



MyTenancy is an online portal where you can view information related to your tenancy 24 hours/7 days a week.

As a new or an existing tenant with Willow Tree Housing Partnership, you have access to this online portal, just type the following into your browser to set up an account. You will need to have your email address to hand, your tenant reference number and also your date of birth:

<https://willowtreehousing.mytenancy.co.uk/signin>

The details you enter must match the detail we hold in our system (case sensitive) for you, if you experience any problems with creating an account, or if you are unsure if we have a current email address for you, please call customer services on 01934 750780 or email customerservices@willowtreehousing.org.uk Once you have completed setting up your account you will be able to:

- View your recent Rent Statement
- Make a payment
- Receive notifications on information documents that have been uploaded to your files
- View the latest Willow Tree Housing Partnership Newsletter
- Access repairs and emergency repair contact numbers
- Request a repair