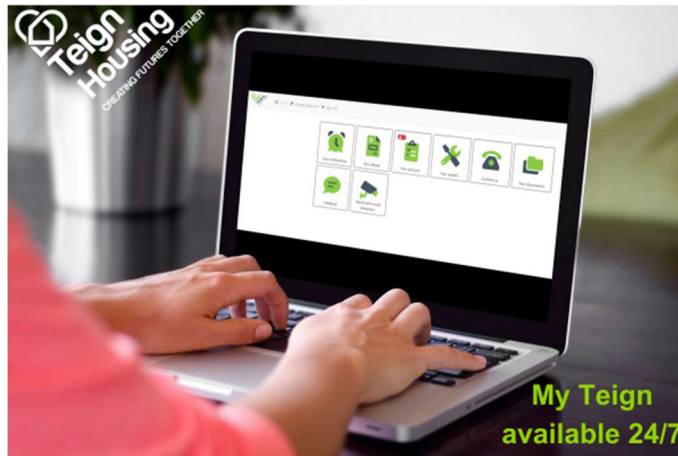


My Teign user guide for residents with a tenancy



My Teign portal and app

My Teign is a way of checking your rent account, reporting repairs and managing your tenancy without the need to speak to anyone and at a time that suits you. There are other functions, too, including a handy budget calculator and a repayment tool.

If you have any issues using My Teign, please contact Teign Housing's Customer First Team on 01626 322722, option 2.

Accessing My Teign

There is a website-based version of My Teign (also referred to as a portal) and an app.

To use the portal version, click the link <https://teign-live.panconnect.cloud/sg/ssp/login/en-gb#tenant> There is also a link on the Teign Housing website, or you can save it to your favourites. Once the page is open, follow the instructions.

You can download the My Teign app from the Apple App Store or Google Play Store (linked below). Once it's downloaded, open the app and follow the instructions.



How to register




The first time you use My Teign, you will need to register. You will start on the welcome page, where you will be asked to enter your tenancy agreement reference (it starts RG-), last name, date of birth, and postcode. Then click 'continue', and you will be asked to create a secure password.

If you don't have your tenancy agreement reference, contact our Customer First Team, who will be happy to help you. They can be contacted during working hours on 01626 322722, option 2, or email customerhub@teighousing.co.uk



Hello

Customer? Please sign in...

 [Is this incorrect?](#)   [Open accessibility toolbar](#)

If you don't have an account yet or have forgotten your details; please enter some details concerning one of your tenancies below.

Agreement reference

Example: RG-AB123456

This can be found at the top of any letters that we've sent you.

Your last name

Example: Bloggs

Your date of birth

Example: 01/12/1970

Postcode of the property

Example: AB12 3CD

[Continue](#)

[Go back](#)

[Read our privacy policy](#)



Logging in


Once you have registered, you will need to sign in with your email and password each time you use My Teign. You can reset your password by clicking the 'Forgotten my details' link if you forget it.



Hello

Customer? Please sign in...

 Is this incorrect? 

 Open accessibility toolbar

Please enter your e-mail and password if you already have an account.

Your e-mail address

Your password

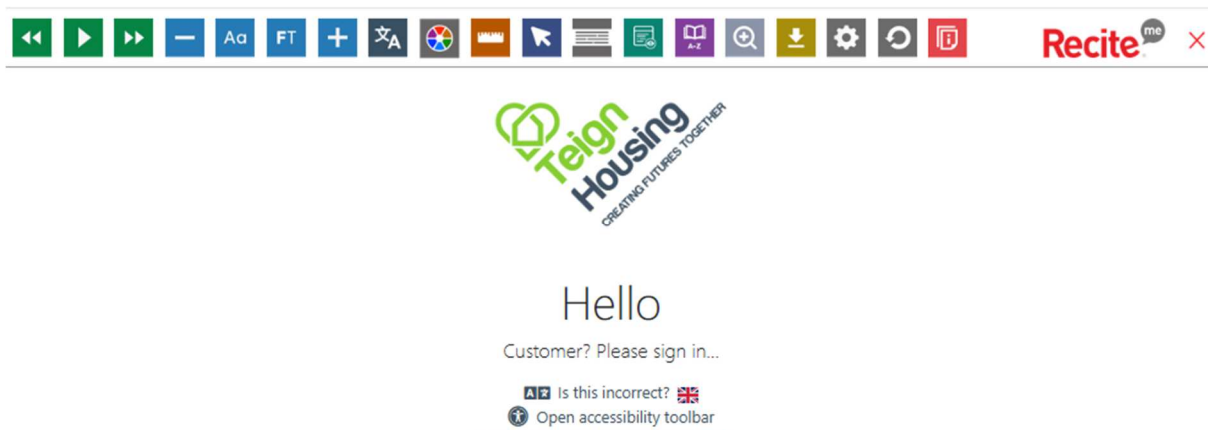
[Forgotten my details](#)

[Read our privacy policy](#)

Accessibility

Recite Me is a free interactive accessibility toolbar available on My Teign.

To open it, click 'Open accessibility toolbar' on the registration or login page. The toolbar will be visible at the top of the page, and you can click the buttons to customise the content in a way that works best for you. Below is a summary of the buttons – or why not click on them in the toolbar to see what they do.



Text to Speech (TTS) – Recite Me will read aloud the text on screen using these buttons.



Translation – text can be translated into over 100 languages, including 63 text to speech voices.



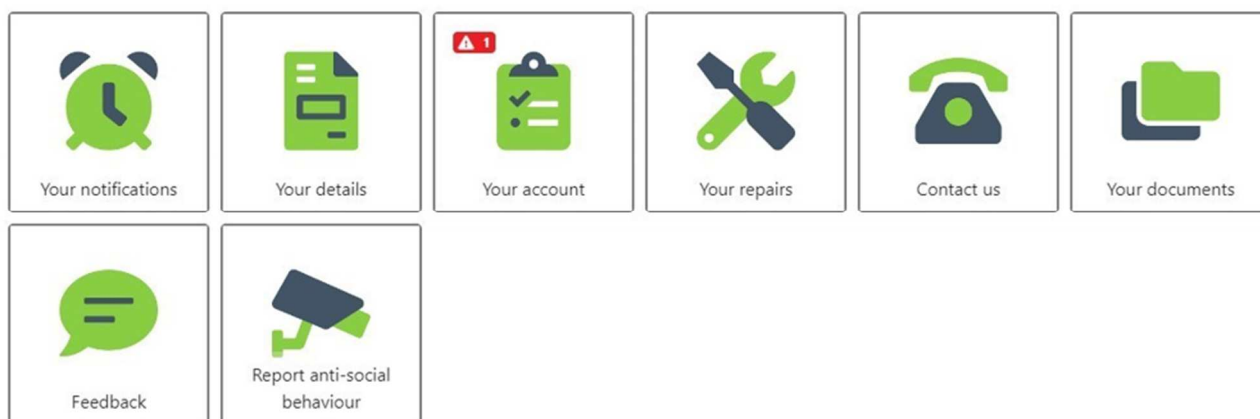
Styling and customisation – you can change the colour scheme, as well as the text, font style, size, colour, and spacing.



Reading aids – the toolbar provides six main tools: a ruler, screen mask, margins, page summariser and a dictionary magnifier.



The Home Page



My Teign is easy to navigate, with icons to help you find your way around. This is a quick guide to get you started.

1. Your notifications – here you will find important messages about your account and a list of any forms you have sent us through the portal.
2. Your details – here, you can find your tenancy reference number. You can also see who we have registered as living at your address. You can easily update your personal details, phone number or email address and notify us of any changes to your household.
3. Your account – from here, you can pay your rent, see your current balance and a summary of your account. You can also use the free tool to help you with your budgeting.
4. Your repairs – you can report a routine repair online, 24 hours a day. A member of our Customer First Team will contact you to book an appointment for the repair within five working days. If you have an emergency repair, please call 01626 322722. You can find a list of emergency repairs on the Teign Housing website.
5. Contact us – our contact details can be found here.
6. Your documents – this is where we would save any documents you've asked us to share with you.
7. Feedback – if you have any ideas, suggestions or comments about our services, you can tell us here.
8. Report anti-social behaviour – if you are experiencing or have witnessed anti-social behaviour in your home or neighbourhood, you can report it here.

Your details

It's important that you keep your contact details up to date so we can quickly contact you in an emergency. We also use email addresses to share information and keep you updated wherever possible.

Under 'Your account', you can see the information we have on our system, and you can easily update it as required.

To add or update information about you or someone registered in your household, click 'Update this person' next to their name.

To make any other changes, click the option to 'Update tenancy details' from the boxes at the top of the page, then fill in this form:

Update account details

[Back to menu ↑](#)

Do we have your details wrong or out of date? Let us know by completing this quick form.

What needs changing?

Select choice

Please provide, where appropriate, the name, date of birth and/or other relevant information:

Submit

Your account

You can pay your rent, see your current balance and a summary of your account. Under this menu, you can also use the free budgeting tool.

Your household budget

We know that sometimes managing your money can be a daunting task, but we are here to help.

It is often wrongly assumed that budgets should only be used when finances are tight. However, creating a budget can help you to understand exactly where your money is being spent and how much you've got coming in. Knowing where every pound is going is a great first step to starting your savings, getting out of debt, or preparing for retirement.

Budgeting doesn't have to be complicated. Using this free tool to help you write down what comes in and what goes out is a good first step, and as it does all the calculations for you, you can review what you're spending.

Your household budget

[Back to menu ↑](#)

[Start budgeting →](#)

[Review my report →](#)

Quick jump

[Income](#)

[Household bills](#)

[Living costs](#)

[Finance](#)

[Family & friends](#)

[Travel](#)

[Leisure](#)

Your household budget



[Back to index ↑](#)

Income

Pay		
Income from self-employment	<input type="text" value="0.00"/>	<input type="text" value="per Month"/>
Income from employment	<input type="text" value="0.00"/>	<input type="text" value="per Month"/>
Statutory sick pay	<input type="text" value="0.00"/>	<input type="text" value="per Month"/>
Statutory maternity pay	<input type="text" value="0.00"/>	<input type="text" value="per Month"/>
Benefits & Tax Credits		
Pension		
Other income		
Additional items		

Total income is £0.00

[Save & continue →](#)

You only have to complete it once, as when you save it, your information is saved confidentially on the portal or app. You can log back in and update any figures whenever you want.

If you would like some advice on budgeting, you can share your budget with us, and someone from Teign Housing will contact you. We cannot see your budget unless you click the 'Send report to us' button.

There's lots of free confidential advice available to help you sort out your finances. If you are worried about paying your rent, get in touch now. Your neighbourhood officer can help and - if you wish - you can even send them a copy of your budget report.

Send report to us

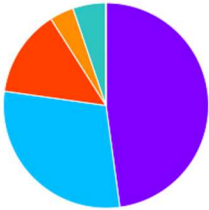
Monthly summary total

Summary total

Income - £2,824.73
Expenditure - £1,358.57

Spare cash = £1,466.16

Spending breakdown



Household bills	£650.00
Living costs	£399.35
Finance	£186.67
Family & friends	£51.73
Travel	£70.83
Leisure	£0.00

Payment plan

You can use this tool if you are in rent arrears, called in My Teign 'an outstanding balance', and don't already have a payment plan agreed with us. It allows you to see how long it will take to pay off your arrears, depending on how much you can afford. You can move the slider to see how the amounts and timescales will change. Once you submit your payment plan, it will be reviewed by one of our Income Advisors, who will contact you to discuss it.

Set up a payment plan

Helping you to become debt-free.



[Back to menu ↑](#)

Current debt is **£559.19**.

How much would you like to pay first? The higher the initial payment the less time you need to clear the rest of your debt.

Initial payment

What date would you like to start making your regular payments from?

Payment date 

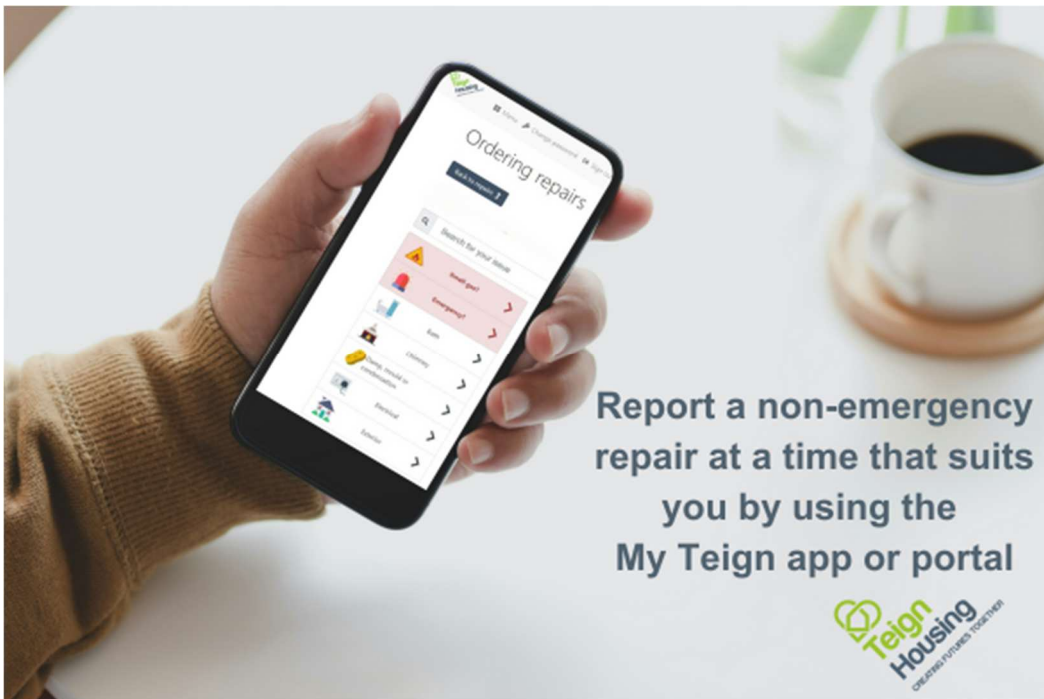
How often would you like to make repayments?

Payment frequency 

Step 1 of 3

[Next →](#)

Your repairs



Using the step-by-step reporting tool, you can report a routine repair online, 24 hours a day.

If you have an emergency repair, please call 01626 322722 (24 hours). You can find a list of emergency repairs on the Teign Housing website.

After we receive your online request, a member of our Customer First Team will contact you within five working days to book an appointment for the repair.















Ordering repairs



[Back to repairs ↑](#)

Need some repairs to your home? To proceed, please select an item below that best describes your issue.




 Smell gas? >	 Kitchen >
 Emergency? >	 Footpaths & steps >
 Bath >	 Pests & infestations >
 Chimney >	 Pipes, pipework & water >
 Damp, mould or condensation >	 Roofs >
 Electrical >	 Shower >
 Exterior >	 Sinks, basins & taps >

Report anti-social behaviour

If you are experiencing or have witnessed anti-social behaviour in your home or neighbourhood, you can report it here.

The report will be sent to our Customer First Team, who will review it and pass it on to the appropriate member of staff.

Report anti-social behaviour

[Back to menu ↑](#)

What type of behaviour have you witnessed or been the victim of?


When did the incident take place?

Where did the incident take place?

Who does the report relate to?

Please provide as much information as possible about what has happened:

Please attach a photo if needed:

 Drag & drop a file here or tap to browse

[Submit](#)