



# My Teign User Guide

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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 tenancy agreement reference, along with your 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, 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](mailto:customerhub@teignhousing.co.uk)



# Hello

Customer? Please sign in...

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

Tenancy 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

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[Read our privacy policy](#)

## 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 tenancy reference number. It is also where you can see who we have registered as living at your address. 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, see your current balance and a summary of your account. You can also use the free tool to help you with your budgeting. We've more information on this on page 4.
4. Your repairs – you can report a routine repair online, 24 hours a day. If you have an emergency repair, please call 0800 197 9790. After we receive your online request, a member of our Customer First Team will contact you during working hours to book in the repair.
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.

## Your 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 can review what you're spending.

## Your household budget

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[Review my report →](#)

### Quick jump

[Income](#)

[Household bills](#)

[Living costs](#)

[Finance](#)

[Family & friends](#)

[Travel](#)

[Leisure](#)

You only have to complete it once as when you save it, your information is saved confidentially on the portal. If you need to update any of the figures, you can simply log back in and update it.

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

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 office can help and - if you wish - you can even send them a copy of your budget report.

Send report to us

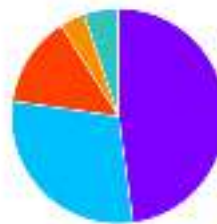
Monthly summary total

### Summary total

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

**Spare cash** **£1,466.16**

### Spending breakdown



Household bills	£690.00
Living costs	£396.25
Finance	£180.67
Family & friends	£51.74
Travel	£70.63
Leisure	£0.00

## Payment plan

If you are in arrears, called an outstanding balance, and don't already have a payment plan agreed with us you can use this tool. It allows you to see how long it will take to pay off your arrears, depending on the amount you can afford to pay. 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.

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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

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