

Plus Dane Housing



Customer Portal

FAQ for customers



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How do I register?

Click on the Not Registered button and fill out your details. You will need your Date of Birth, Surname, Tenancy reference and Activation Code.

How do I find out my activation code?

Contact Plus Dane Housing via phone or online and we can supply you with this.

How do I find my tenancy reference number?

Contact Plus Dane Housing via phone or online and we can supply you with this or it can be found on any letters including your tenancy agreement.

Can I change my password in the customer portal?

Click Forgotten Password on the front screen you will need your email address for this.

Can I amend my secret question in the customer portal?

Yes, expand My Profile and Amend Secret Question.

I have a new email address, can I amend in the customer portal?

Yes, expand My Profile and Update Account Email this will send a verification code to your old email to confirm. Please note this will not update your email address in our housing system to update this on our housing system you will need to click on Forms and complete and submit the Update My Contact Details Form.

Can I check my rent balance in the customer portal?

Yes, by clicking on My Payments, this will show you all transactions including your balance as of today's date.

Can I make a rent payment in the customer portal?

Yes, by clicking on Make a Payment which will take you to Allpay website. You will need your log in details to complete this action.

Can I download my rent statement in the customer portal?

Yes, by clicking on the Download a Statement, once downloaded this will appear in My Documents.

Can I view my agreement details in the customer portal?

Yes, by clicking on My Agreements.

Can I view my household members in the customer portal?

Yes, by clicking My Agreements, selecting Your Agreement all details will appear

If I need to add or remove a household member can I do this through the customer portal?

Yes, expand the Forms and click Request to Add a Household Member. Complete and submit and this will be sent to the Housing Team to action

Can I give notice to end my tenancy in the customer portal?

Yes, expand the Forms and click on either Termination of Tenancy or Homeshub Termination of Tenancy depending on your tenure type. Complete and submit and a member of the team will contact you.

Can I change the language in the customer portal?

Yes, by changing the language in the google translate in the navigation bar.

Can I report an anti-social behaviour incident in the customer portal?

Yes, by completing the Report ASB Form under Forms in the navigation bar.

Can I log a complaint, comment or compliment in the Customer Portal

Yes, by completing the Report Feedback Form.

How do I report a repair?

On the left-hand side you will see Forms, drop that down and press 'Report a Repair' - this will launch our website on the diagnostics tool for you to report your repair and provide information on our repairs service, including videos and information on what to do if this is an emergency.