Where to find your online rent account

Habinteg's online rent account can be accessed via our usual website, in a number of ways.

There is a quicklink on the homepage in the left hand column. [1]
Within 'Services for Tenants', and then our online rent account link in the left hand column. [2]
Alternatively, type the web address directly: www.habinteg.org.uk/rentportal. [3]

How to access your online rent account

To set up online rent accounts, please telephone our customer services team, Habinteg Direct, on 0300 365 3100. This is so that we can verify users before sending your rent account log in details securely to your-mail address.

Once these details are received, you will be prompted to change your password at the first log-on. [1] This is so that you can choose a password that is memorable to you.

The password must meet minimum requirements of at least eight characters in length and include at least one numeric character. For example 'habinteg2013' or 'JoeBloggs77'. As the password is case sensitive you will need to remember to use capital letters when logging in if you have set your password with a capital.

Once logged into the rent account, you can change the username and/or password at any time. This is found on the User details page. [2]   You should also set a secret quesion and answer so that your username or password can be recovered by you if necessary.

This page will also display your contact information, if this is wrong please contact Habinteg Direct on 0300 365 3100.

Viewing your rent account online

Once logged onto online rents you will be able to view your accounts with us from the 'Rent account' link. [1]

From here you can link to your main account and other accounts with us. The account header shows the balance of each account with us. [2]

Your tenancy information is also displayed. [3]

Clicking on the account header will launch your account details. [1]

The view can be adjusted by increasing the number of lines displayed, or the number of transactions within a time period. [2]

Paying rent from rent account online

To pay your rent from rent account online click on the 'Pay rent' link, [1] then click on the 'pay your rent online link. This will take you to the 'Allpay' rent payment page online. (Opens in a separate window). [2]

You can also go back to our main website for other payment options. [3]
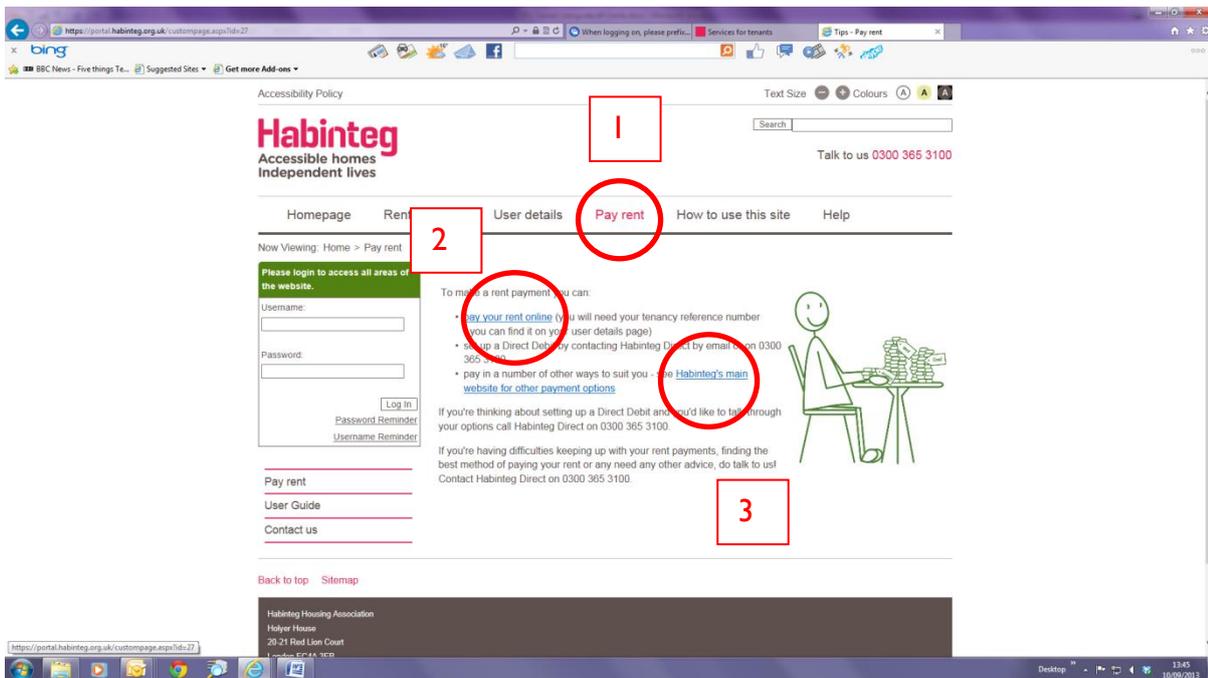
Forgotten username or password

If you forget your log-on details you can recover these from the 'forgotten password' and 'forgotten username' links, these can be found on the homepage.

To recover this information you will need to remember your secret security question, and if it is matched to our records correctly your username or password will be securely e-mailed to your e-mail address from our system. Although you will be prompted for a new password you can re-set your password to the existing one if you wish.
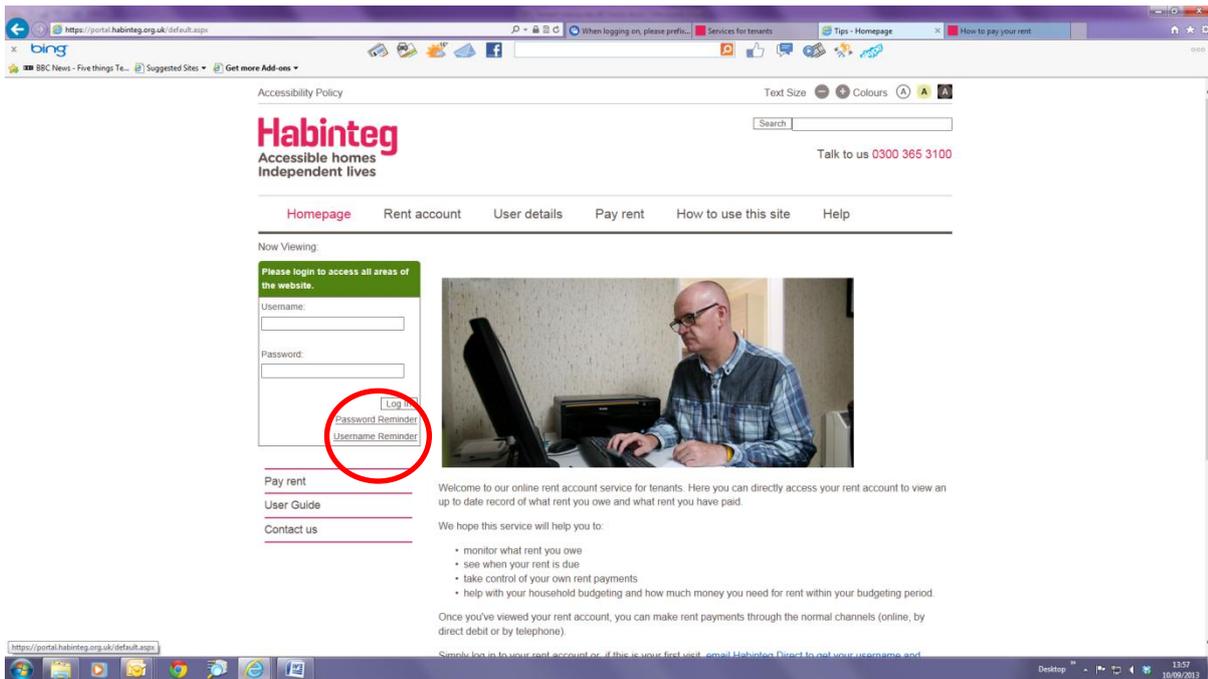

Alternatively you can contact Habinteg Direct on 0300 365 3100, and once we can verify your account with us we will forward your username or re-set your password. We are not able to forward your existing password to you manually due to security reasons.

If you are locked out of your account simply wait for 10 minutes and try again. Alternatively contact Habinteg Direct on 0300 365 3100 to immediately unlock your account.

How to use this site and help.

Advice on rent account online use is found via the link 'How to use this site'.

A user guide (this document) can be downloaded via the 'Help' link.
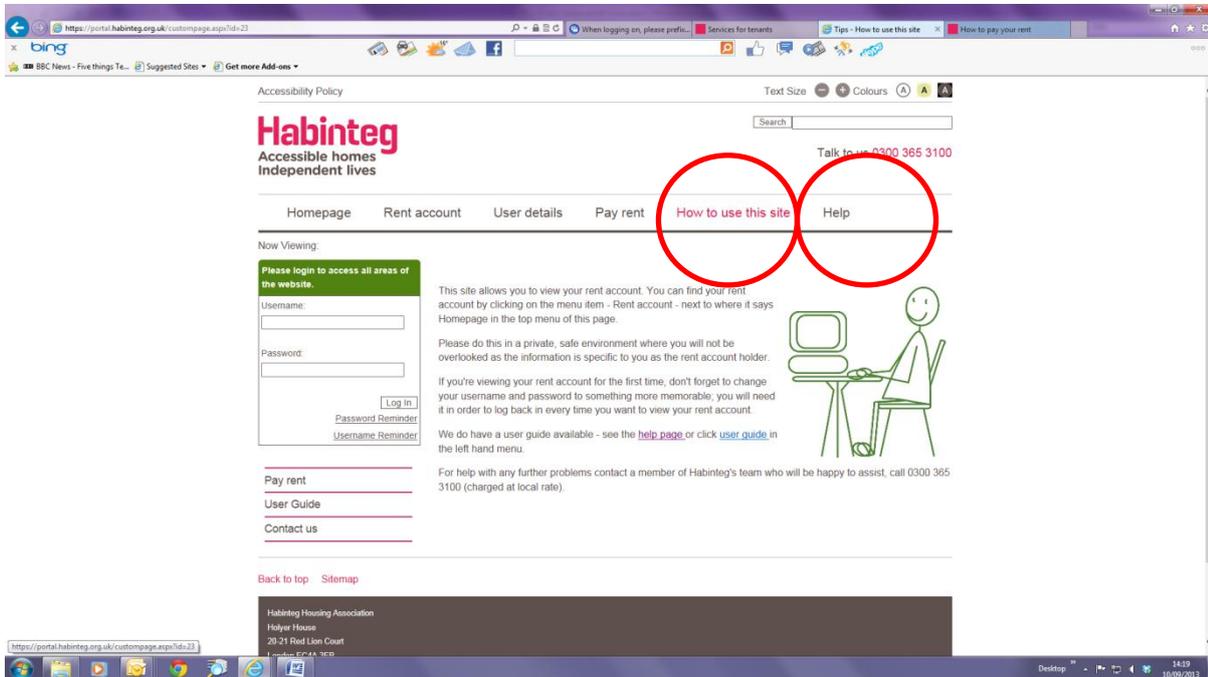
If you need any further information regarding using rent account online, or need any advice regarding your accounts with us, please contact our customer services department, Habinteg Direct, on 0300 365 3100 who will be able to assist you.