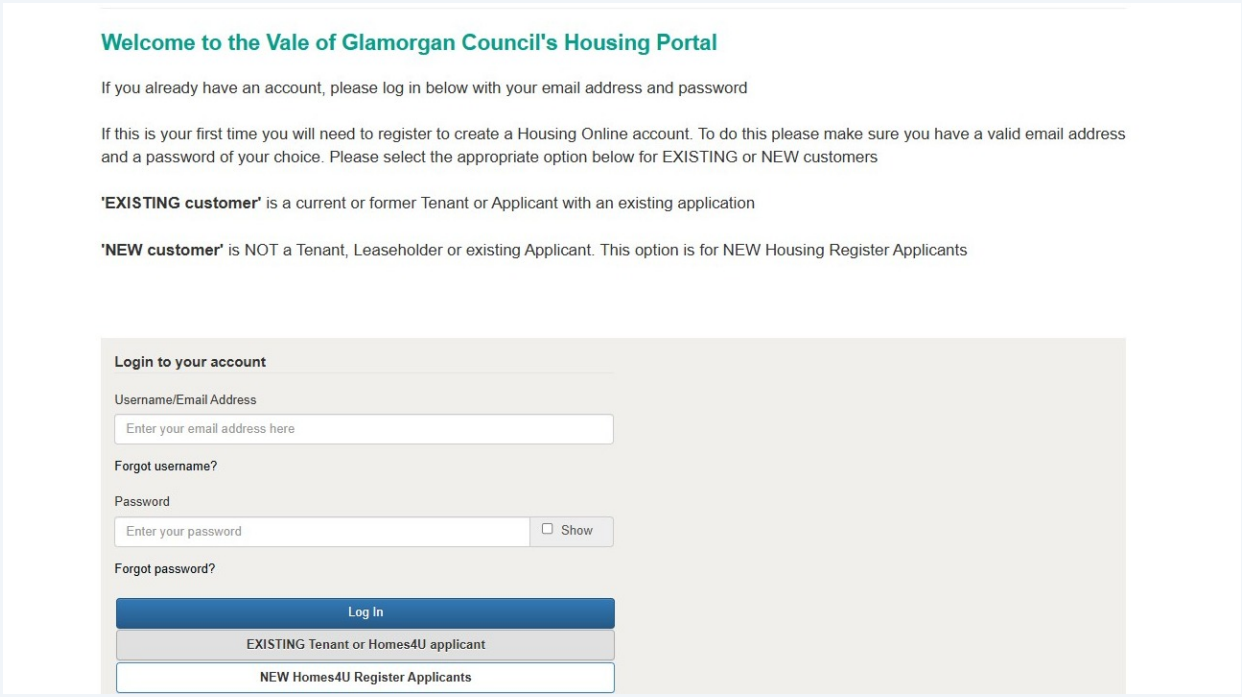
How to create an account for an existing customer

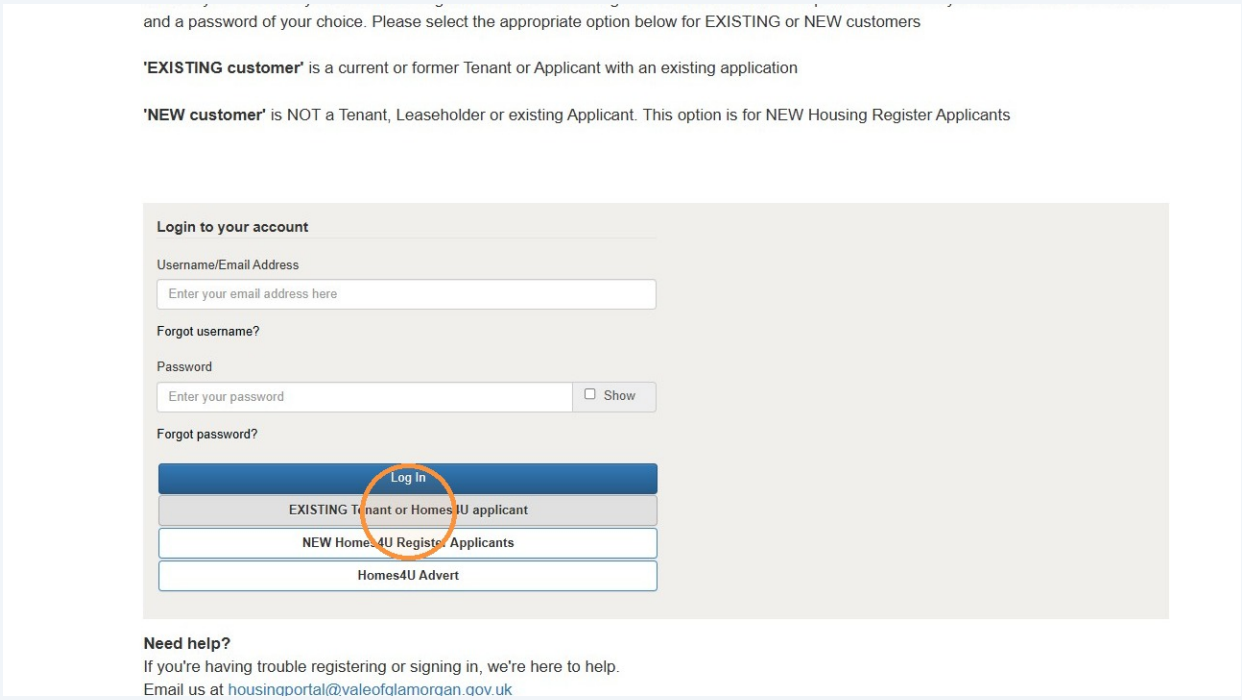
This guide provides instructions on how to access your existing housing or Homes4U account through the housing portal. Follow these steps to log in and ensure your account remains verified via email.

If you've been given a Homes4U Registration number or you are a current/former tenant, you're an **existing customer.**

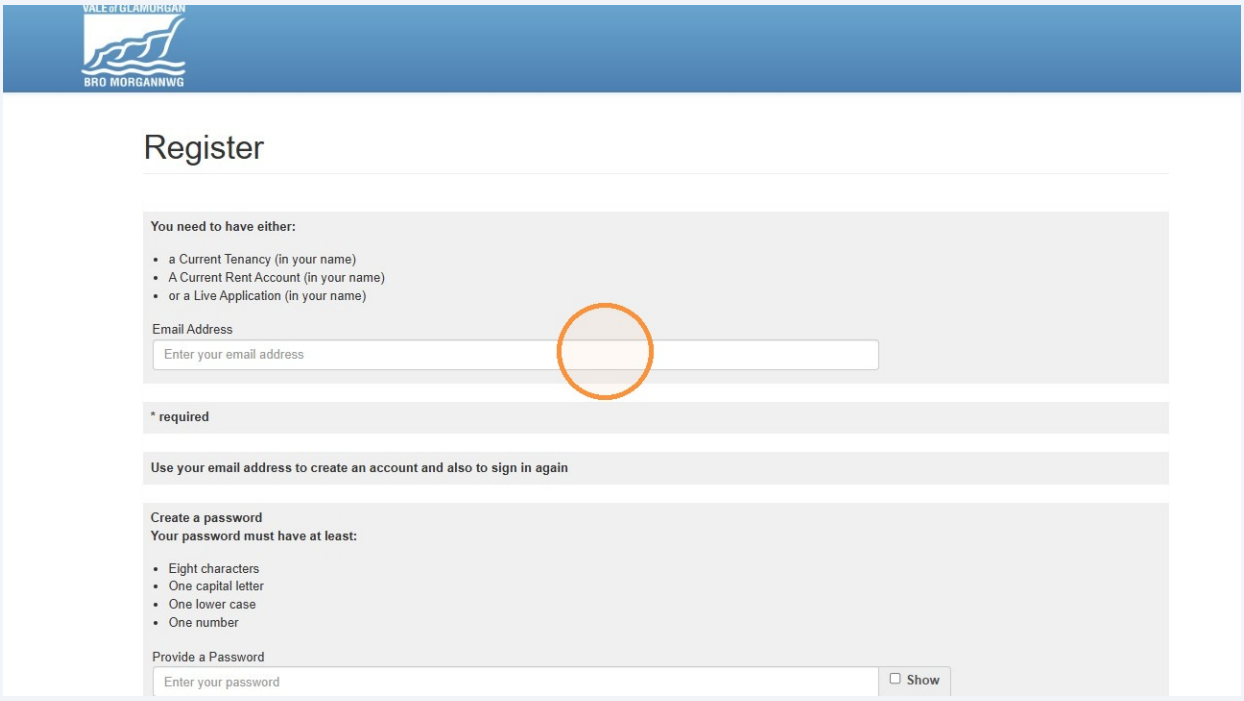
1 Navigate to the Housing Portal



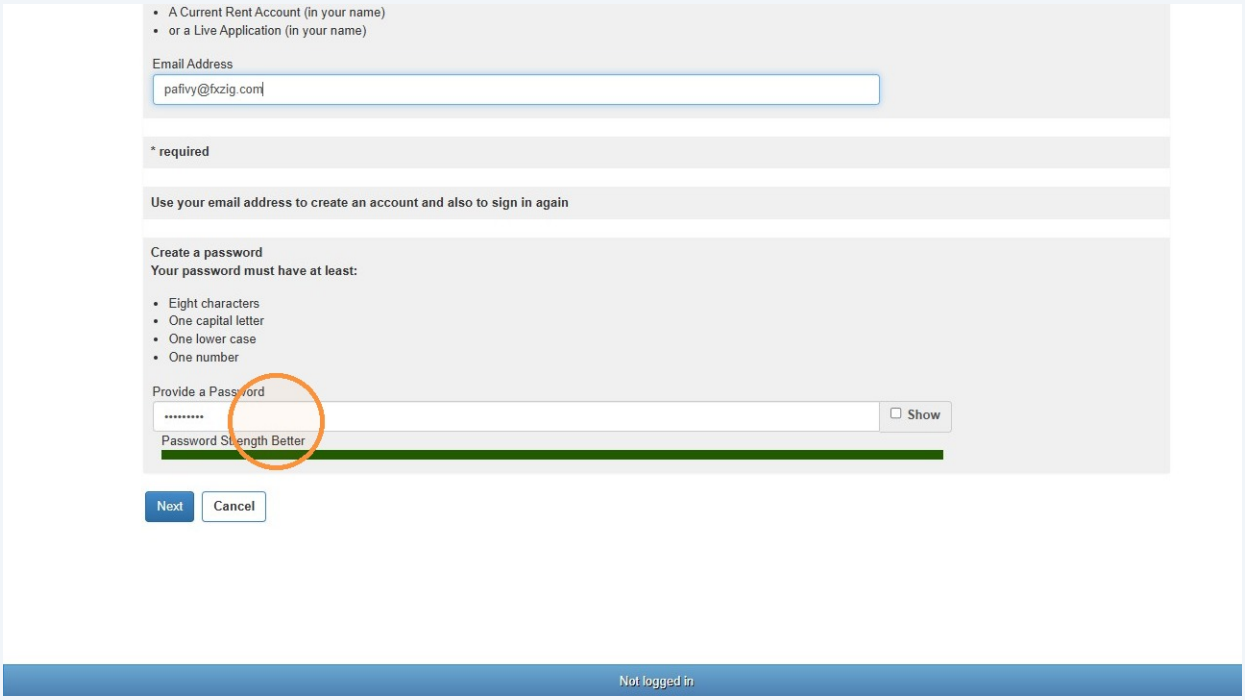
2 Click "EXISTING Tenant or Homes4U applicant"



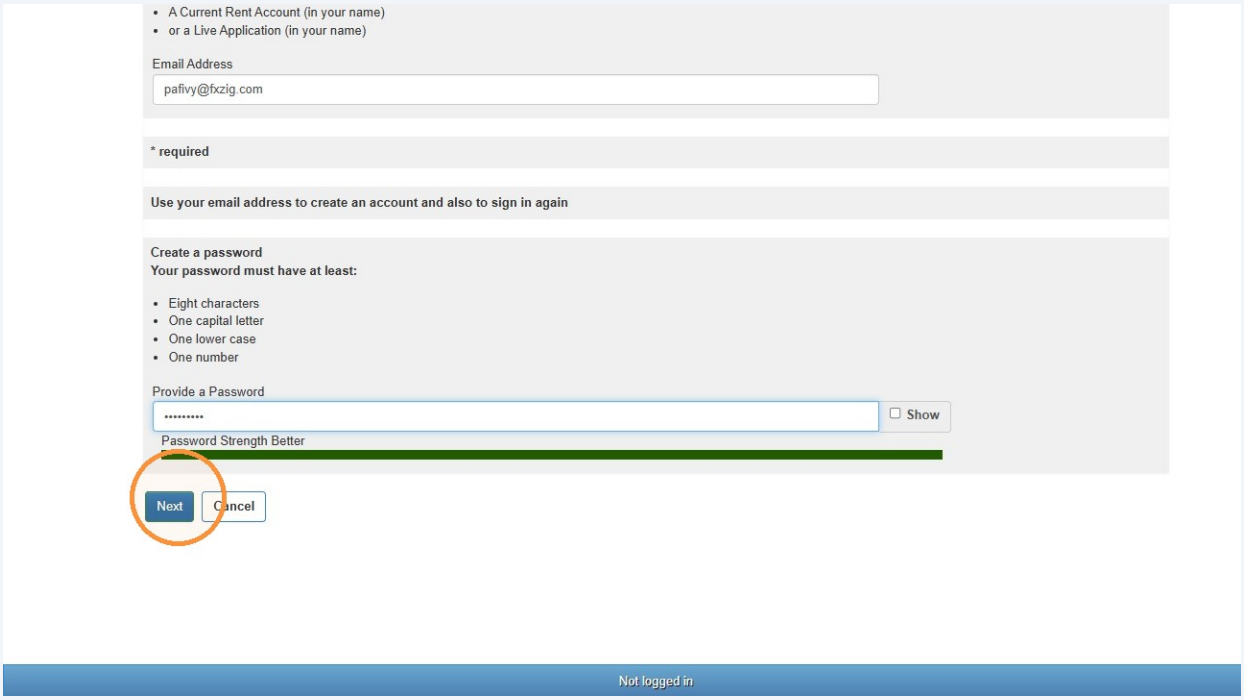
3 Enter your email address



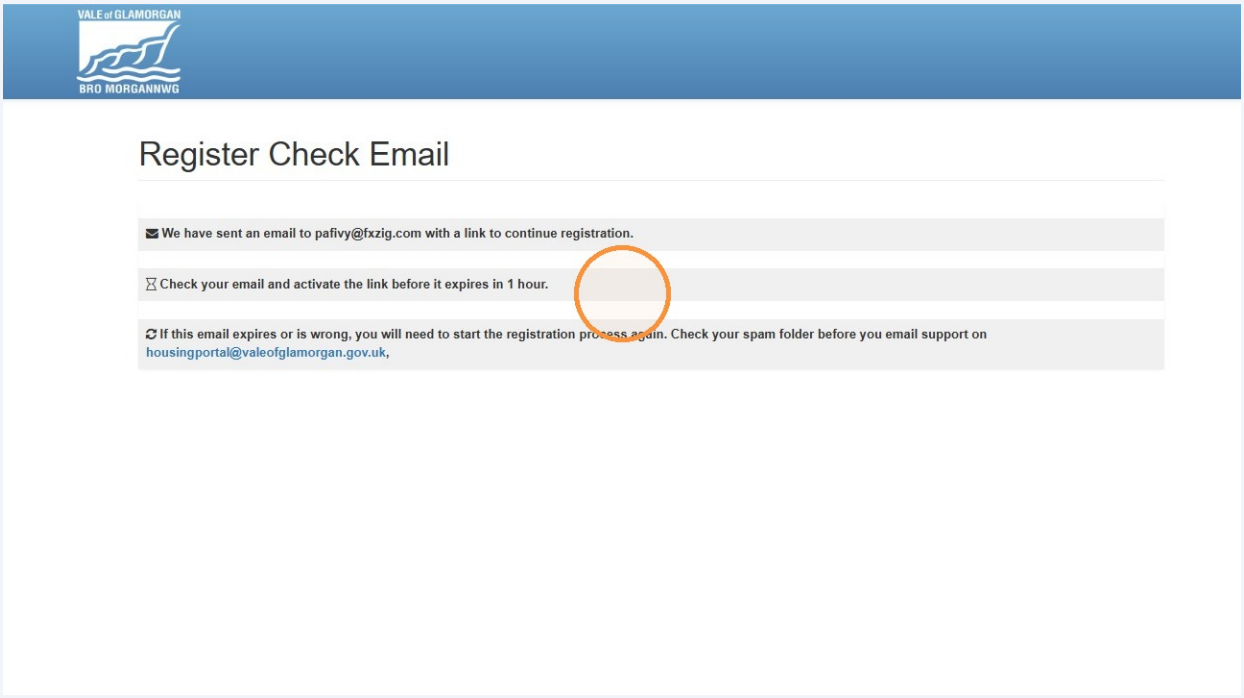
4 Provide a Password



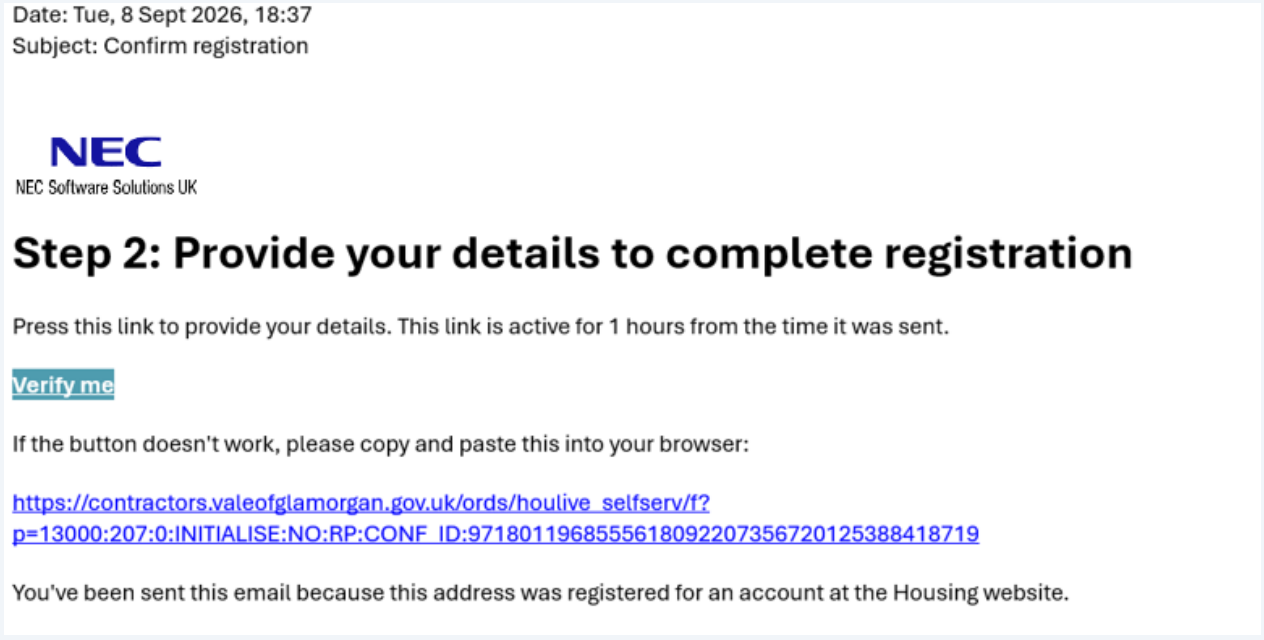
5 Click "Next"



6 Please check your emails for an email titled 'Confirm registration' .



7 Click the 'Verify me' button or copy and pase the link into your browser.



Date: Tue, 8 Sept 2026, 18:37
Subject: Confirm registration

NEC
NEC Software Solutions UK

Step 2: Provide your details to complete registration

Press this link to provide your details. This link is active for 1 hours from the time it was sent.

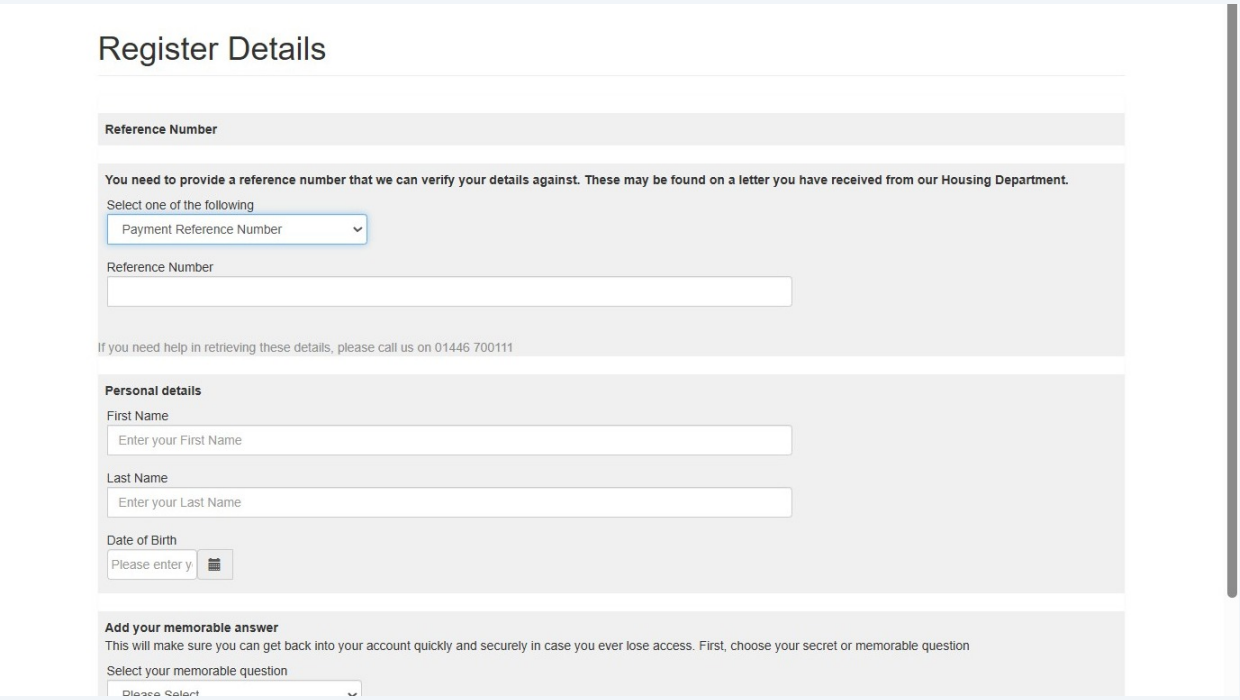
Verify me

If the button doesn't work, please copy and paste this into your browser:

https://contractors.valeofglamorgan.gov.uk/ords/houlive_selfserv/f?p=13000:207:0:INITIALISE:NO:RP:CONF_ID:971801196855561809220735672012538841871 9

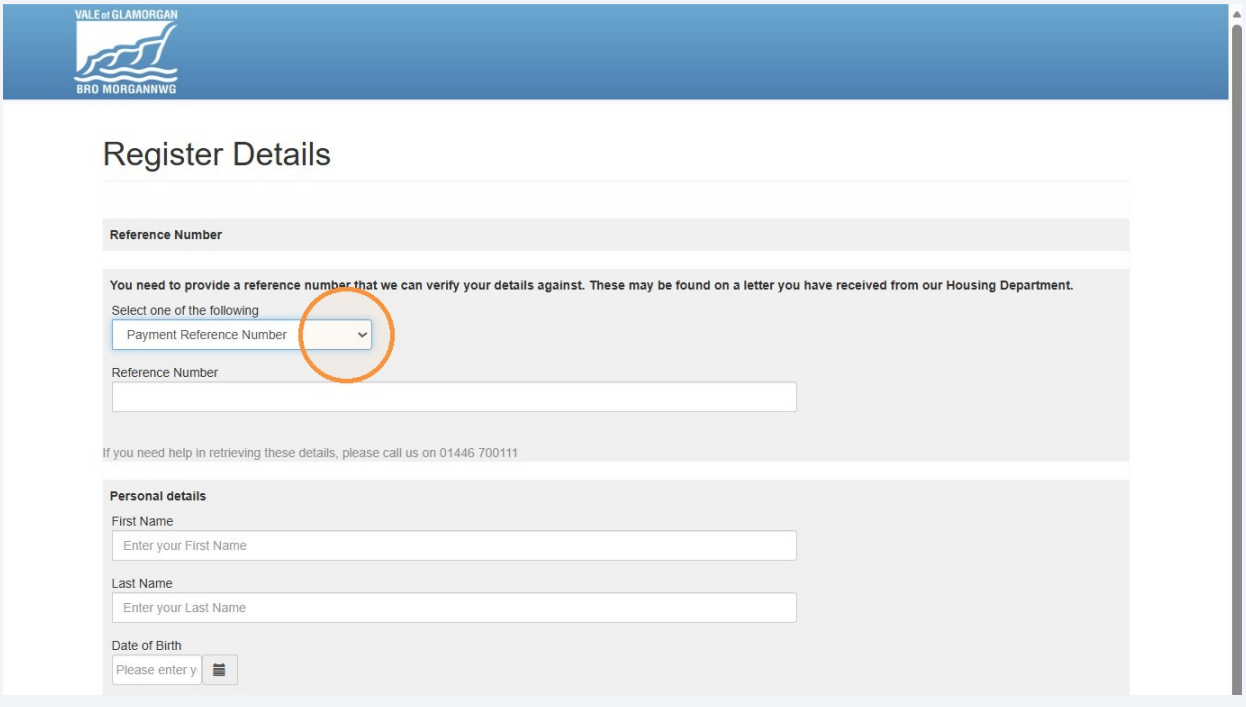
You've been sent this email because this address was registered for an account at the Housing website.

8 Navigate to register details page

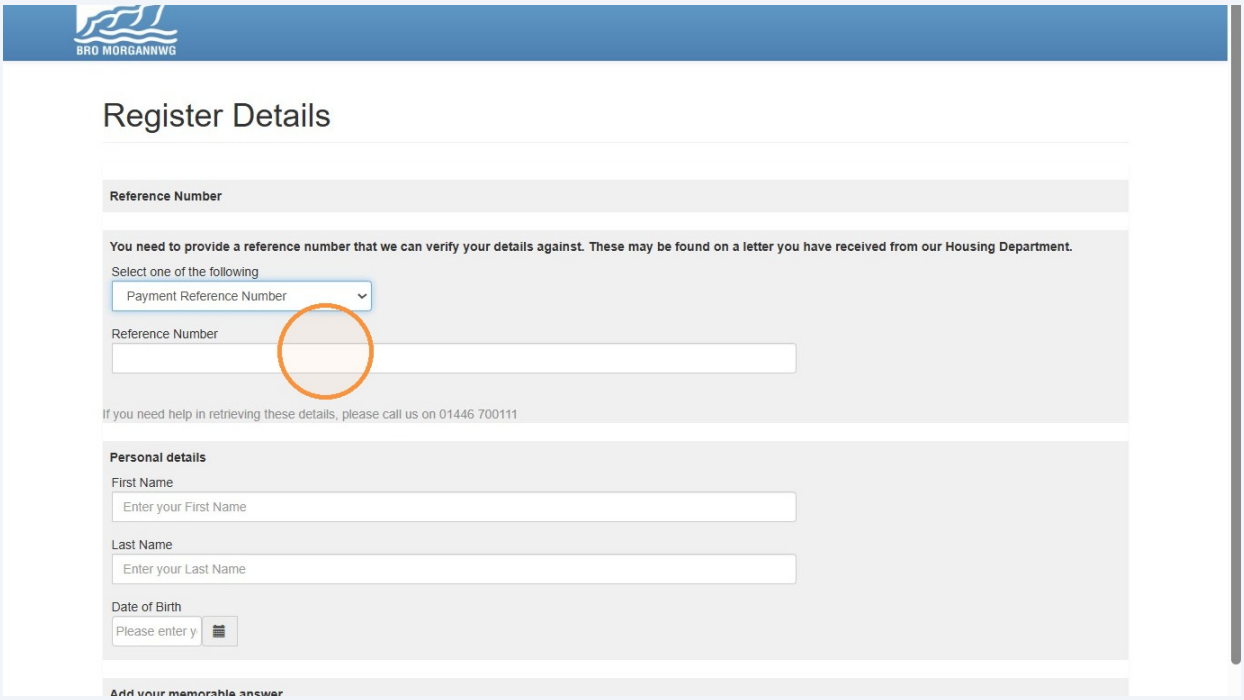


Reference and Personal Details

9 Select "Payment Reference Number" or "Homes4U Reference Number" option.

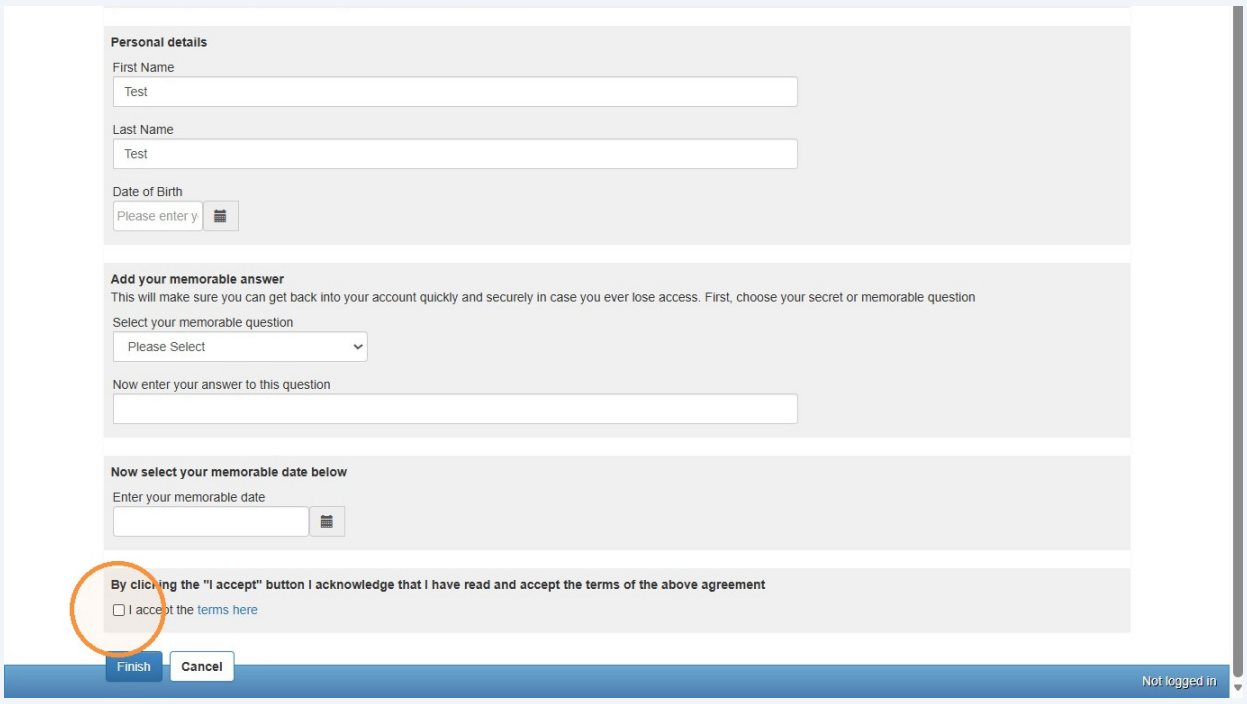


10 Enter all required details.

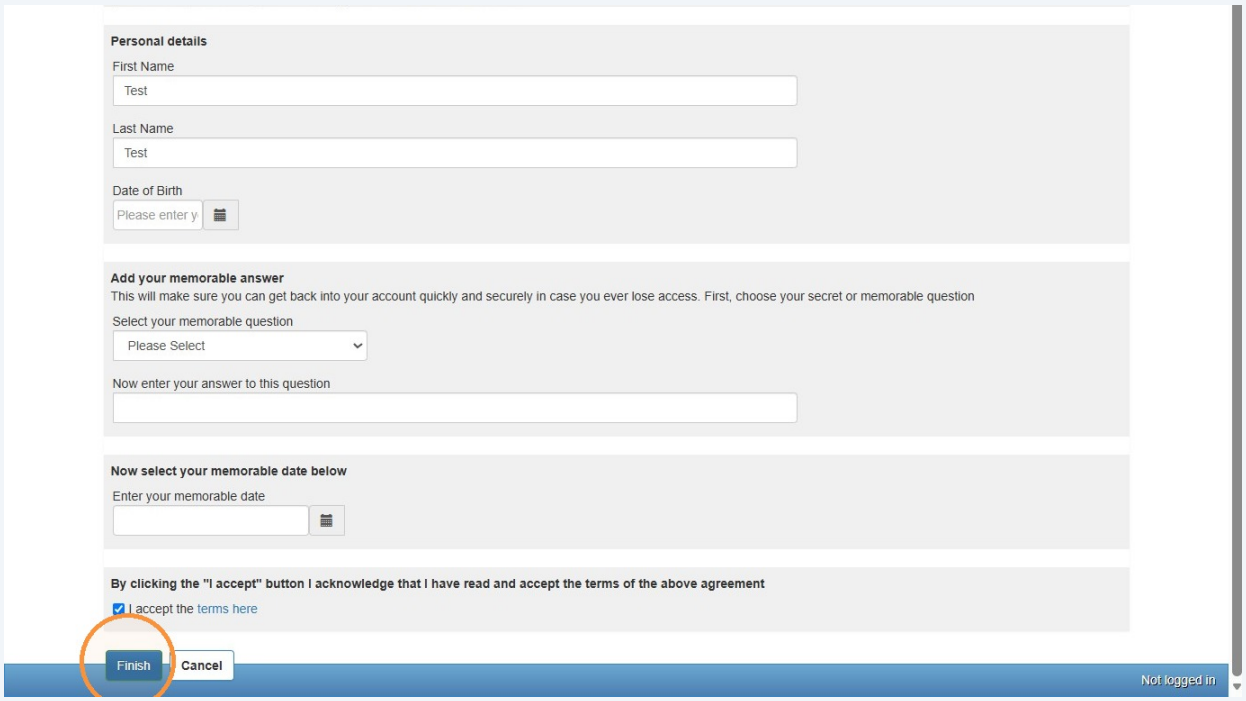


Agreement and Submission

11 Click the acceptance checkbox.



12 Click "Finish"



6 You will then be directed to log in to your registered account. This will be the only time you will need to log into this page. Any further log in will be redirected directly from the Resident Portal into your Housing Portal.