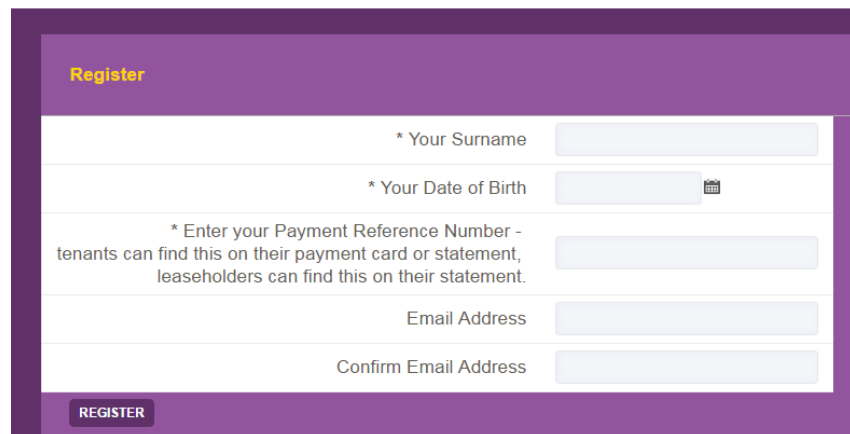


How to register

To register for MyTHH you'll need to have three pieces of information:



- Surname
- Date of Birth
- Payment Reference



The screenshot shows a registration form with the following fields:

- * Your Surname
- * Your Date of Birth
- * Enter your Payment Reference Number - tenants can find this on their payment card or statement, leaseholders can find this on their statement.
- Email Address
- Confirm Email Address

A 'REGISTER' button is located at the bottom of the form.

Q. Who can register for MyTHH?

All tenants and leaseholders can register to use MyTHH in their own right. If you're a joint tenant you can register for MyTHH and so can the other tenant. If you own a property jointly with one or more leaseholders each of you can register for MyTHH in your own right.

Q. I am a joint tenant/leaseholder, can the other tenant/leaseholder see my details?

Each account is unique to you as an individual. Only you will see your own information, contact details etc. in the My Details page. If your joint tenant/leaseholder registers they will see theirs. Each of you would get the same view of the rent or leasehold account you're both connected to.

Troubleshooting

Q. I am having trouble registering for MyTHH – it doesn't recognise me

Check your Surname

Your surname needs to be added exactly as it appears on statements, rent notification letters, service charge estimates etc.

If MyTHH doesn't accept your surname, it could be because:

- We only have part of your surname on our database (e.g. if you have a hyphenated surname, like Johnson-Smith).
- Our database may have both your middle name and surname – if so these will be printed on statements etc.

If you're still having trouble entering your surname, we may need to change the details we hold for you on our database – you can call us on 020 7364 5015 or email contactus@thh.org.uk

Check your Date of Birth (DOB)

If MyTHH doesn't accept your date of birth, it could be because:

- We don't have your date of birth recorded on our system.
- If you're a leaseholder, your date of birth has been set to the date you purchased your property (This will be the case if you hadn't told us your date of birth previously).

If you're still having trouble entering your date of birth, we may need to change the details we hold for you on our database – you can call us on 020 7364 5015 or email contactus@thh.org.uk

Q. I get an error: “Unable to uniquely identify you from details given.”

If you see this message when you're trying to register, it could be because:

- Two people (or more) who live at your address (and share a payment reference number) have the same surname and date of birth listed on our database.

If you're having trouble, we may need to change some of the details we hold for you – you can call us on 020 7364 5015 or email contactus@thh.org.uk

Q. Can I register if I only have a Parking Space/Store Shed/Garage?

Yes, anyone with an account Payment Reference can register for MyTHH.

Q. I haven't received my username and/or password

These are emailed to the address you provided when you completed the registration process. Check the junk and spam folders of your email account to check that the information hasn't been sent there.