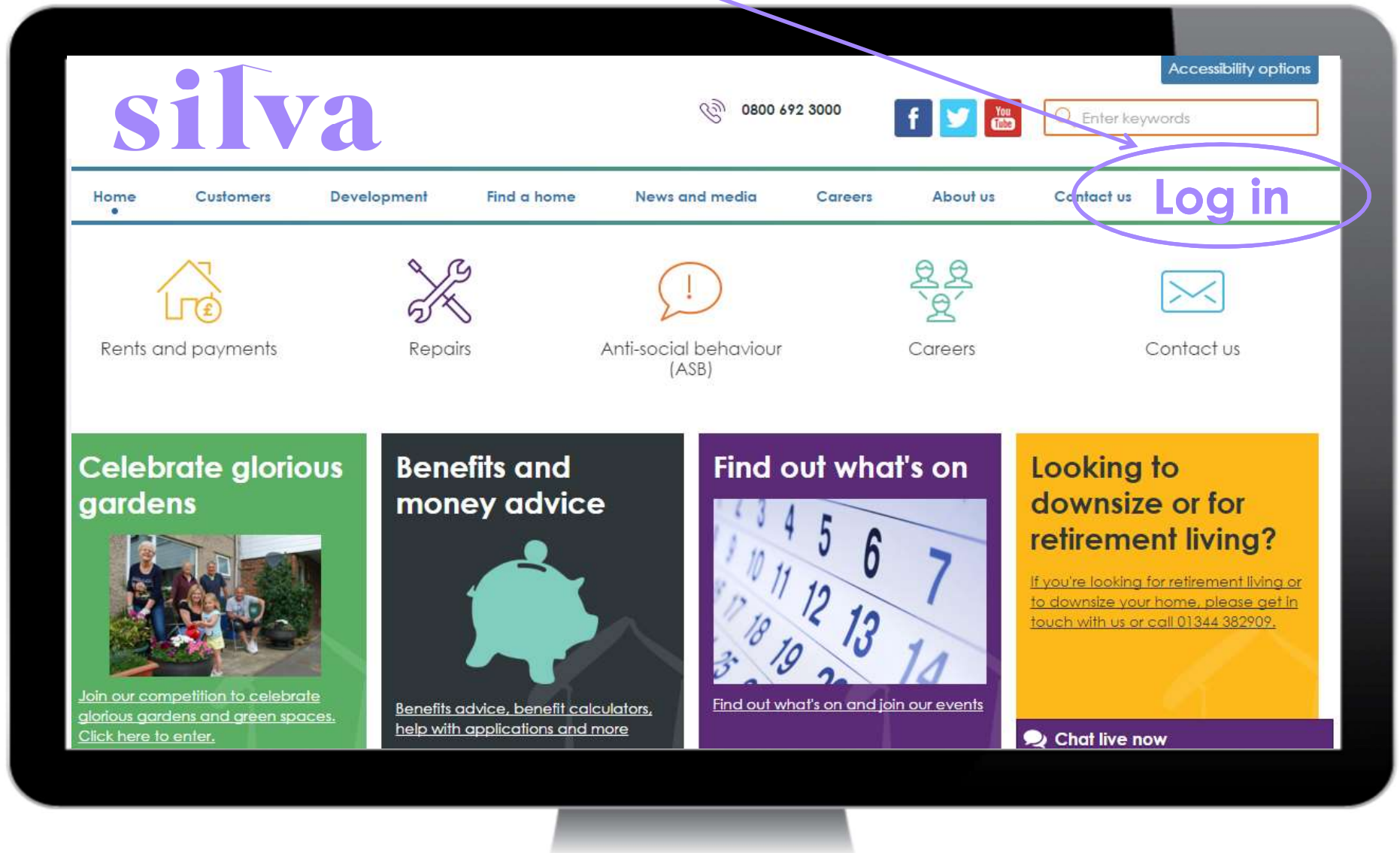


Welcome to My World for checking your rent, repairs appointments and contact details online.

Here's what to do in three easy steps:

- 1 Go to our website www.silvahomes.co.uk and click the log in button

silva



Welcome to My World for checking your rent, repairs appointments and contact details online.
Here's what to do:



2 New users can register on this page

Confirm details and register

Rows with asterisk * must be filled in to register

* Your Surname

* Your date of birth (DD/MM/YYYY)

* National Insurance number (write with no spaces, for example AB123456A). This is needed for additional security. If we do not have record of this you will need to present it to us before registering

Select payment reference and enter your reference number which starts 41 or 42. Find this on your rent statements and rent payment card

* Choose one of the following reference types

- Application Reference
- Payment Reference
- Person Reference
- Tenancy Reference

this on your rent statements or rent payment card)

Email Address

Confirm Email Address

* Preferred Contact Method

- Email
- Letter

Once you have completed the fields click here and your log in details will be emailed to you

Choose your preferred method of contact for My World. Please note if you choose email you must fill in a valid address above.

CONFIRM DETAILS AND REGISTER

If you are not able to register at this time please contact us:

Freephone: 0800 692 3000 (office open hours 8:30am to 5pm)
Click here to send short enquiry form
Click here to make payment
Click here for benefits advice

If you have any difficulties, please contact us using these details.

0800 692 3000

Welcome to My World for checking your rent, repairs appointments and contact details online. Here's what to do:



3 Already registered? Then you'll be able to log in



Login

Type in your username and password, and answer your memorable question, then click the orange box log in. These will have been emailed to you when you registered

* Username

* Password (please remember this is case sensitive)

Answer to your memorable question (if this is your first log in, please leave blank)

PLEASE CLICK HERE TO LOG IN

Cancel

Click on these links if you are a new user, or if you have forgotten your password

- [I have forgotten my password - please send me a reminder >](#)
- [I want to register now - I do not have an account yet >](#)

Click on these links for other services

- [If you are not able to log in at this time or have any questions please contact us:](#)
- [Click here to send short enquiry form](#)
- [Click here to make payment](#)
- [Click here for benefits advice](#)



Welcome to My World for checking your rent, repairs appointments and contact details online.



Useful information

Please note the live on screen balance shows housing benefit paid four weeks in arrears, therefore the balance may not reflect that housing benefit has been paid.

If we do not currently hold your date of birth and National Insurance records please provide it to us by visiting Western Peninsula. This is for added security. You won't be able to register if these details aren't on the system.

Standard debit = weekly rent

Your payment reference number is on your moving in checklist, or please contact us.

Your username and password will be emailed to you when you register.

Between 1am and 5am each day records are saved and backed up so the service is temporarily unavailable.

Call 01344 382800 with any enquiries. You can also make payments to your rent account, report repairs and find out about other services online at www.silvahomes.co.uk