

# Guide to viewing and editing your household details



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

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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 user interface. At the top right, there is a language dropdown menu set to 'English'. The navigation bar includes the MySHG logo, a search icon, and links for 'Search', 'Help', 'My settings', and 'Sign out'. Below the navigation bar is a user profile section with a blurred name and a purple profile icon. The main content area features a 'Your account balance' section with a red background, showing a balance of £593.43 and a note: 'You're currently in arrears.' Below this are two buttons: 'Make a payment' (red) and 'View statements' (white with red border). The 'Your upcoming repairs appointments' section is partially visible, showing a card for 'Light fitting replacement' and a circular icon with a person and a wrench.

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:



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

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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.

[Blurred text] [Dropdown arrow]

[Blurred text] [Dropdown arrow]

### Give notice

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

Request a tenancy termination form

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To edit your own details click on your name.

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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

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

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My Household

Household details

Give notice

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

Mobile

Sex

Edit details

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 One Number Team on **0161 217 6016 (option 4)** for help.

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My Household

Household details

Give notice

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

Mobile

Sex

Save changes

Cancel changes

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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.

The screenshot shows a user interface for Stockport Homes. On the left is a navigation menu with the following items: '< Back to SHG Dashboard', 'My Household', 'Household details', and 'Give notice'. The main content area is divided into two sections. The first section is titled 'Give notice' and contains the text: '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.' Below this text is a red button labeled 'Request a tenancy termination form', which is highlighted with an orange circle. The second section is titled 'Variation of tenancy' and contains the text: '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.' Below this text is a red button labeled 'Complete Variation of Tenancy Form'. In the bottom right corner of the page, there is a circular logo for Stockport Homes featuring a stylized figure and a gear.

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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.

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My Household

Household details

**Give notice**

**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**

**Looking for something in particular?**  
Can't quite find what you're looking for? Try searching using the bar below.



If you need any help with managing your household details on the MySHG portal, please email [myshg@stockporthomes.org](mailto:myshg@stockporthomes.org)