



## 1. Overview of My Home

My Home is an online portal where current tenants can register and view details about their tenancy account. My Home provides tenants with:

- Information regarding their current and former tenancy
- Details of their rent payments and current rent balance
- The ability to view and print rent statements
- The ability to update your household information (for example add a child to the household)
- Make a rent payment
- Set up a direct debit
- View information regarding who your rent officer and housing officer are and the ability to contact them
- Update contact details such as a mobile or email
- Add details regarding vulnerabilities
- Start the process to end your tenancy
- Login with your Facebook/Google account
- View useful resources and links to other key websites

## 2. How to use the My Home User Guide


This user guide provides screenshots of each area of the My Home tenant portal which should assist you with creating and using a My Home Tenant Portal Account. There is also an Frequently Asked Questions (FAQ) section at the end of the document which covers further questions not covered by the user guide.

Each section of the user guide contains the different menu options on the My Home portal. For example- 'My Account>Tenancy Details' would mean selecting the 'My Account' menu and then selecting 'Tenancy Details'.

## 3. Registration

Go to webpage - <https://myhome.baberghmidsuffolk.gov.uk/> and select registration page.

BMLIVE Home Contact Us Register Login



**Login**




Please enter your username and password.

Username

Password

Login

Or Login Using Social media

 Continue as   Signed in with Google

**New user ?**  
If you are a new user then please visit the registration page.  
It only takes a minute to obtain a new username and password and all you need is your Tenancy reference.

Enter your name, DOB, and tenancy reference.

Please note: To obtain your tenancy reference this should show on correspondence issued by the HRA Income Team (Rent Officers). Alternatively, please contact customer services who can provide you with this information. Customer Services Contact Number: 0300 123 4000 Option 2.

The screenshot shows the 'Register for service' page. At the top, there is a green navigation bar with 'BMLIVE', 'Home', 'Contact Us', 'Register', and 'Login'. Below the navigation bar is the BMLIVE logo with the tagline 'Working Together'. The main content area has a green header 'Register for service'. Below this, it says 'To register for this service you need to be a current tenant.' and 'If you are a current tenant then specify your Tenancy Reference'. The form contains four input fields: 'First Name' (placeholder: Your First Name), 'Surname' (placeholder: Your Surname), 'Date Of Birth' (placeholder: Your DOB (dd/mm/yyyy)), and 'Tenancy Reference' (placeholder: Your Tenancy Reference). A green 'Next' button is located at the bottom left of the form.

On completion of the above registration screen, My Home will locate your tenancy (please see highlighted yellow text in the image below, this detail should include your name and home address).

The screenshot shows the 'Account Details' page. At the top, there is a green navigation bar with 'BMLIVE', 'Home', 'Contact Us', 'Register', and 'Login'. Below the navigation bar is the BMLIVE logo with the tagline 'Working Together'. The main content area has a green header 'Account Details'. Below this, it says 'Your Username will be your email address. Please create a 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. You will need to use this every time you log into our tenant portal. Your password must be 8 - 10 letters long.' The form contains four input fields: 'Email (username)' (placeholder: sonya.hinton@baberghmidsuffolk.gov.uk), 'Confirm Email (username)' (placeholder: sonya.hinton@baberghmidsuffolk.gov.uk), 'Password', and 'Confirm Password'. A green 'Next' button is located at the bottom left of the form.

Enter and confirm your email address and password, a notification should appear advising of 'Registration successful' and an email will be sent to your email address to complete registration.

Test Suspense



**Registration successful**  
 You have successfully registered. However, your account is not yet activated.  
 You will receive an email to the address you registered with, please click on the link in this email to activate your account.  
 You will not be able to log in until your account has been activated.

The email will have the subject title 'Babergh Mid Suffolk My Home Activation Email' and be addressed from: [oaadmin@baberghmidsuffolk.gov.uk](mailto:oaadmin@baberghmidsuffolk.gov.uk). Please click on the link 'Activate my registration', once you have clicked on the link you will be directed to the Babergh & Mid Suffolk Webpage - Select 'You can now log in by clicking here', please see screen shot below:



**Account activated**  
 Your account has been activated and is ready to use.  
 You can now log in by clicking [here](#).

By clicking on the above link, you will be taken back to the login screen where you can enter your Username and Password to access your My Home Tenant Portal Account.

Please note: In order to use the My Home portal, you will be required to consent to Babergh & Mid Suffolk District Councils' processing your data. To consent please click on the 'Confirm Consent' Icon as shown in the screen shot below:

Test Suspense



**Welcome back Ms Suspense.**  
 You last logged into this site on 21/02/2022 at 16:25:35.  
 If you have any problems using this service or suggestions for improvements then please [contact us](#) and let us know.

**My Details**

Title	Ms
Name	Test Suspense
Date of Birth	26/04/1986
Language	English
National Insurance Number	SL272828B

**Your Data:**  
 In order to use the MyHome portal you must consent to us processing your data. You can find the full details of how we process your data [here](#)  
 You have not consented for us to process your data.

[Confirm Consent](#)

To obtain further information regarding how the Council process your data, click on the link above the 'Confirm Consent' ICON, where you can see the Councils' Housing Privacy Notice.

## Logging into My Home

Go to webpage - <https://myhome.baberghmidsuffolk.gov.uk/> select 'Login' and enter username and password

MyHome Home Contact Us Register Login

**Babergh Mid Suffolk**  
Working Together

### Login

Please enter your username and password.

Username: lukejgodley  
Password: .....

Login

**New user ?**  
If you are a new user then please visit the registration page.  
It only takes a minute to obtain a new username and password and all you need is your Tenancy reference.

**Forgotten your details?**  
If you have forgotten your details then select the option below and we will email you a link to access your account

Forgotten details

You can also login to your My Home Tenant Portal via your Facebook or Google accounts. On the Login Home Page within the section 'Or Login Using Social Media' you can select to sign in with your Facebook or Google account.

BMLIVE Home Contact Us Register Login

**Babergh Mid Suffolk**  
Working Together

### Login

Please enter your username and password.

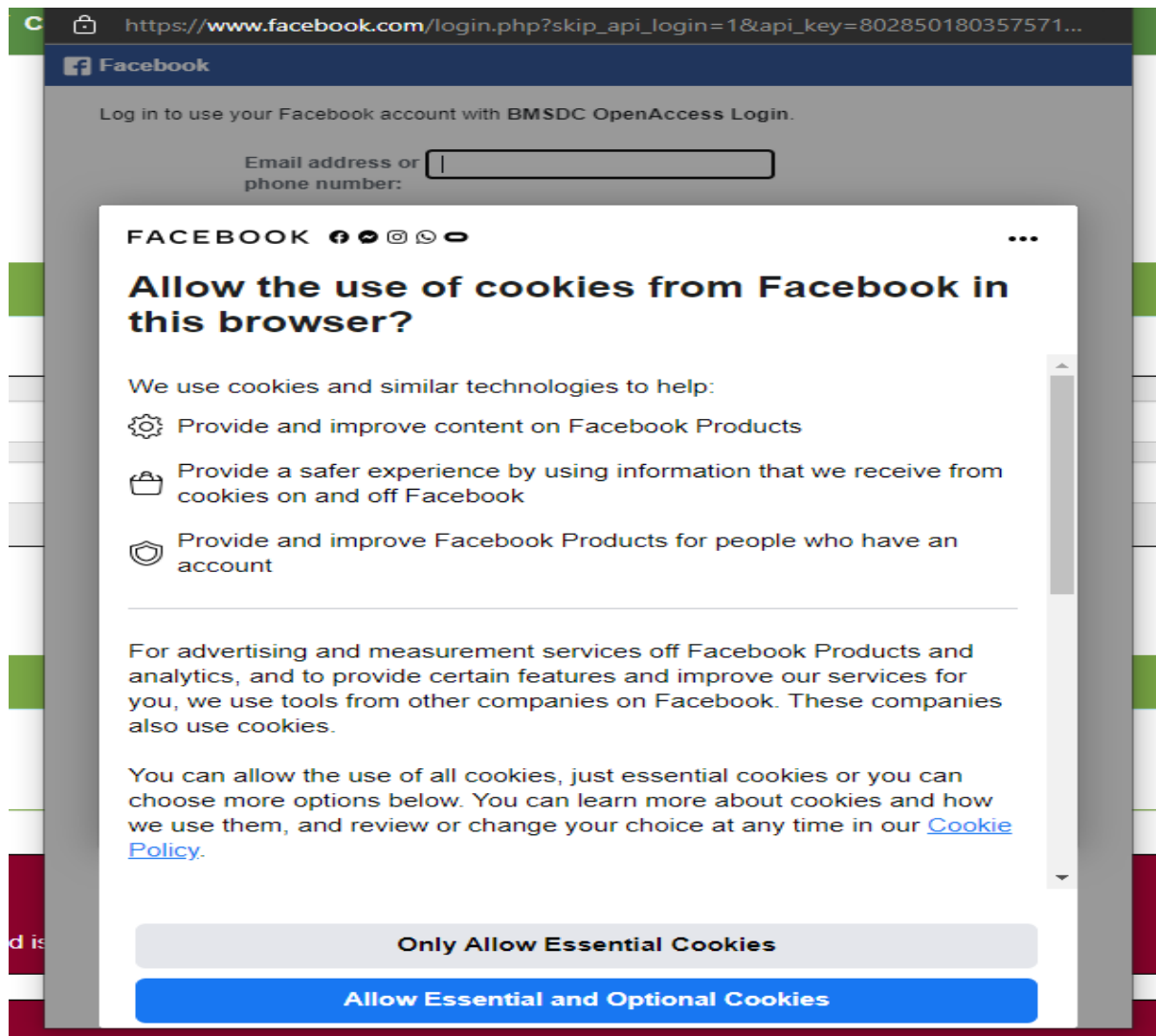
Username: Username  
Password: Password

Login

Or Login Using Social media

Continue with Facebook Sign in with Google

Selecting 'Continue with Facebook' the screen below will appear where you will be required to verify your credentials with Facebook.



Selecting 'Sign in with Google' the screen below will appear where you will be required to verify your credentials with Google.

https://accounts.google.com/o/oauth2/auth/identifier?redirect\_uri=storagerelay%3A...

Sign in with Google

## Sign in

to continue to [baberghmidsuffolk.gov.uk](https://www.baberghmidsuffolk.gov.uk)

Email or phone

[Forgot email?](#)

To continue, Google will share your name, email address, language preference and profile picture with [baberghmidsuffolk.gov.uk](https://www.baberghmidsuffolk.gov.uk).

[Create account](#) [Next](#)

English (United Kingdom) [Help](#) [Privacy](#) [Terms](#)

Once verified your My Home account can be linked to your Facebook or Google account:

BMLIVE Home Contact Us Register Login

### Login

**Nearly Finished** - Now enter your login information and press 'Link Account' to complete linking your account to facebook. In the future you can login using facebook without seeing this page.

Please enter your username and password.

Username

Password

[Link Account](#)

Or Login Using Social media

[Continue as Sonya](#) [Signed in with Google](#)

The remainder of this guide supplies an overview on the My Home Tenant Portal Account.

## Tenancy Details

### -My Account>Tenancy Details

This area of the portal allows you to do the following:

- View information regarding your tenancy
- View information regarding your rent such as current rent balance, weekly rent payments and housing benefit
- View your household information and add/remove additional members to your household
- Set up a direct debit

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

#### Tenancy Details

Tenancy Reference	99999996
Dates	12/12/2018 -
Tenancy Type	Service Tenancy
Address	Suspense Account Street (MSDC)
Post Code	
Balance	£ 2409.39 Credit
Your Weekly Amount	£ 0.00
Your Monthly Amount	£ 0.00
Last Payment Amount	£ 4159.55
Last Payment Date	04/01/2022

Please note this section shows the total amount of the rent account.  
To see the amount you pay see 'Your Charges' in the section below.

#### Your Charges

Your Account is made up of the following charges

Your Housing Benefit	£ 0.00
Your Supported People Grant	£ 0.00
Your Contribution	£ 0.00

#### Your Household

Name	Relationship to main tenant	Signatory
Test Suspense		Yes
Test Suspense		Yes

**Someone missing?**  
If there is an occupant missing from the details above, you can add them to your household by clicking below. Please note that you can only add or remove a household occupant. If you want to add or remove a person from the tenancy, please contact your housing officer.

[Add an Occupant](#)

#### How you pay

You currently pay for your rent by **New Tenancy - method to be agreed**

**Did you know you can pay by direct debit?**  
[Click here to pay by Direct Debit](#)

## Tenancy Statement

### -My Account>Tenancy Statement

This area of the portal allows you to do the following:

- Retrieve a rent statement for the period of your choosing
- Print rent statement

Test Suspense



Account Details

Tenancy Reference	99999999
Address	Suspense Account Street (MSDC)
Start Date	12/12/2018
Balance	£ 2409.39 Credit

Produce Statement

From this page you can generate a statement which you can then review and print.  
 To generate your statement, tell us what date period you would like the statement to cover.  
 Please note that payments made online may take up to 48 hours to show on the statement.  
 Payments made at the Post Office may take up to 5 days to show on the account.

Period From

Period To

Next

Statement Details

Statement Period: 01/11/2019 to 01/02/2020

Printable Statement

Wk	Date	Transaction Type	Debit	Credit	Balance
44	31/01/2020	Debit Card		400.00	401.03 CR
44	27/01/2020	Total Charge	82.09		1.03 CR
43	20/01/2020	Total Charge	82.09		83.12 CR
42	13/01/2020	Total Charge	82.09		165.21 CR
41	06/01/2020	Total Charge	82.09		247.30 CR
40	30/12/2019	Total Charge	82.09		329.39 CR
39	27/12/2019	Debit Card		400.00	411.48 CR
39	23/12/2019	Total Charge	82.09		11.48 CR
38	16/12/2019	Total Charge	82.09		93.57 CR
37	09/12/2019	Total Charge	82.09		175.66 CR

## Make a Payment

### -My Account>Make a Payment

- Takes you to the BMSDC rent payment form



## Make a Payment

Note: payments may take up to 48 hours to show on your Tenant Portal account

Make Payment





Home

## Rent Payments

**Please note:**

You can use this form to make housing or garage rent payments to Babergh or Mid Suffolk District Councils.

\* Indicates a mandatory field

District Council \*

Select...

## Housing Officers

### -My Account>Housing Officers

- View details regarding your Rent and Housing Officer
- Send an email to the HRA or Tenancy services team

#### Account Details

Tenancy Reference	99999999
Address	Suspense Account Street (MSDC)
Start Date	12/12/2018
Balance	£ 2409.39 Credit

#### My Officers

Rent Officer	Karen Wellington	0300 1234000	<a href="#">Email</a>
Housing Officer	Antony Price	0300 1234000	<a href="#">Email</a>
Repairs Officer		0300 1234000	<a href="#">Email</a>

## Terminate Tenancy

### -My Account>Terminate Tenancy

- Links through to information about terminating your tenancy and the linked form



[Home](#) > [Housing](#) > [Council Housing](#) > [Our tenants](#) > Ending your tenancy

## Ending your tenancy

If you want to end your tenancy, you must give at least four weeks notice.

### What do I need to do?

The tenancy agreement you signed when you were given the keys to your home is a legal contract and to end your tenancy you must:

- complete a termination of tenancy form
- give us four weeks written notice
- ensure your home is clean, tidy and fit to rent to somebody else
- pay any outstanding rent or other charges

Your tenancy must end on a Sunday.

During the four week notice period, you must allow the Councils access to the property to carry out an inspection. We will confirm a date and time with you.

If you wish to remove one person from a joint tenancy, please [visit our Succession, assignment and tenancy changes webpage](#) to find out further information.

[Terminate a tenancy \(online form\) >](#)

## Useful Resources & Links

### -My Account>Useful Resources & Links

- Takes you to a list of resources where you can select the links to direct you to useful websites



### Useful Resources & Links

#### Crime & disorder

<https://www.suffolk.police.uk/>

#### Domestic Abuse Services

<https://www.leewaysupport.org/>  
<http://lighthousewa.org.uk/>

#### Benefits advice

<https://www.midsuffolkcab.org.uk/advice/benefits/>  
<https://www.citizensadviceipswich.org.uk>  
<https://www.suffolk.gov.uk/care-and-support-for-adults/help-to-stay-at-home/benefits-money-and-debt-advice/>

#### Older people's support

<https://www.ageuk.org.uk/suffolk/our-services/information-and-advice/>

#### Health & wellbeing

<https://www.nsfh.nhs.uk/Pages/Home.aspx>  
<https://onelifesuffolk.co.uk/>  
<https://www.healthysuffolk.org.uk/>  
<https://www.suffolkmind.org.uk/>

## My Details

### -About Me>My Details

- Update your personal details and contact details

My Details	
Title	Ms
Firstname	Test
Surname	Suspense
Date of Birth	26/04/1986
Language	English
National Insurance Number	SL272828B
Gender	Female
Ethnic Origin	White British
Vulnerabilities List	Wheelchair User

## Contact Details

Your contact details are shown below.

If you wish to edit your contact details or change your main contact method, please click on the contact you wish to change.

### Contact Type

### Contact Details

Work Telephone Number

01473 000000

Email

sonya.hinton@babergmidsuffolk.gov.uk

Email

admin.docusign@babergmidsuffolk.gov.uk

Telephone Number

07860 827018

sonya.hinton@babergmidsuffolk.gov.uk

To add new or amend contact details please select

Add

## Key Information

My Language	English
National Insurance Number	SL272828B
Date of Birth	26/04/1966
Gender	Female
Title	Ms
If pregnant what is your due date?	DDMMYYYY
Ethnic Origin	White British

[Update](#) [Return to my details](#)

## Vulnerable Details

Blind/Partially Sighted	No
Deaf/Hard of Hearing	No
English Not First Language	No
Learning Difficulties	No
Diagnosed Mental Health Problem	No
Very Limited Mobility	No
Other Physical Disability	No
Wheelchair User	Yes

[Update](#) [Return to my details](#)

## Change Username

### -About Me>Change Username

BMLIVE

Home

My Account

About Me

Logout

Test Suspense



## Change Username

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 in. Our top tip is to choose something you will easily remember.

Your username must be 6-30 letters and must contain at least one number.



Your current username is sonya.hinton@babergmidsuffolk.gov.uk

New User Name

Confirm New User Name


Change

# Change Password

## -About Me>Change Password

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

Test Suspense



### Change Password


Your password must be 8 - 10 letters long.

Current Password	<input type="password"/>
New Password	<input type="password"/>
Confirm Password	<input type="password"/>

[Change password](#)

# Forgotten Details

On Login page select Forgotten your details then follow the on-page instructions to reset your password using your username/email address.



### Login

Please enter your username and password.

Username	<input type="text" value="lukejgodley"/>
Password	<input type="password" value="*****"/>

[Login](#)

**New user ?**  
If you are a new user then please visit the registration page .  
It only takes a minute to obtain a new username and password and all you need is your Tenancy reference.

**Forgotten your details?**  
If you have forgotten your details then select the option below and we will email you a link to access your account

[Forgotten details](#)



**Forgotten account details**

If you have forgotten your detail sign in then please use the options below and we will send you an email to reset your sign in details.

I know my  Please select Email address or Username

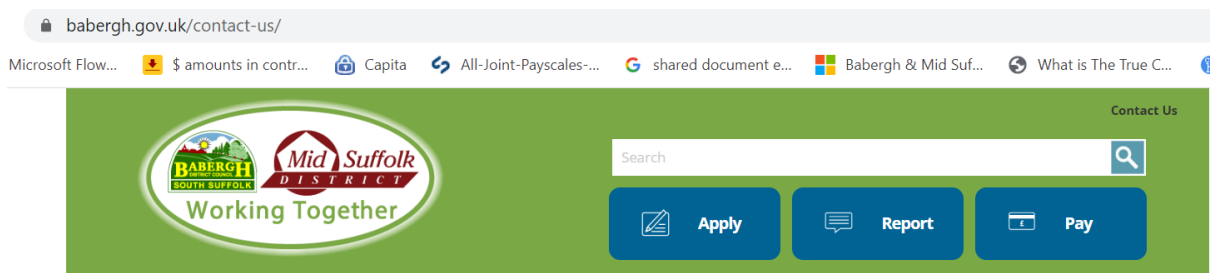
My Email address is

[Email me](#)

If you don't know the Email address or Username you used to sign up then please let us know [contact us](#)

## Contact Us

- Links My Home to the Contact Us page on the BMSDC website



Home > Contact us

### Contact us

You can use our online forms to **pay, report and apply**, 24 hours a day.

Our online forms allow us to serve you better by asking all the necessary questions.

Please note that all planning enquiries are charged for

If you prefer not to use online forms, there are a number of other ways to get in touch:

#### Email

[Email one of our departments >](#)

#### Phone

## **My Home FAQs**

### **Where can I find the My Home website?**

URL Address: <https://myhome.baberghmidsuffolk.gov.uk/>

### **How do I register for My Home?**

Registering for My Home. Just go to the My Home website and select 'Register'. You will need to provide your Name, Tenancy Reference, and your Date of Birth. Once you have completed all the registration details, My Home will send you a link to your email to confirm your registration.

### **If I'm experiencing problems registering for My Home, who should I contact?**

Complete an online E-Form or contact customer services on 0300 123 4000 selecting Option 2.

### **What happens if I forget my password or username?**

My Home users can reset their password or username themselves. They simply have to go to login page and select the 'Forgotten Details' button. They will then be able to reset their password or username using their email address.

### **Can I view My Repairs in My Home?**

No, currently this is not available but may be added in the future.

### **I've made a rent payment but I cannot see it on My Home account?**

Payments can take 48 hours to show on the portal, please check back soon.

### **My account is showing I'm in credit, can I have my money back?**

Send an email to [HRAIncomeTeam@babberghmidsuffolk.gov.uk](mailto:HRAIncomeTeam@babberghmidsuffolk.gov.uk) this can be done via the link from your My Home Tenant Portal.

### **I'm unable to change a household member on my tenancy on the portal?**

Tenants will only be able to add and remove non-signatory household members to their tenancy. If they want to add a new partner as a joint tenant for example there is paperwork that needs to be completed and this enquiry would need to go to [tenancy.management@babberghmidsuffolk.gov.uk](mailto:tenancy.management@babberghmidsuffolk.gov.uk).