

My Teign user guide for Teign Housing Shared Owners, Leaseholders and Freeholders



My Teign portal and app

My Teign is a way of updating the details we hold about you and your household, checking your account and service charges, reporting repairs (where applicable) and managing your agreement without the need to speak to anyone and at a time that suits you.

If you have any issues using My Teign, please contact Teign Housing's Customer First Team on 01626 322722, option 2.

Accessing My Teign

There is a website-based version of My Teign (also referred to as a portal) and an app.

To use the portal version, click the link <https://teign-live.panconnect.cloud/sg/ssp/login/en-gb#tenant> There is also a link on the Teign Housing website, or you can save it to your favourites. Once the page is open, follow the instructions.

You can download the My Teign app from the Apple App Store or Google Play Store (linked below). Once it's downloaded, open the app and follow the instructions.



How to register




The first time you use My Teign, you will need to register. You will start on the welcome page, where you will be asked to enter your agreement reference (it starts RG-), last name, date of birth, and postcode. Then click 'continue', and you will be asked to create a secure password.

If you don't have your tenancy agreement reference, contact our Customer First Team, who will be happy to help you. They can be contacted during working hours on 01626 322722, option 2, or email customerhub@teignhousing.co.uk



Hello

Customer? Please sign in...

 [Is this incorrect?](#) 
 [Open accessibility toolbar](#)

If you don't have an account yet or have forgotten your details; please enter some details concerning one of your tenancies below.

Agreement reference

This can be found at the top of any letters that we've sent you.

Your last name

Your date of birth

Postcode of the property

[Read our privacy policy](#)



Logging in


Once you have registered, you will need to sign in with your email and password each time you use My Teign. You can reset your password by clicking the 'Forgotten my details' link if you forget it.



Hello

Customer? Please sign in...

 Is this incorrect? 

 Open accessibility toolbar

Please enter your e-mail and password if you already have an account.

Your e-mail address

Example: joe.bloggs@example.com

Your password

[Sign in](#)

[Register](#)

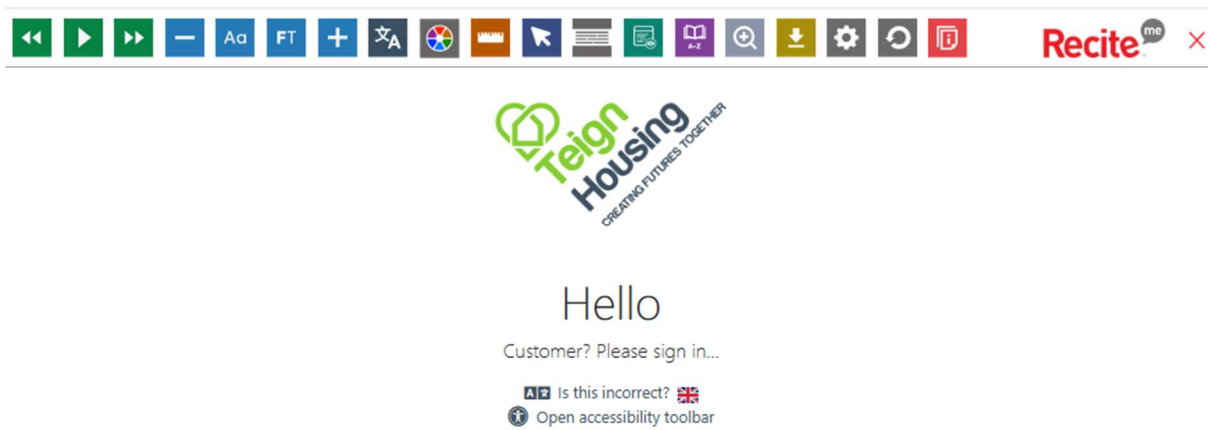
[Forgotten my details](#)

[Read our privacy policy](#)

Accessibility

Recite Me is a free interactive accessibility toolbar available on My Teign.

To open it, click 'Open accessibility toolbar' on the registration or login page. The toolbar will be visible at the top of the page, and you can click the buttons to customise the content in a way that works best for you. Below is a summary of the buttons – or why not click on them in the toolbar to see what they do.



Text to Speech (TTS) – Recite Me will read aloud the text on screen using these buttons.



Translation – text can be translated into over 100 languages, including 63 text to speech voices.



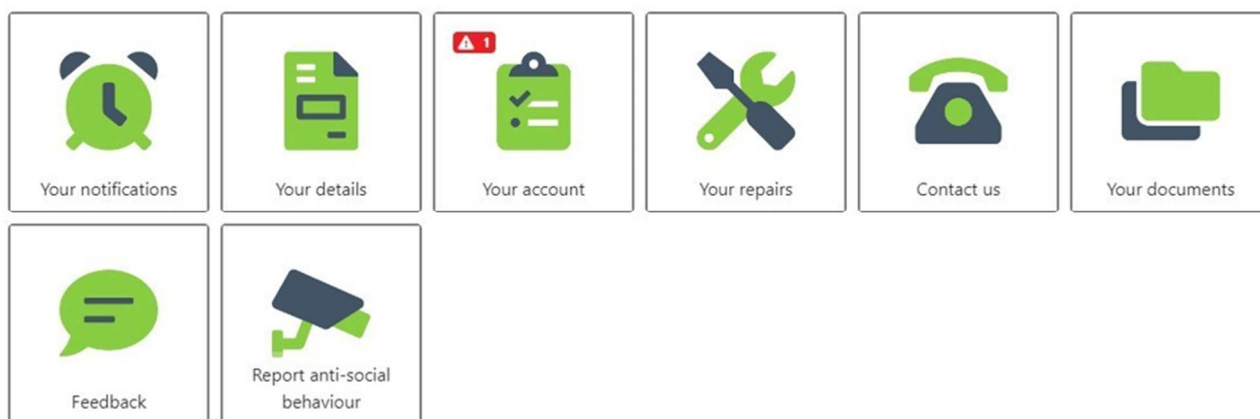
Styling and customisation – you can change the colour scheme, as well as the text, font style, size, colour, and spacing.



Reading aids – the toolbar provides six main tools: a ruler, screen mask, margins, page summariser and a dictionary magnifier.



The Home Page



My Teign is easy to navigate, with icons to help you find your way around. This is a quick guide to get you started.

1. Your notifications – here you will find important messages about your account and a list of any forms you have sent us through the portal.
2. Your details – here, you can find your agreement reference number. You can also see who we have registered as living at your address. You can easily update your personal details, phone number or email address and notify us of any changes to your household.
3. Your account – from here, you can pay your rent/fees, see your current balance and a summary of your account. There is also a breakdown of your service charges.
4. Your repairs – In line with the terms of your agreement, if you need to report a repair, you can do it online, 24 hours a day. A member of our Customer First Team will contact you to book an appointment for the repair within five working days. If you have an emergency repair, please call 01626 322722. You can find a list of emergency repairs on the Teign Housing website.
5. Contact us – our contact details can be found here.
6. Your documents – this is where we would save any documents you've asked us to share with you.
7. Feedback – if you have any ideas, suggestions or comments about our services, you can tell us here.
8. Report anti-social behaviour – if you are experiencing or have witnessed anti-social behaviour in your home or neighbourhood, you can report it here.

Your details

It's important that you keep your contact details up to date so we can quickly contact you in an emergency. We also use email addresses to share information and keep you updated wherever possible.

Under 'Your account', you can see the information we have on our system, and you can easily update it as required.

To add or update information about you or someone registered in your household, click 'Update this person' next to their name.

To make any other changes, click the option to 'Update tenancy details' from the boxes at the top of the page, then fill in this form:

Update account details

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Do we have your details wrong or out of date? Let us know by completing this quick form.

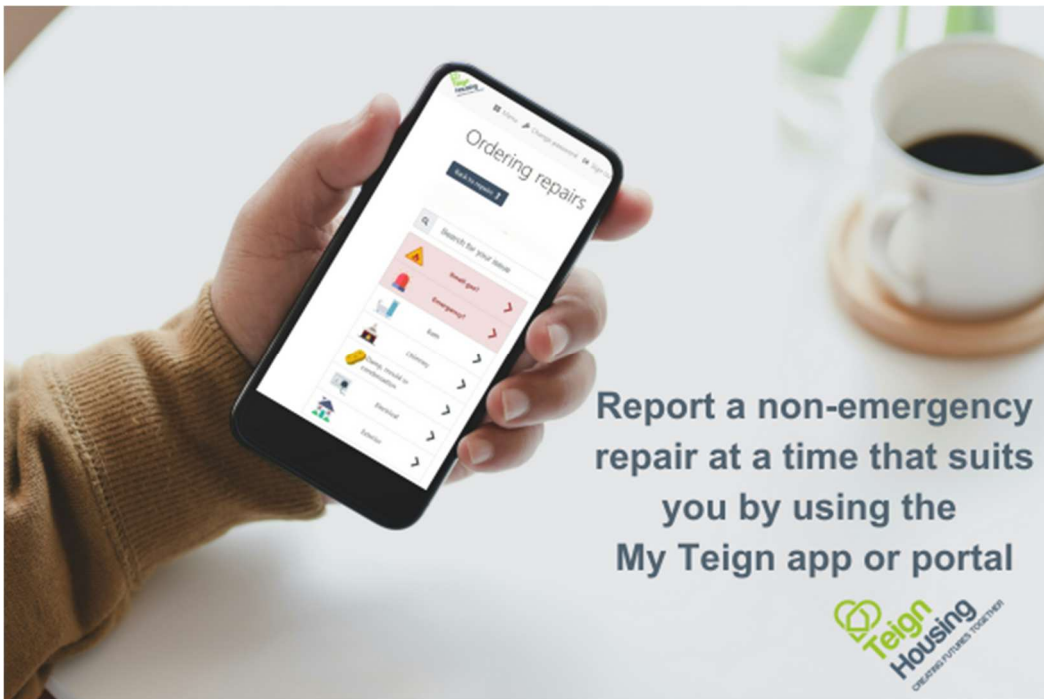
What needs changing?

Select choice

Please provide, where appropriate, the name, date of birth and/or other relevant information:

Submit

Your repairs



In line with the terms of your agreement, if you need to report a repair, you can do it online, 24 hours a day.

If you have an emergency repair, please call 01626 322722 (24 hours). You can find a list of emergency repairs on the Teign Housing website.

After we receive your online request, a member of our Customer First Team will contact you within five working days to book an appointment for the repair.















Ordering repairs



[Back to repairs ↑](#)

Need some repairs to your home? To proceed, please select an item below that best describes your issue.



 Smell gas? >	 Kitchen >
 Emergency? >	 Footpaths & steps >
 Bath >	 Pests & infestations >
 Chimney >	 Pipes, pipework & water >
 Damp, mould or condensation >	 Roofs >
 Electrical >	 Shower >
 Exterior >	 Sinks, basins & taps >

Report anti-social behaviour

If you are experiencing or have witnessed anti-social behaviour in your home or neighbourhood, you can report it here.

The report will be sent to our Customer First Team, who will review it and pass it on to the appropriate member of staff.

Report anti-social behaviour

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What type of behaviour have you witnessed or been the victim of?


When did the incident take place?

Where did the incident take place?

Who does the report relate to?

Please provide as much information as possible about what has happened:

Please attach a photo if needed:

 Drag & drop a file here or tap to browse

[Submit](#)