



MyBristolHousing User Guide

A step-by-step guide on how to use Bristol City Council's digital housing service for tenants and leaseholders

For Engage 4.0.6

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Introduction

Our Tenant Account has been updated and improved

The existing Tenant Account has been replaced with a new online service called MyBristolHousing. At this stage, it's only available for Bristol City Council tenants. We plan to make it available to social housing applicants soon.

What we've changed

MyBristolHousing brings together key housing services in one place. If you're a council tenant, you'll now be able to:

- check your rent account, including payments and balances
- view your gas safety certificate
- track your service requests

Note: The screenshots in this guide are from a test version of the website. The live version may look slightly different.

Conventions in this guide

 Important information

 Warning – make sure you follow this guidance

 Information about Bristol City Council (BCC) processes or best practice

Registration process

Stage1 - Create a Bristol Account

You need to have a Bristol Account before you can start using MyBristolHousing.



Before you start, you'll need your:

1. email address
2. mobile phone
3. Person Reference number.

You may have received an email or text message with this number. If you have not, call us on 0117 922 2200 and we'll provide it.

Without a Person Reference, you'll be able to register but not connect.

1. In a web browser go to the [MyBristolHousing](#) home page.



If you already have a Bristol Account, enter your **email address** and **password** and click **Sign-in**. If you do not, go to step 2.

Sign in or create a Bristol Council Account

Create an account to access our services online. You'll be able to view your payments and keep track of your history of your contact.

Sign in or create an account with your email

Email Address

Password
 [I've forgotten my password](#)

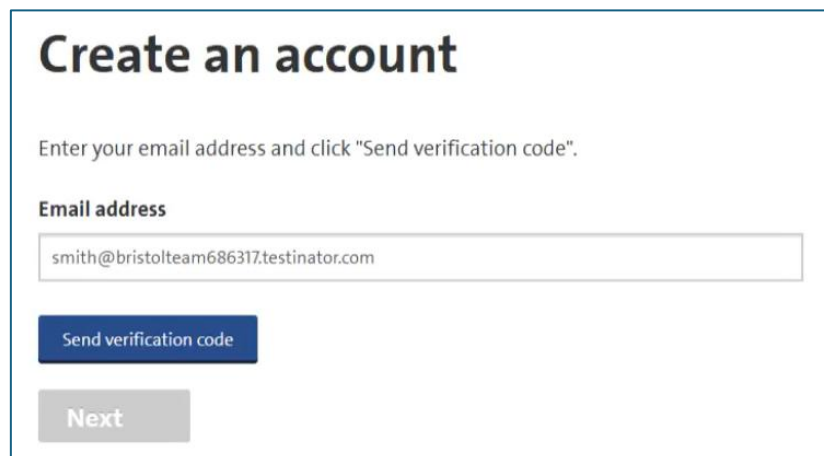
[Create an account](#)

How to create an account

Create an account using an email address or social media account.
If you use a social media account, you'll need access to the email connected to that account.

2. Select **Create an account**.

3. Enter your **Email address** and select **Send verification code**.



Create an account

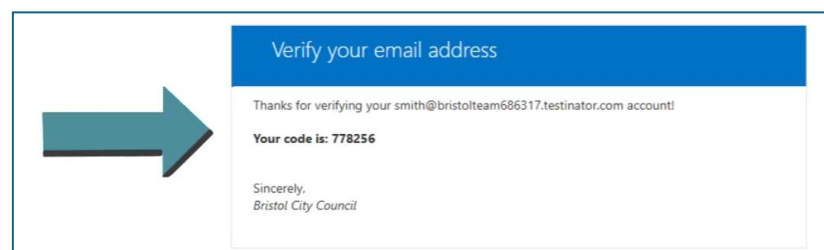
Enter your email address and click "Send verification code".

Email address

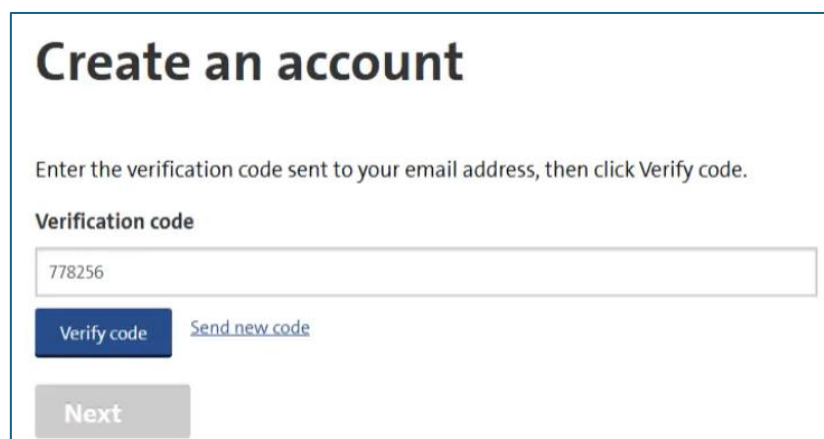
Send verification code

Next

4. You'll receive an email with a **Verification code**.



5. Go back to the Bristol Account creation page and enter the **Verification code** you've received in the email. Select **Verify code**.



Create an account

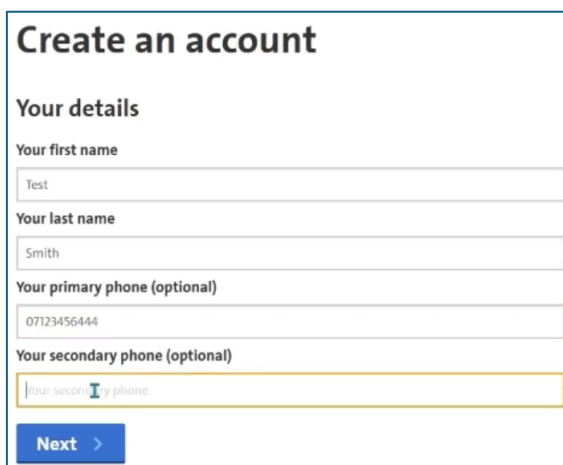
Enter the verification code sent to your email address, then click Verify code.

Verification code

Verify code [Send new code](#)

Next

6. Now enter your **first name**, **last name** and if desired, your **primary phone number** and select **Next**.



Create an account

Your details

Your first name
Test

Your last name
Smith

Your primary phone (optional)
07123456444

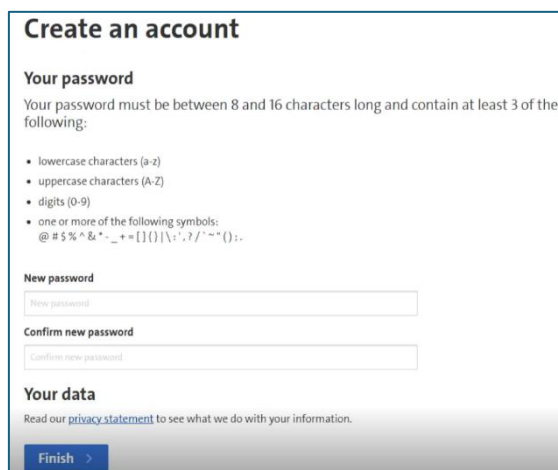
Your secondary phone (optional)
Your secondary phone

Next >

7. Now create your **password**. Your password must be between 8 and 16 characters long and contain at least 3 of the following:

- lowercase characters
- uppercase characters
- digits (0-9)
- one or more of the following symbols: @ # \$ % ^ & * - _ + = [] { } | \ : ' , ? / ~ " () ; .

and click **Finish**.



Create an account

Your password

Your password must be between 8 and 16 characters long and contain at least 3 of the following:

- lowercase characters (a-z)
- uppercase characters (A-Z)
- digits (0-9)
- one or more of the following symbols:
@ # \$ % ^ & * - _ + = [] { } | \ : ' , ? / ~ " () ; .

New password
New password

Confirm new password
Confirm new password

Your data
Read our [privacy statement](#) to see what we do with your information.

Finish >



Make sure you pick a password that you'll remember

You'll need to enter your email and password every time you log in. If you forget your password, you'll have to set up a new one.

Stage 2 - Register on MyBristolHousing

1. In a web browser go to the [MyBristolHousing](#) home page.
2. Enter your **email address** and **password**. Then select **Sign in**.

Sign in or create a Bristol Council Account

Create an account to access our services online. You'll be able to view your payments and keep track of your history of your contact.

Sign in or create an account with your email

Email Address

Password
 [I've forgotten my password](#)

How to create an account

Create an account using an email address or social media account. If you use a social media account, you'll need access to the email connected to that account.

3. You'll receive an email with a confirmation link. Select the **Link to email address verification** in the email.

You have created a Bristol City Council account with this email address. If this was you, please click the link below to verify your email address

[Link to e-mail address verification](#)

This link will expire within 5 minutes.

If you didn't create this account, just ignore this message.



If the email doesn't appear in your inbox, check your junk or spam mail folder.

If the link doesn't work, copy and paste it into a web browser.

The verification link is only valid for 5 minutes. If the link expires, you'll need to sign-in again.



For this next step, you will need to have access to a **mobile phone** so we can send you a **One-Time Passcode**.

4. Enter your **title, first name, last name, mobile phone number** and **choose if you want to receive emails from us**. This is recommended as it allows us to send you important updates about your account.

Now select **Send one time passcode (OTP)**.

To complete your registration you must enter your name, mobile phone number and contact preferences

Complete registration

Title
Miss ▾

First name
Test

Last name
Smith

We may send communications relating to your account and activity on the application. If you wish to opt-in then please select below options

Allow email communication ☒

Receive emails related to your account

Access community forums ☐

The Community Forum is an online "meeting place" that is used to engage with others to debate, share knowledge and communicate.

Mobile phone number
🇬🇧 07123456444

[Send one time passcode \(OTP\)](#)

5. You'll then be asked to verify your mobile number by entering the 4-digit code that was sent to your phone by text message.

Verify mobile number

A 4 digit code has been sent to the mobile number specified. Please enter the code to verify your mobile number

3

Code not received? [Send again](#)

6. You can now complete your registration and choose whether you want to connect your existing account with your new one.

Complete registration

Do you have any connections with us? This could be an application, tenancy (including former), payment reference or a person reference

☐ Yes ☐ No



If you are or have been a council tenant or leaseholder, you'll be able to create a connection after you have registered by going to the user profile area.

7. Now if you know your person reference number, select **Yes** and follow the next step. Otherwise select **No**.

You can connect later if you don't have the reference number you need.



If you have not connected and you're a tenant, you won't be able to see your rent details.

You'll have to **create a connection** between MyBristolHousing and the council's housing management system to see them online.



You may have received an **email** or **text message** from us with a **unique reference number**, depending on your connection with us.

Enter the number and if you're a **council tenant** or **leaseholder**, select **Party Ref**.

If you have not, call us on 0117 922 2200 and we'll provide it.

6. Select the **reference type** you want to use to connect with. Enter the **reference** and **your date of birth** using the format DD/MM/YYYY (or use the date picker). Select **Save**.

Create a connection

Reference Type

Person ▾

Enter Reference

Please type in your unique Person reference number

0001

Date of birth

18/12/1932 

Save Cancel



The system will run some security checks to ensure that your **title** (Mr, Mrs etc.), **first name**, **last name**, **date of birth** and **reference number** match the information on our housing management system.

If the information is **missing** or doesn't match the information on our housing management system, **you'll get an error message**.

Please contact us on 0117 922 2200 if you have problems with this.

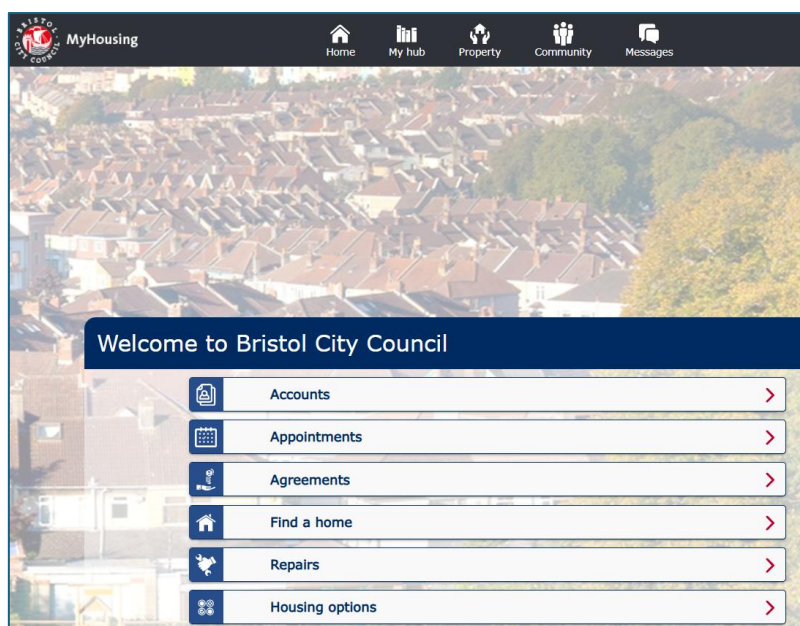


If you've already registered on the new system, you might see a message saying:
"User profile exists with the same reference."

This means you may have used a different email address before.

Try logging out and signing back in using the email you used last time.

8. You can now navigate to the different sections of your account using the menu in the banner at the top or the links on your home page.



If you decide not to connect your online account at this stage, only the **Find a home, Links, Housing Options and FAQs** links will be available.

How to connect after you've registered



If you are or have been a council tenant or leaseholder, you'll be able to create a connection after you have registered by going to the user profile area.

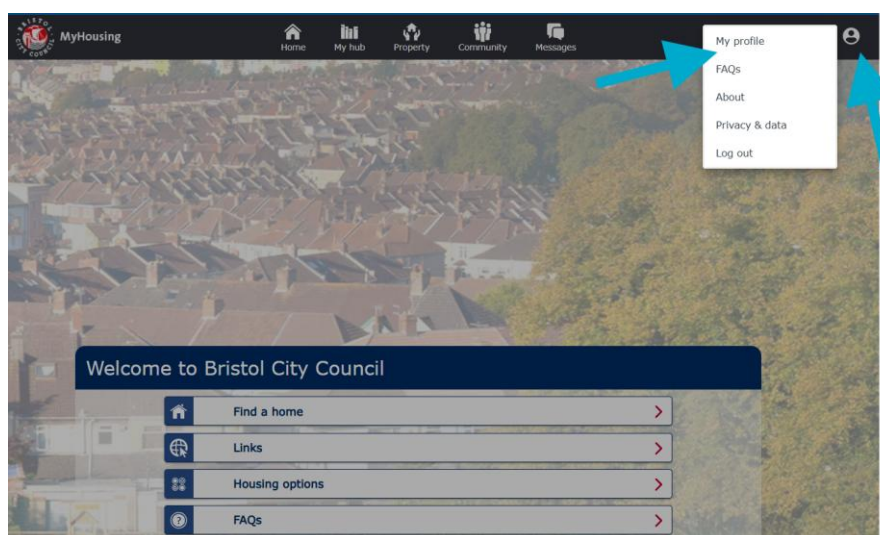


You'll be able to connect if the **first name, last name, date of birth** and **reference number** you entered match the information on our housing management system.

If the information is **missing** or doesn't match the information on our housing management system, **you'll get an error message.**

You can call us on 0117 922 2200 if you need help to resolve this.

1. First, select the **person icon** (which looks like a head and shoulders in a white circle) on the top right of the screen and then select **My profile** from the dropdown menu.



Open the **Connections** section by selecting the plus symbol on the right of the bar it's in.

Select the **Create a connection** link.

My profile

Registered details +

Email & Password +

Contact preferences +

Connections -

You currently have no connections with us

[Create a connection](#)

Account Management +



You may have received an **email** or **text message** from us with a **unique reference number**, depending on your connection with us.

Select **Party Ref** from the **Reference Type dropdown menu** to continue.

1. Select the **reference type** you want to use to connect with. Enter the **reference** and **your date of birth** using the format DD/MM/YYYY (or use the date picker). Select **Save**.

Create a connection

Reference Type
Person

Enter Reference
Please type in your unique Person reference number
0001

Date of birth
18/12/1932

Save Cancel

2. If successful, the **Connection Status** in the **Connections** section of My profile will show as **Connected**.

My profile

Registered details +

Email & Password +

Contact preferences +

Connections -

Connection Status Connected

Account Management +

Further information about creating a connection

You need to be on our system to be able to connect

Being a current or former council tenant is a connection.

Your data is important

During the connection process, we check 3 pieces of personal data against our records:

- first name and last name
- date of birth
- reference number (such as a Person Reference)

Name changes

If your name is different from what we have (for example, you've changed your name), you'll need to give us proof, and we'll then update our system. You'll need to call us on 0117 922 2200 to do this.

You can still pay your rent on the **Make a Payment** page.

Names with apostrophes (such as O'Connor) and double-barrelled names

You'll need to type your name exactly how it would appear in our records and watch out for extra spaces that might cause errors. Call us on 0117 922 2200 if you need help with this.

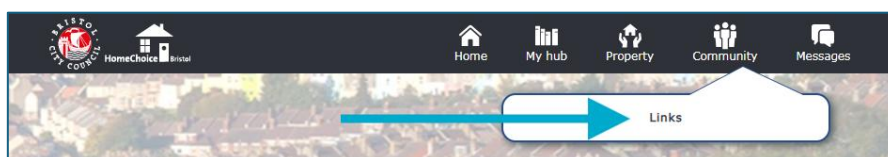
Home page menu



 Home	Home will take you back to the homepage
 My hub	My Hub shows you the agreements and accounts you have with us. Some of the functions such as Surveys and Appointments will be added later.
 Property	Property gives you access to review an existing Right to Buy application. Report a repair is not available here yet. You can Report a repair on our website in the meantime.
 Community	Community has links to other online resources such as our housing pages, a benefit calculator and Money Helper.
 Messages	The Messages section is not available yet.
 Notifications	Notifications. We may send you notifications from time to time. Unread notifications will be flagged here.
 My Profile	My Profile has the following sections: Registered details – the details you used to create your account. If you change your mobile number, you'll be sent a new One Time Password to validate it. FAQs – Frequently Asked Questions Email and Password – This shows the information you used to create your account. Contact Preference – we recommend you enable emails. Community forums are not available yet. Connections – displays if this account is connected to one you already had. Account Management - you can delete your online account using the Delete my Account button.

Links

The **Community** menu item has several links to useful information on the Bristol City Council website or from other sources. Select **Links** and then the relevant **link** (blue text underlined).



Community - links

Find out about the services the Housing & Landlord Service provides.

[Bristol City Council Housing pages](#)

Use this free benefits calculator to find out what you may be entitled to.

[Entitled 2](#)

Coming for Spring 2026. In the meantime, please use this link to report a repair online.

[Report a Repair](#)

MoneyHelper is the Money & Pensions Service consumer-facing service, providing free and impartial money and pensions guidance for people all across the UK, backed by government.

[Money Helper](#)

Your privacy is important to us and we take great care to protect it. We collect your personal details when you fill in a form, write us a letter, phone us or send us an email. This privacy notice explains how we use information about you and how we protect your privacy.

[Bristol City Council Privacy Statement](#)

Frequently Asked Questions (FAQs)

1. The FAQs section can be accessed from **Your Profile** or the main menu if you have not created a connection.



2. The questions are **arranged by subject**, which are shown as grey bars. Select a bar with a **+** **(plus)** sign on the right-hand side of a section to reveal the content.

FAQs

Filter by keyword/date

Getting Involved !

How can I get involved in the way the council runs the Housing Service.

To get involved in how the council runs the Housing Service, complete the 'Get involved' [Contact us](#) form. Choose the ways you'd like to participate, your areas of interest, and how you heard about it.

We'll respond within 3 working days.

HCB Applications

+

Repairs

+

Self-Service

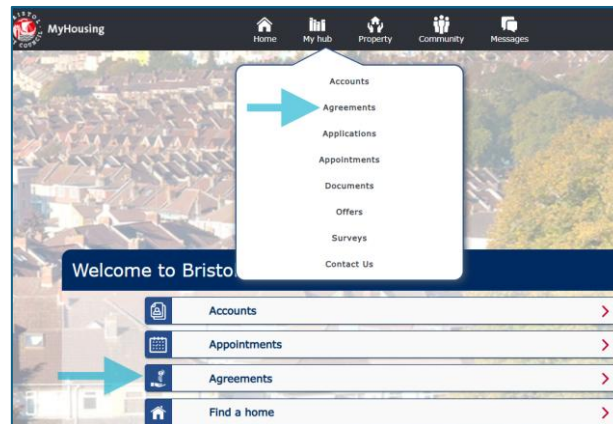
+

View your agreements with Bristol City Council Housing

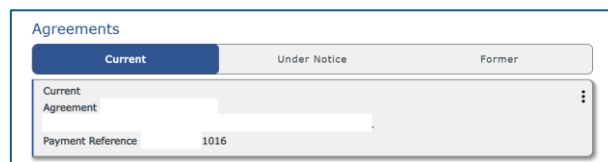


If you have or have had an agreement (tenancy, licence or lease) with Bristol City Council Housing and Landlord Services, you'll be able to check your records.

1. Select **Agreements** from the **main menu** or from the dropdown menu under **My Hub**.

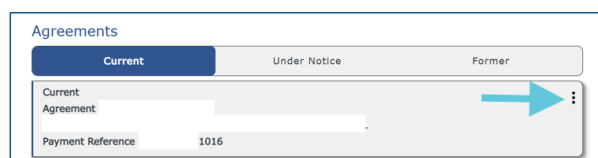


2. To view your tenancy agreements, select **Current**, **Under Notice** or **Former** to view live or previous agreements. The Under Notice section will display agreements that are under a notice period.



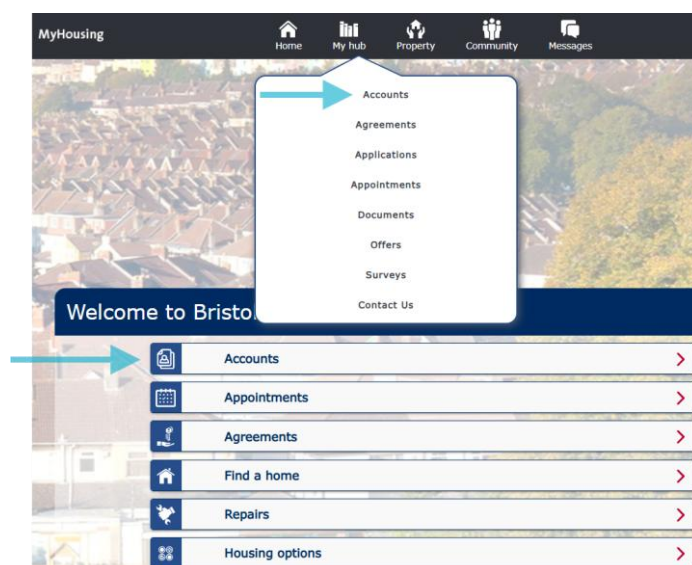
The agreement record will include unique **agreement reference**, the **address** the agreement is for and the **payment reference** that can be used to pay your rent online.

3. The 3-dot menu on the right-hand side of this section will allow you to book appointments in but is not available yet.

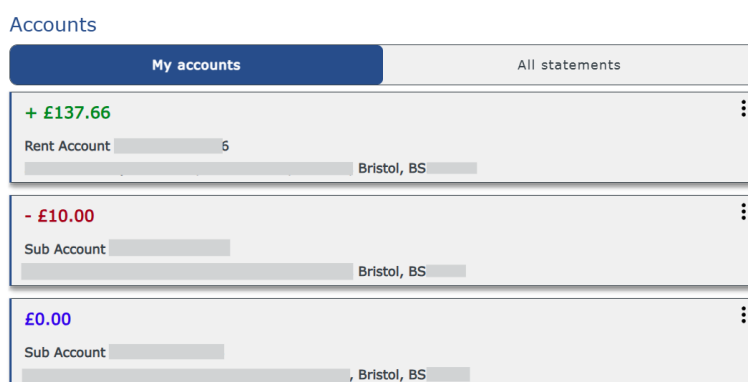


Check your account balance

1. Select the **Accounts** option from the **main menu** or from the dropdown menu under **My hub**, in the top menu.



2. The accounts you're responsible for will be displayed in this section. Each account will display the balance, the type of account and the address associated with the account.

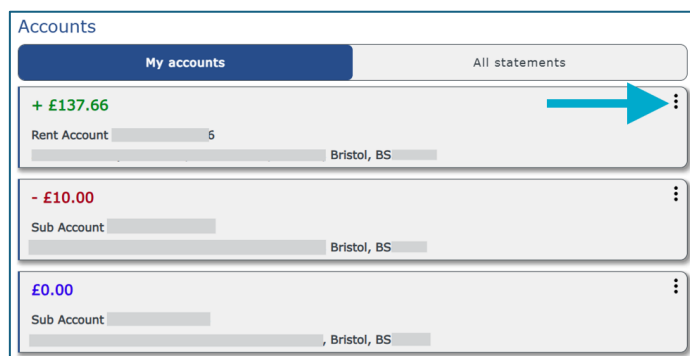


Balances are colour coded to help identify the balance of your accounts:

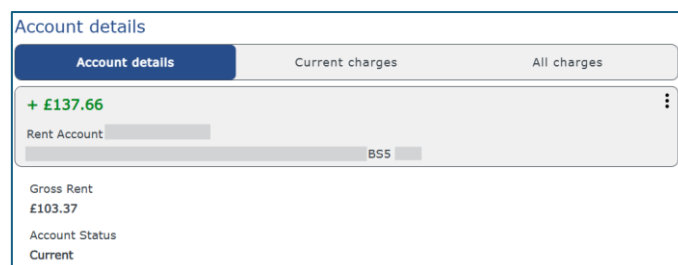
- Balances in **Green** and with a + (plus) sign show a credit
- Balances in **Red** and with a – (minus) sign show arrears

If you have concerns about an account being in arrears, please do not hesitate to contact us.

3. The **Account details** section is accessed by selecting the **3-dot menu on the right of each amount**. Select the Account details option.



4. The **Account details** will display the **Gross Rent** and the **status** of the account (current or former).

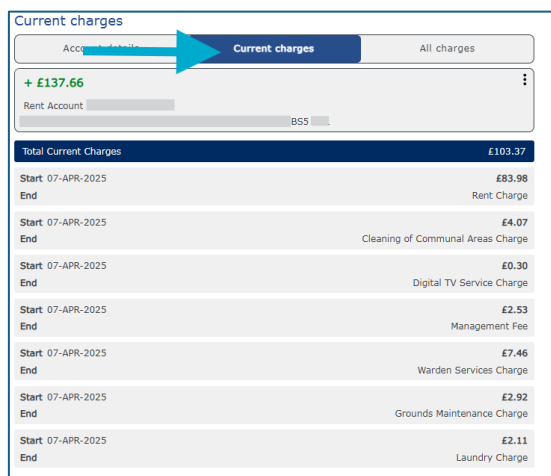


The **Gross Rent** is the total amount of money a landlord charges their tenant each charging period. Permanent tenancies with Bristol City Council run on a **weekly** cycle. This means that the figure shown is charged to the tenant each week.

To find out what makes up the Gross Rent, select **Current charges**.

Current charges

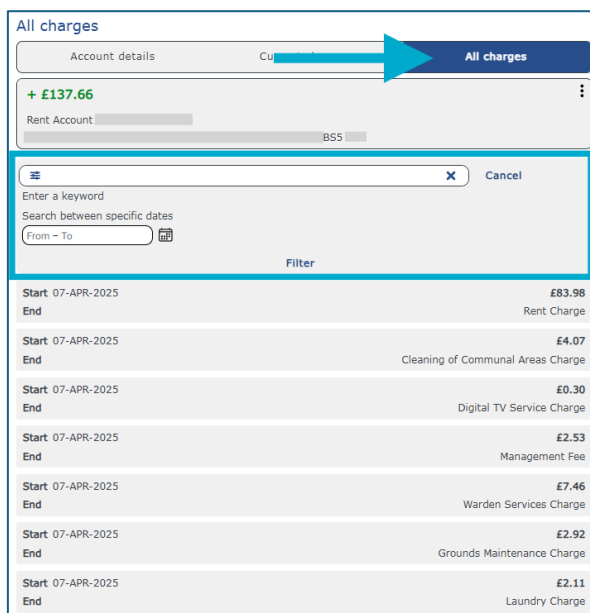
1. The **current charges** tab shows a breakdown of the individual charges that make up your weekly rent.



Current charges	
Account details	Current charges
+ £137.66	
Rent Account	BS5
Total Current Charges £103.37	
Start 07-APR-2025	£83.98
End	Rent Charge
Start 07-APR-2025	£4.07
End	Cleaning of Communal Areas Charge
Start 07-APR-2025	£0.30
End	Digital TV Service Charge
Start 07-APR-2025	£2.53
End	Management Fee
Start 07-APR-2025	£7.46
End	Warden Services Charge
Start 07-APR-2025	£2.92
End	Grounds Maintenance Charge
Start 07-APR-2025	£2.11
End	Laundry Charge

All charges

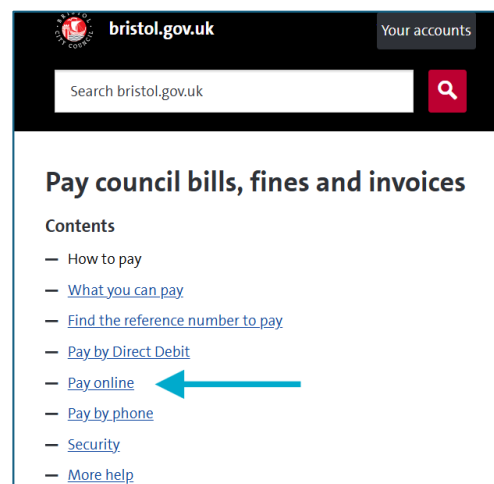
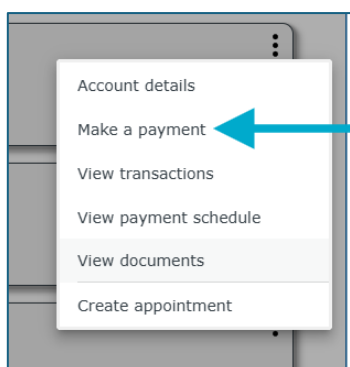
2. The **All charges** section enables users to filter for specific charges. Enter a relevant **keyword** for the charge, such as management fees, grounds maintenance or laundry and specify the **dates** your search is for.



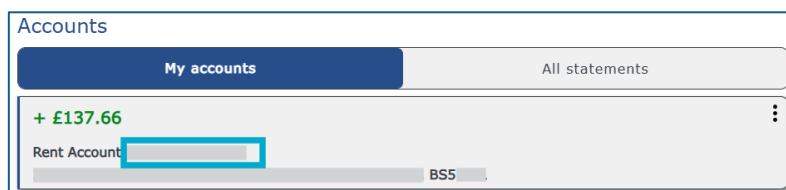
All charges	
Account details	All charges
+ £137.66	
Rent Account	BS5
Enter a keyword	
Search between specific dates	
From - To	Filter
Start 07-APR-2025	£83.98
End	Rent Charge
Start 07-APR-2025	£4.07
End	Cleaning of Communal Areas Charge
Start 07-APR-2025	£0.30
End	Digital TV Service Charge
Start 07-APR-2025	£2.53
End	Management Fee
Start 07-APR-2025	£7.46
End	Warden Services Charge
Start 07-APR-2025	£2.92
End	Grounds Maintenance Charge
Start 07-APR-2025	£2.11
End	Laundry Charge

Make a payment

- You can select **Make a payment** from the 3-dot menu and this will take you to the Bristol City Council website payment page. There are several options here including Pay online.

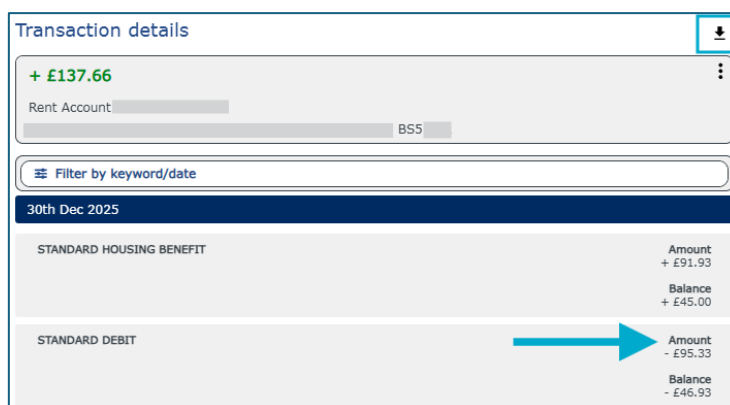


- You'll find your **payment reference number** under **My accounts** or on your payment swipe card.



Check your transaction details

- The **transaction details** will provide you with a list of transaction amounts and each associated balance amount.

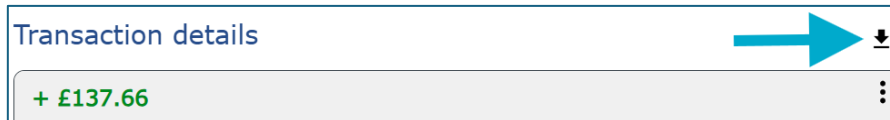




This is an example of a payment of £137.66:

- starting balance = minus £ 46.93
- housing Benefit payment = plus £ 91.93
- new balance = plus £45.00

2. Transactions can be downloaded as a spreadsheet by selecting the **download** button on the right-hand side. It's an icon with a down arrow pointing to a line.



All statements (not available)



This area of the system is not live yet.

If you need to check your transactions, we recommend downloading transactions using the **download** button to the right of the **Transactions Details** title

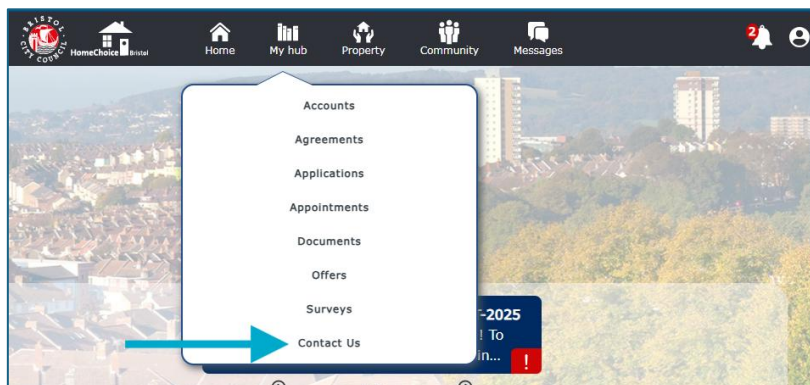
Payment schedules



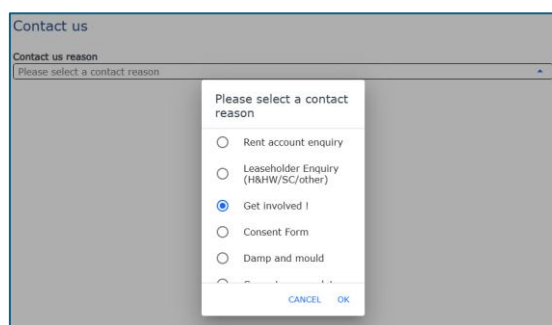
This area of the system is not yet enabled.

Contact us

1. You can get in touch with the housing service by using the **Contact Us** option, in the **My hub dropdown menu**. The choice of forms is currently limited, but we're looking to expand the options available in the future.



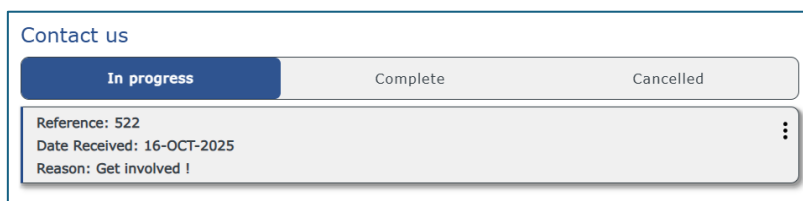
2. To access our contact forms, go to **My hub** and select **Contact us**. Select a reason from the list displayed and select **OK**.



2. Complete the form and select the **Submit** button. Once submitted, a record of your enquiry will appear in the main Contact us section.

Contact us
Contact us reason
Get involved !
How did you hear about getting involved? (optional)
Housing staff ▾
I want to join in... Online Forums (optional)
No ▾
Telephone surveys (optional)
Yes ▾
Resident panel (optional)
No ▾

3. The **3-dot menu** on each enquiry record has 2 options: **View details** (which will hold your responses) and **Upload file**.



The screenshot shows a 'Contact us' form with three status buttons: 'In progress' (highlighted in blue), 'Complete', and 'Cancelled'. Below these buttons is a text box containing the following information: 'Reference: 522', 'Date Received: 16-OCT-2025', and 'Reason: Get involved !'. To the right of this text box is a vertical three-dot menu icon.



The form is directly linked to our system. You can track progress by checking the status options at the top of the screen: In progress, Complete or Cancelled.

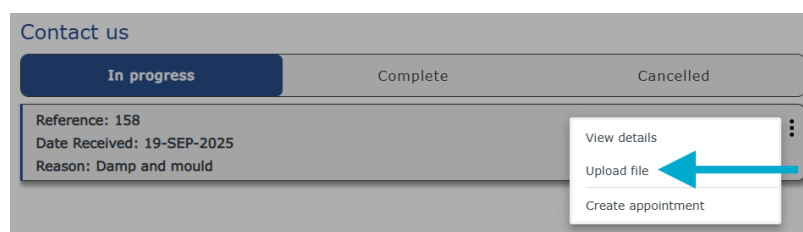


Some forms are still available on our website. These will be moved over time.

Note that you won't be able to follow the progress of calls made to the call centre or forms completed on our website.

Upload a file to a contact

1. Once you have created a contact, you can upload files by selecting the **Upload file** option from the 3-dot menu on its right-hand side. Next, select **Choose file** and select the file you want to upload.



The screenshot shows a 'Contact us' form with three status buttons: 'In progress' (highlighted in blue), 'Complete', and 'Cancelled'. Below these buttons is a text box containing the following information: 'Reference: 158', 'Date Received: 19-SEP-2025', and 'Reason: Damp and mould'. To the right of this text box is a vertical three-dot menu icon. A dropdown menu is open from this icon, showing three options: 'View details', 'Upload file' (highlighted with a blue arrow), and 'Create appointment'.



At this time, you can only upload one document at a time. There are also restrictions in the size and file types that can be uploaded (jpg, png and pdf).

2. Once you've selected your file, the **Contact Us Upload File** form will open. Type in the **description** of your file and select the **Document type** that fits your file best from the list. Finally, select the **Upload** button. A message will confirm whether it's been uploaded successfully.

Contact Us Upload File

Reference: 158
 Date Received: 19-September-2025
 Reason: Damp and mould

DM bedroom.jpg 17.13 KB X

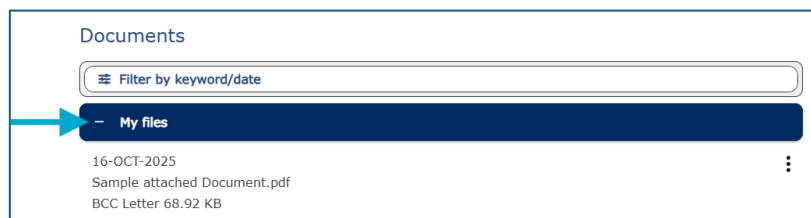
Description

Document type

Upload

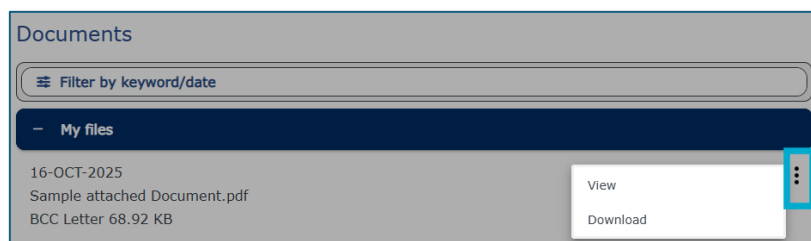
View documents

1. The document section is accessed through **My hub**. Select **Documents**.



Any new document uploaded by Bristol City Council staff to your account will be visible in this area.

2. Click on the plus + sign in front of **My files** to view any document attached. You can either select to **View** or **Download** the document from the **3-dot menu** to the right of the document row.

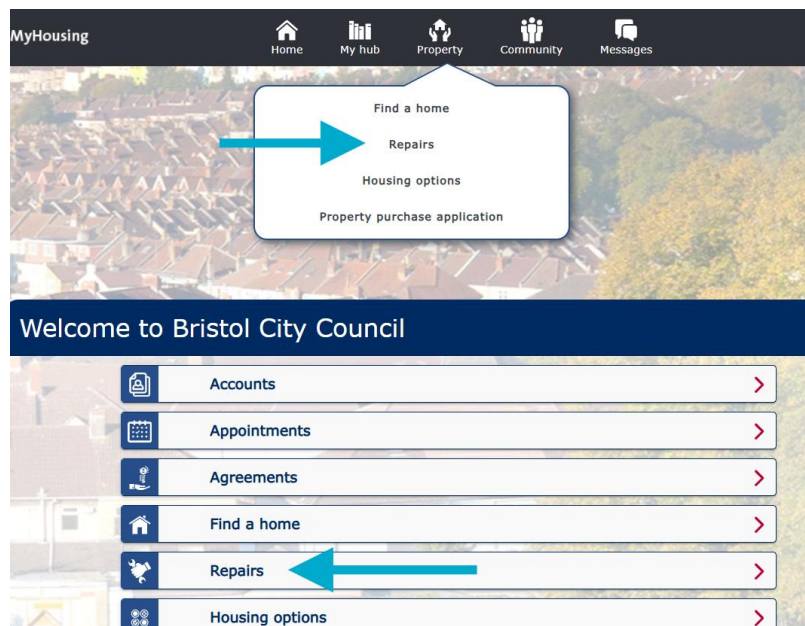


Appointments (not available)



This area of the system is not yet enabled.

Repairs (coming in 2026)



This area of the system is not yet enabled.

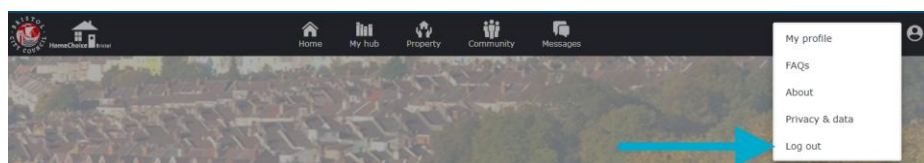
We're looking to enable the reporting of non-emergency repairs in this service in 2026.



Council tenants can continue to report non-emergency repairs online by using the Report a Repair form – www.bristol.gov.uk/reportarepair

Report emergency repairs on 0117 922 2200 within office hours.

Log out



To log out of the service, select the **User Profile** icon and then the **Log Out** option. This will end your session securely and take you back to the Bristol Account login screen.

MyBristolHousing – Glossary of Terms

Account details: Screen showing details for a selected account, including Gross Rent and account status.

Account balances: Colour-coded balances showing credits (green plus +) and arrears (red minus –).

Agreements: Your tenancy, licence or lease records with Bristol City Council.

Agreement reference: A unique ID linked to each tenancy, licence or lease.

All charges: A filterable view of all rent-related charges by keyword and date.

Appointments (not available): Future feature for booking appointments related to agreements.

Bristol Account: Your main council login required to access MyBristolHousing.

Community menu: Provides links to external resources such as housing pages and budgeting tools.

Connection: The link between your online account and council records, verified using your details.

Contact Preference: Your chosen communication method, managed in My Profile.

Contact Us forms: Forms used to contact the housing service or submit requests and evidence.

Documents (My files): Area where documents uploaded by you or BCC staff can be viewed or downloaded.

Download (transactions): Button to export transaction history to a spreadsheet.

FAQs: Frequently Asked Questions grouped by topic, accessible via My Profile or menu.

Find a Home: Menu link available pre-connection; functionality varies for tenants.

Gross Rent: Total weekly charge for your tenancy, shown in Account details.

Housing management system: BCC's internal system used to match your identity before connecting.

Make a payment: Takes you to BCC's payment portal; requires a payment reference number.

Messages (not available): A future communication feature not yet enabled.

My Hub: Main dashboard showing Agreements, Accounts, Documents, and Contact Us.

My Profile: Area for managing your account details, preferences and connections.

One-Time Passcode (OTP): 4-digit passcode sent to your phone to verify your identity.

Party Ref or Person Reference: Reference number used to connect your online account to housing records.

Payment reference: Number used when paying rent online.

Payment schedules (not available): A planned feature not yet enabled.

Property menu: Provides access to view Right to Buy applications.

Registered details: Personal details used when creating your account.

Repairs (coming in 2026): Future functionality for reporting non-emergency repairs.

Three-dot menu: Options menu found throughout the system with actions like View, Upload or Payment.

Transaction details: List of payments and charges, including running balances.

Under Notice: Agreements currently within a notice period.

Upload file: Function allowing you to attach evidence to a contact form in jpg, png or pdf format.