Save time – do it online!

How to set up an online account to manage your rent, book repairs and more



**watford**  
community  
housing

# The easy way to check your rent account, book repairs and much more...



We've recently improved our online services to make managing your account even easier. Not only can you view your rent account in real time, report anti-social behaviour and book repairs, but you can now choose individual time slots for your repairs. Just head over to our website, log in to your account and click on 'Request Repair' to choose the time and date that works for you!

## Still not using our online services? Here's a guide to how you can sign up!

- First, visit our website – [www.wcht.org.uk](http://www.wcht.org.uk). Click on 'Your Account' and then click the 'Create new account' link.
- Select whether you are a Watford Community Housing tenant/shared owner, or an owner/leaseholder. Make sure you pick the correct tenancy, as the different accounts have different features available to suit you.
- Next, fill out the registration form. You'll need your 8-digit tenancy account number, which will start with either 600 or 700. Once you've completed the form, click 'Register'.
- Before you can begin using your account, we need to verify that the details you've entered match with the details we hold for you. Once we've approved your registration, we'll send a verification code to the email address you signed up with.
- Once you have your verification code, visit the 'Login' page and enter your username and password. You can get to this page at any time by repeating the first step.
- When asked, enter your verification code.
- That's it! You can now begin to enjoy your new account.



### Need help setting up your account?

Call us on 0800 2182247 or email [enquiries@wcht.org.uk](mailto:enquiries@wcht.org.uk)