



My Teign User Guide

To use the portal website, click the link and then follow the instructions. There is a link to the site from our website or you can save it to your favourites.

You can download the My Teign app from both Apple App Store and Google Play Store. 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 at the welcome page where you will be asked to enter your agreement reference, which was sent to you in the introductory email, along with your last name, date of birth and postcode. Then click 'continue' and you will be asked to create a secure password.

Hello

Customer? [Please sign in...](#)

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

Rent agreement reference

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

Your last name

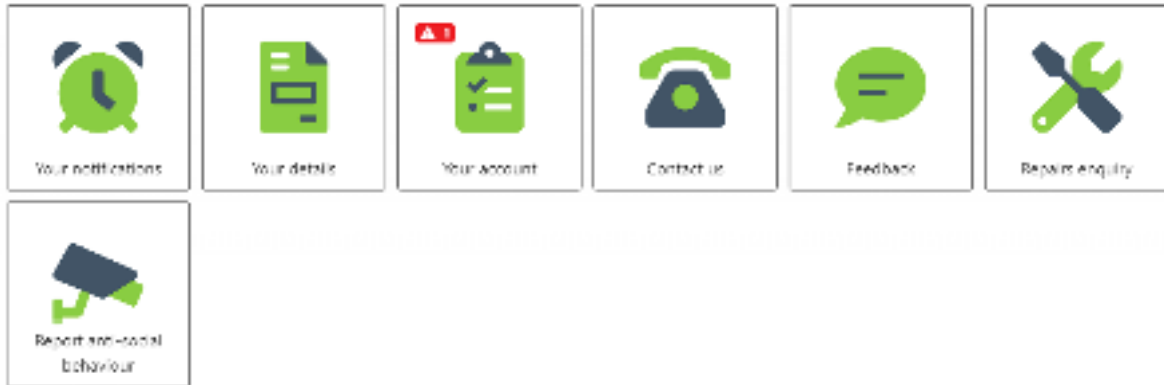
Your date of birth

Postcode of the property

[Read our privacy policy](#)

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

The Home Page



My Teign is easy to navigate with icons to help you find what you are looking for. 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 agreement reference number. You can easily update your phone number or email address and notify us of any changes to your household.
3. Your account – from here you can easily pay your rent/fees, see your current balance and a summary of your account. And you can see a breakdown of service charges.
4. Repairs enquiry – you can report repair online, 24 hours a day. It will be reviewed in line with the terms of your agreement.
5. Contact us – all our contact details can be found here.
6. Feedback – if you have any ideas, suggestions or comments about our services you can let us know here.
7. Report anti-social behaviour – if you are experiencing or have witnessed anti-social behaviour in your home or neighbourhood you can report it here.