

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.

Existing customer is a current or former Tenant or Applicant with an existing Homes4U application

1 Navigate to the Housing Portal

Welcome to the Vale of Glamorgan Council's Housing Portal

If you already have an account, please log in below with your email address and password

If this is your first time you will need to register to create a Housing Online account. To do this please make sure you have a valid email address and a password of your choice. Please select the appropriate option below for EXISTING or NEW customers

'EXISTING customer' is a current or former Tenant or Applicant with an existing application

'NEW customer' is NOT a Tenant, Leaseholder or existing Applicant. This option is for NEW Housing Register Applicants

Login to your account

Username/Email Address

Forgot username?

Password

☐ Show

Forgot password?

Log In

EXISTING Tenant or Homes4U applicant

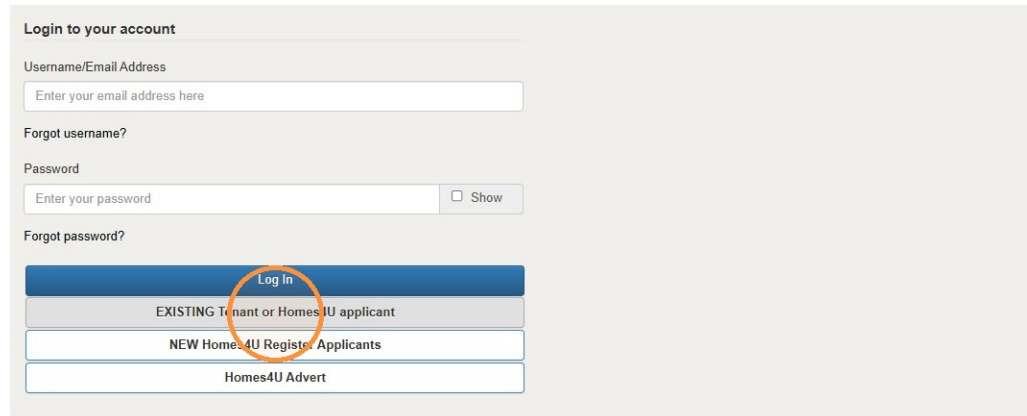
NEW Homes4U Register Applicants

2 Click "EXISTING Tenant or Homes4U applicant"

and a password of your choice. Please select the appropriate option below for EXISTING or NEW customers

'EXISTING customer' is a current or former Tenant or Applicant with an existing application

'NEW customer' is NOT a Tenant, Leaseholder or existing Applicant. This option is for NEW Housing Register Applicants



Login to your account

Username/Email Address

Forgot username?

Password
 ☐ Show

Forgot password?

Log In

EXISTING Tenant or Homes4U applicant

NEW Homes4U Register Applicants

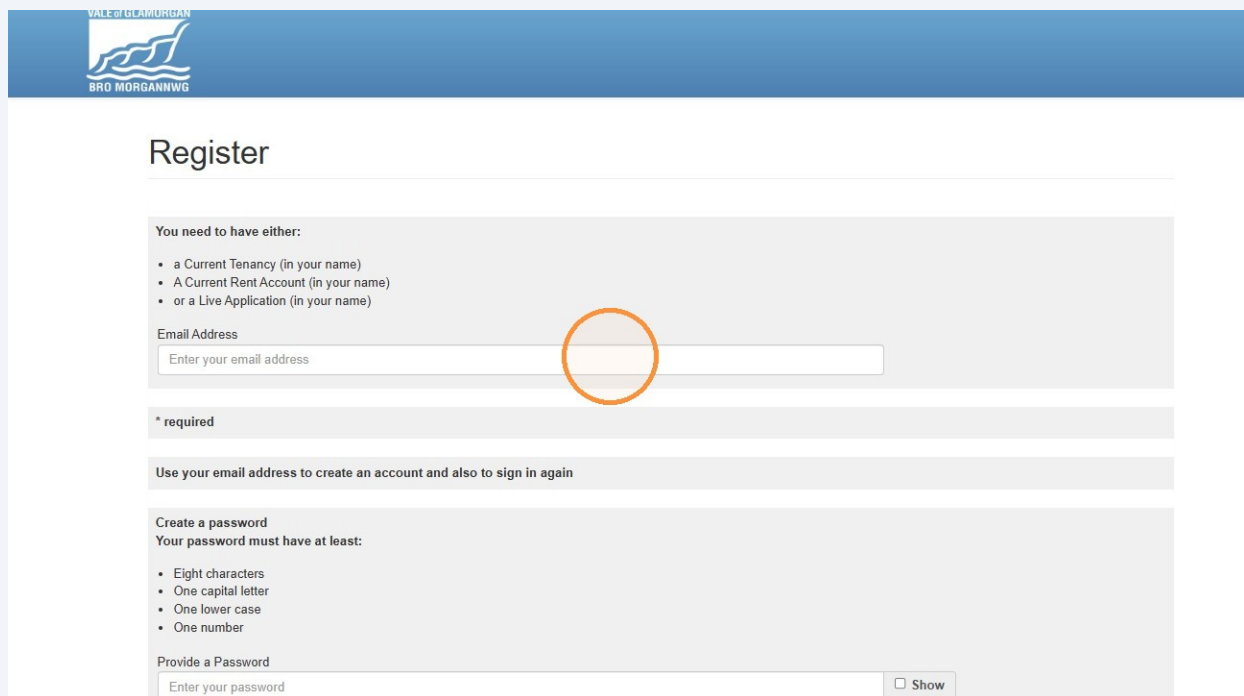
Homes4U Advert

Need help?

If you're having trouble registering or signing in, we're here to help.

Email us at housingportal@valeofglamorgan.gov.uk

3 Enter your email address



Register

You need to have either:

- a Current Tenancy (in your name)
- A Current Rent Account (in your name)
- or a Live Application (in your name)

Email Address

* required

Use your email address to create an account and also to sign in again

Create a password
Your password must have at least:

- Eight characters
- One capital letter
- One lower case
- One number

Provide a Password
 ☐ Show

4

Provide a Password

- A Current Rent Account (in your name)
- or a Live Application (in your name)

Email Address

* required

Use your email address to create an account and also to sign in again

Create a password

Your password must have at least:

- Eight characters
- One capital letter
- One lower case
- One number

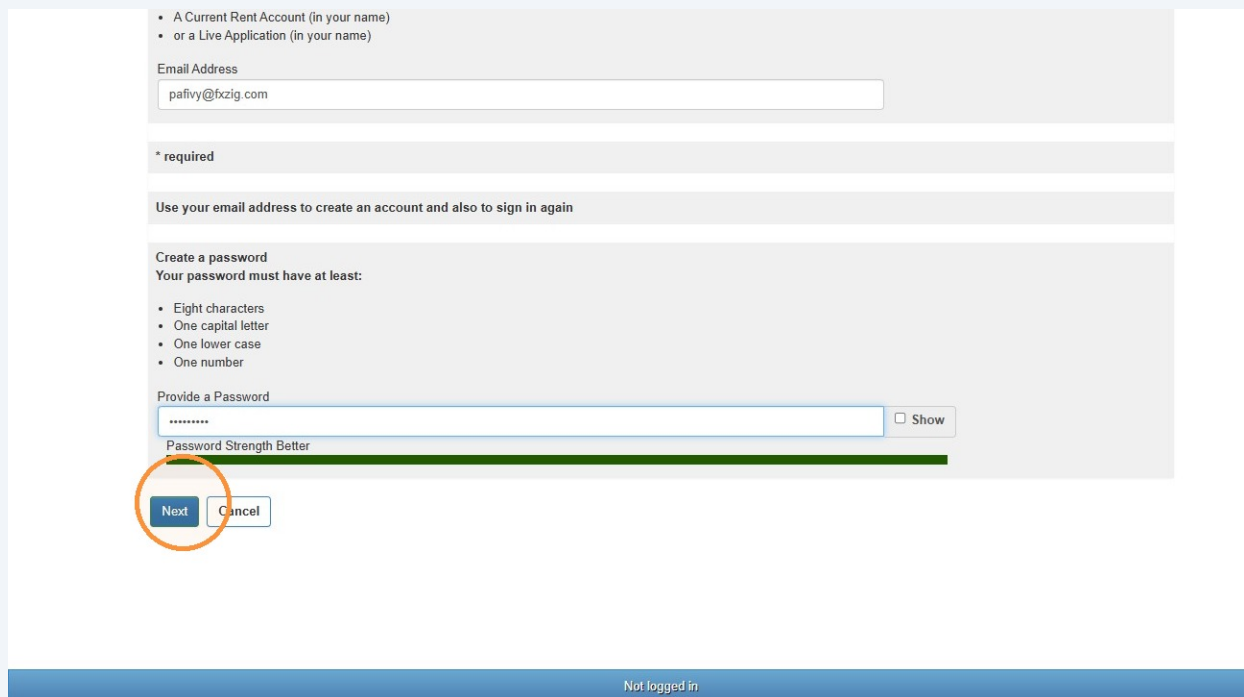
Provide a Password

☐ Show

Password Strength Better

Not logged in

5 Click "Next"



A Current Rent Account (in your name)
or a Live Application (in your name)

Email Address
pafivy@fxzig.com

* required

Use your email address to create an account and also to sign in again

Create a password
Your password must have at least:

- Eight characters
- One capital letter
- One lower case
- One number

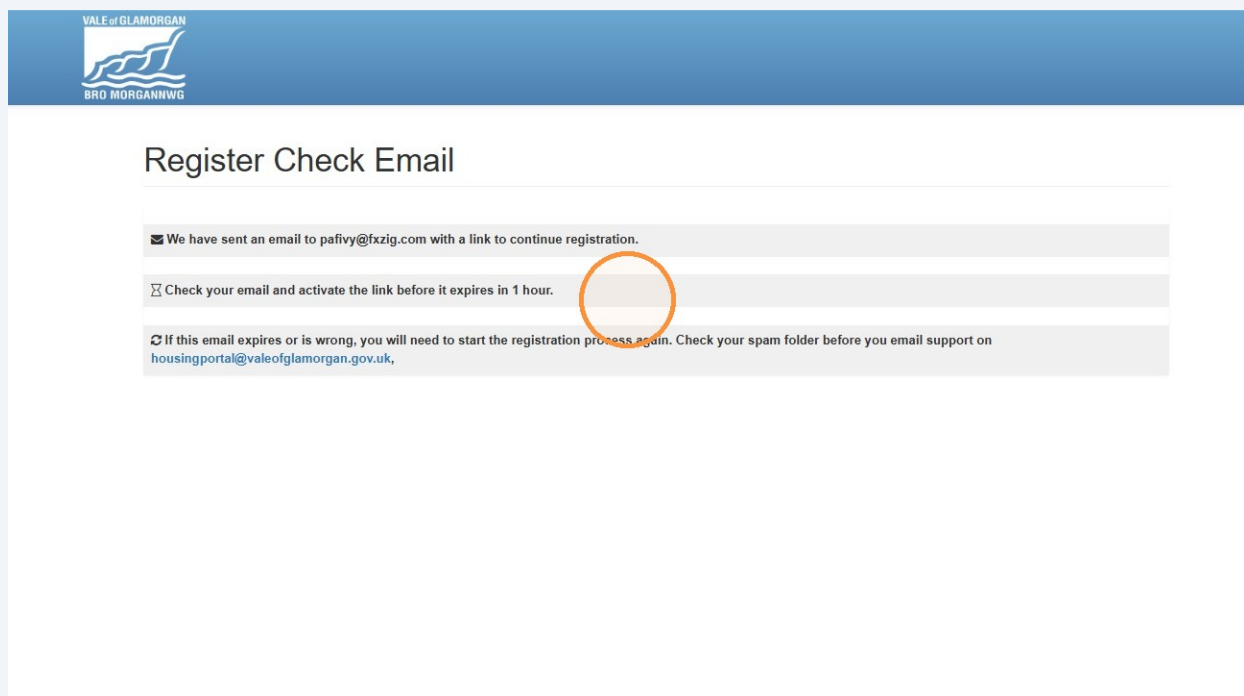
Provide a Password
***** ☐ Show

Password Strength Better

Next Cancel

Not logged in

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



VALE of GLAMORGAN
BRO MORGANNWG

Register Check Email

✉ We have sent an email to pafivy@fxzig.com with a link to continue registration.

⌚ Check your email and activate the link before it expires in 1 hour.

🔄 If this email expires or is wrong, you will need to start the registration process again. Check your spam folder before you email support on housingportal@valeofglamorgan.gov.uk,

7

Click the 'Verify me' button or copy and paste 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:9718011968555618092207356720125388418719

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

8 Navigate to register details page

Register Details

Reference Number

You need to provide a reference number that we can verify your details against. These may be found on a letter you have received from our Housing Department.

Select one of the following

Payment Reference Number

Reference Number

If you need help in retrieving these details, please call us on 01446 700111

Personal details

First Name

Enter your First Name

Last Name

Enter your Last Name

Date of Birth

Please enter y

Add your memorable answer

This will make sure you can get back into your account quickly and securely in case you ever lose access. First, choose your secret or memorable question

Select your memorable question

Please Select

Reference and Personal Details

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



Register Details

Reference Number

You need to provide a reference number that we can verify your details against. These may be found on a letter you have received from our Housing Department.

Select one of the following

Payment Reference Number

Reference Number

If you need help in retrieving these details, please call us on 01446 700111

Personal details

First Name

Enter your First Name

Last Name

Enter your Last Name

Date of Birth

Please enter y

10 Enter all required details.

BPO MORGANNWG

Register Details

Reference Number

You need to provide a reference number that we can verify your details against. These may be found on a letter you have received from our Housing Department.

Select one of the following

Payment Reference Number

Reference Number

If you need help in retrieving these details, please call us on 01446 700111

Personal details

First Name

Enter your First Name

Last Name

Enter your Last Name

Date of Birth

Please enter y

Add your memorable answer

This will make sure you can get back into your account quickly and securely in case you ever lose access. First, choose your secret or memorable question

Select your memorable question

Please Select

Now enter your answer to this question

Now select your memorable date below

Enter your memorable date

By clicking the "I accept" button I acknowledge that I have read and accept the terms of the above agreement

☐ I accept the [terms here](#)

Finish Cancel

Not logged in

Agreement and Submission

11 Click the acceptance checkbox.

Personal details

First Name

Test

Last Name

Test

Date of Birth

Please enter y

Add your memorable answer

This will make sure you can get back into your account quickly and securely in case you ever lose access. First, choose your secret or memorable question

Select your memorable question

Please Select

Now enter your answer to this question

Now select your memorable date below

Enter your memorable date

By clicking the "I accept" button I acknowledge that I have read and accept the terms of the above agreement

☐ I accept the [terms here](#)

Finish Cancel

Not logged in

12

Click "Finish"

The screenshot shows a registration form with the following sections:

- Personal details**
 - First Name: Text input field containing "Test".
 - Last Name: Text input field containing "Test".
 - Date of Birth: Text input field with a calendar icon and the placeholder "Please enter y".
- Add your memorable answer**

This will make sure you can get back into your account quickly and securely in case you ever lose access. First, choose your secret or memorable question

 - Select your memorable question: Dropdown menu with "Please Select" and a downward arrow.
 - Now enter your answer to this question: Text input field.
- Now select your memorable date below**
 - Enter your memorable date: Text input field with a calendar icon.
- By clicking the "I accept" button I acknowledge that I have read and accept the terms of the above agreement**
 - ☒ I accept the [terms here](#)

At the bottom of the form, there are two buttons: "Finish" and "Cancel". The "Finish" button is circled in orange. In the bottom right corner of the page, there is a link "Not logged in".

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.