

Guide to viewing and editing your household details



To view and edit your household details in the MySHG portal, please follow the steps below.

1

Go to: <https://myshg.stockporthomes.org> and login using your email and the password you set up when you registered.

The screenshot displays the MySHG portal interface. At the top, there is a navigation bar with the 'My SHG' logo, a search icon, and links for 'Search', 'Help', 'My settings', and 'Sign out'. Below the navigation bar, a user profile section shows a blurred name and a purple lock icon. The main content area is divided into two sections. The first section, 'Your account balance', features a large pink box with the balance '£593.43' and a warning message 'You're currently in arrears.' Below this are two buttons: 'Make a payment' (red) and 'View statements' (white with a red border). The second section, 'Your upcoming repairs appointments', shows a list of appointments, with 'Light fitting replacement' visible. A circular icon with a person and a star is located in the bottom right corner of the appointments section.

- 2 Scroll down and click on 'My Household'.

What would you like to do today?

Some of our most popular areas.



Payments

View, manage and make payments



Repairs

View, manage and report your repairs



My Household

View, manage and edit your tenancy



Frequently asked questions

Need some help? Come on in



- 3 You will be taken to an overview that shows the details of your Household and tenancy.

My Household



< Back to SHG Dashboard

My Household

Household details

Give notice

Account Overview

Tenancy Reference
Address

Tenure Type
Start Date

Household details

You can view the details of all household members in this section.
However, you can only edit your own information.

To update your details you need to do the following:



4

Here you can view your own details and see the names of other household members.

[Back to SHG Dashboard](#)

[My Household](#)

[Household details](#)

[Give notice](#)

Household details

You can view the details of all household members in this section. However, you can only edit your own information.

To update your details you need to do the following:

1. Click Edit Details
2. Make your changes
3. Click Save Details to confirm

Please ensure the details are correct before saving when updating a contact method, as this will become the new method we use to contact you.

Give notice

If you wish to end your tenancy with Stockport Homes, please click the button below and complete our

5

To edit your own details click on your name.

[Back to SHG Dashboard](#)

[My Household](#)

[Household details](#)

[Give notice](#)

Household details

2. Make your changes

3. Click Save Details to confirm

Please ensure the details are correct before saving when updating a contact method, as this will become the new method we use to contact you.

Give notice

If you wish to end your tenancy with Stockport Homes, please click the button below and complete our Tenancy termination request form.

We will then be in contact to let you know the process for ending your tenancy.

[Request a tenancy termination form](#)

6 Then scroll down and click on 'Edit details'.

The screenshot shows a user interface for editing household details. On the left is a sidebar with a 'Back to SHG Dashboard' link and three menu items: 'My Household', 'Household details', and 'Give notice'. The main content area contains several form fields: 'Date of birth', 'Email Address - Please use your main contact email address', 'Landline number', 'Mobile number', 'Preferred contact number - This will be the main contact number we will use', and 'Sex'. A red button labeled 'Edit details' is highlighted with a red circle. At the bottom right, there is a blue circular icon with a white person silhouette and a plus sign. Below the main content area, a 'Give notice' button is partially visible.

7 Here you can edit the contact details that we have stored for you. Once you have made the change, please click on save changes.

Note: If you can't change something that needs updating, please call the Customer Experience Hub on **0161 217 6016 (option 5)** for help.

The screenshot shows the same user interface as before, but with the form fields expanded for editing. The 'Email Address' field is a text input, 'Landline number' is a text input, 'Mobile number' is a text input, and 'Preferred contact number' is a dropdown menu currently set to 'Mobile'. The 'Sex' field is a radio button. A red button labeled 'Save changes' is highlighted with a red circle, and a white button labeled 'Cancel changes' is next to it. The blue circular icon with a white person silhouette and a plus sign is still present at the bottom right.

8

If you wish to end your tenancy, click on 'Request a tenancy termination form'.

Note: this will take you to a form on the Stockport Homes website that needs to be completed to make this request.

< Back to SHG Dashboard

My Household

Household details

Give notice

Give notice

If you wish to end your tenancy with Stockport Homes, please click the button below and complete our Tenancy termination request form.

We will then be in contact to let you know the process for ending your tenancy.

Request a tenancy termination form

Variation of tenancy

Do you need to change your name on your tenancy agreement? Need to change your tenancy from a single to a joint one? You will need to complete a variation of tenancy form.

Complete Variation of Tenancy Form



9

If you wish to make a change to your tenancy, please click on 'Complete a variation of tenancy form'.

Note: this will take you to a form on the Stockport Homes website that needs to be completed to make this request.

The screenshot shows the MySHG portal interface. On the left is a sidebar with a 'Back to SHG Dashboard' link and a 'My Household' section containing 'Household details' and 'Give notice'. The main content area has a red button at the top labeled 'Request a tenancy termination form'. Below this is a section titled 'Variation of tenancy' with explanatory text. At the bottom of this section is a red button labeled 'Complete Variation of Tenancy Form', which is circled in orange. The footer is a dark teal bar with the text 'Looking for something in particular?' and a search bar, and a circular logo on the right.



If you need any help with managing your household details on the MySHG portal, please email myshg@stockporthomes.org