

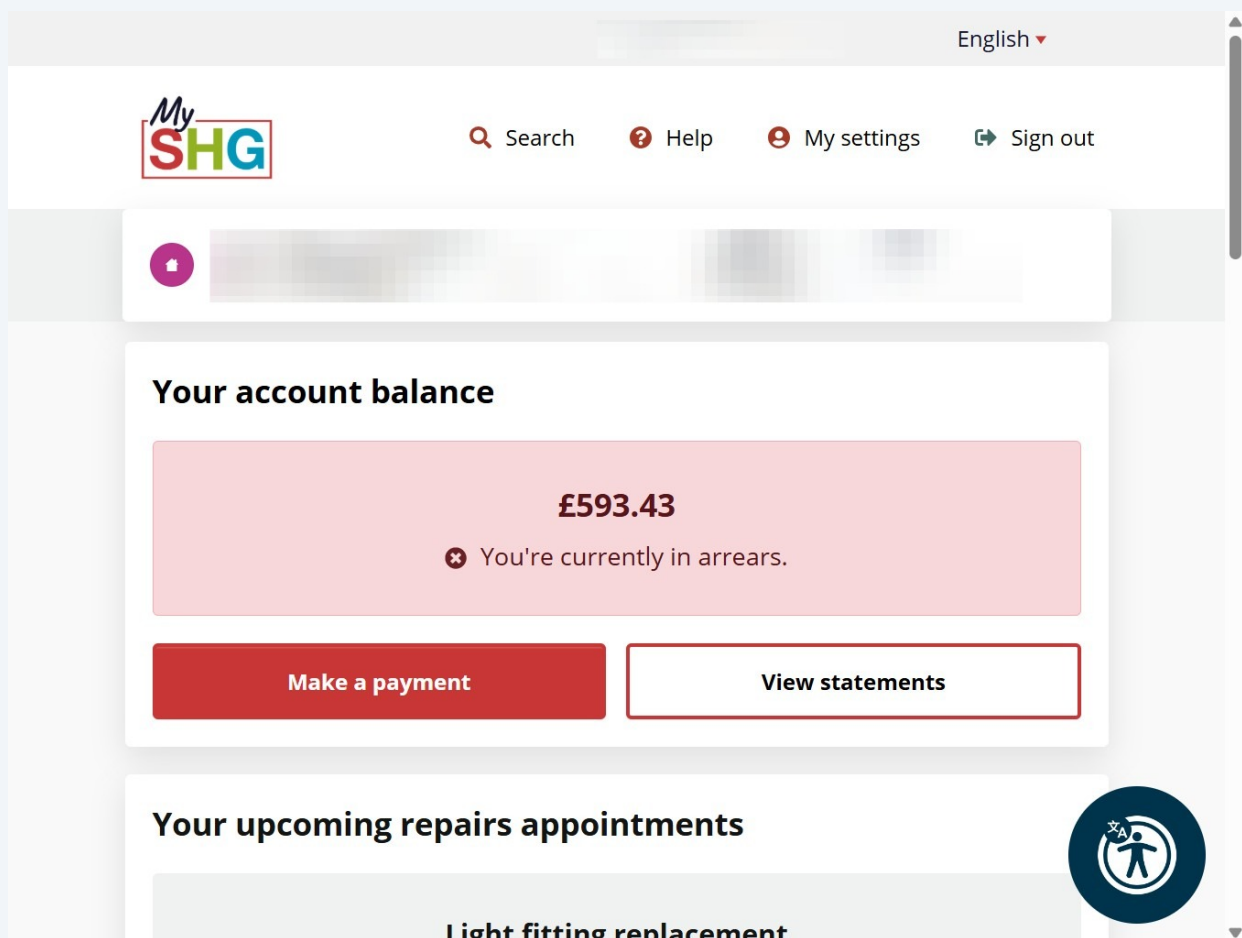
Guide to viewing and editing your household details



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.



- 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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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

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To edit your own details click on your name.

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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'.

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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

Give notice

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 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.

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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

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



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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