

A guide to managing your home and tenancy with our new online service.

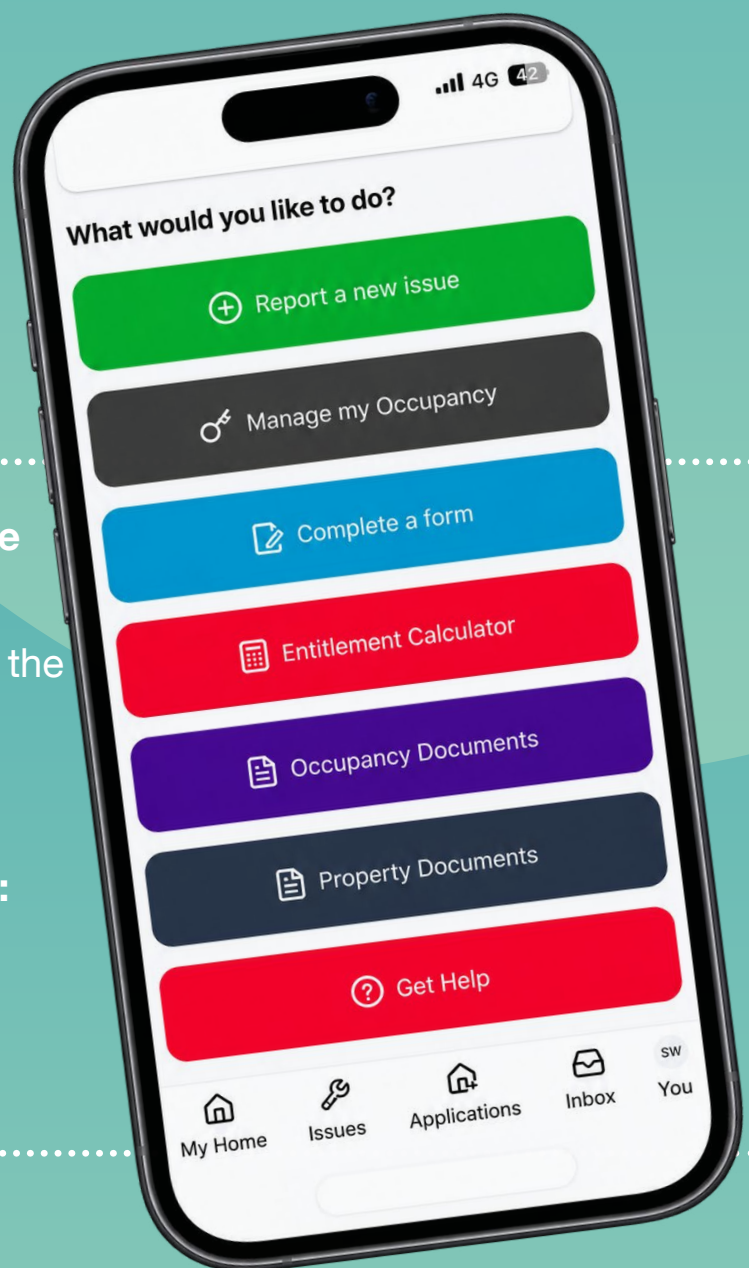
How to register and sign in

If you have previously used the Irwell Valley Homes portal:

Your account details will remain the same and you can sign in [here](#).

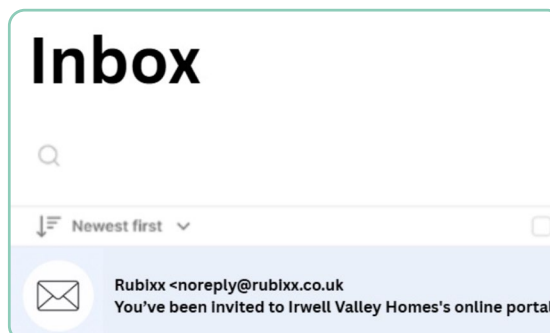
If you haven't previously used the Irwell Valley Homes portal:

Anyone who hasn't previously used the portal has been sent an email invitation to join.

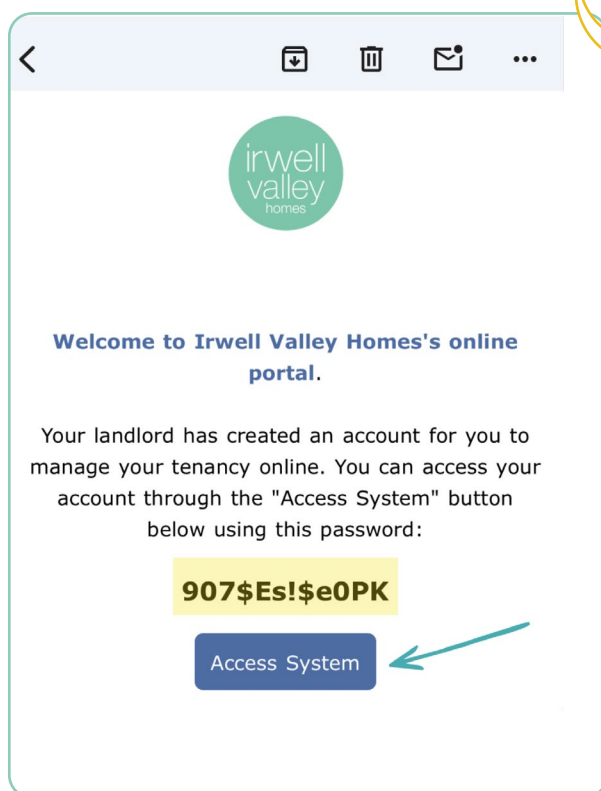


1. Search your inbox for your invitation email

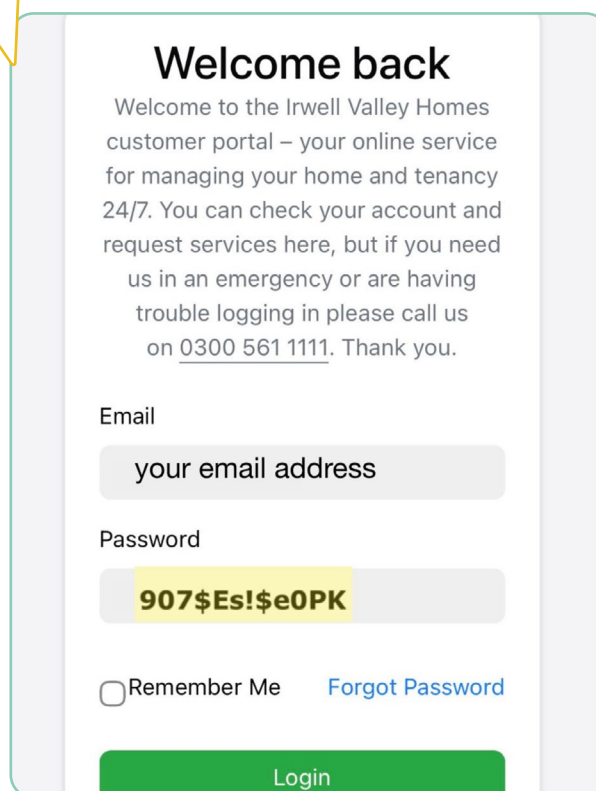
It has been sent from noreply@rubixx.co.uk and the subject line is **“You’ve been invited to Irwell Valley Homes’s online portal”**



2. Click on the “Access system” link in your email



3. Enter the password from your invitation email



4. Change your password

Once you’ve logged in the first time you can change your password to something unique and memorable to you. Choose a password which you don’t use anywhere else; ensure it is 12 characters long; and include at least one special character and one number.

You'll need to use the email address we have on file for you.

You will also receive a code to the mobile phone number we have on record which you'll need to enter at log-in. This is an important security step to keep your account and personal details safe.

Troubleshooting

We're here to help if you have any issues getting registered.

I can't find my email



Don't worry, we'll still get you all set up

1. Click [here](#) and enter your details under the "Existing Customer" tab

You will need to enter the email address and Occupancy Reference Number that we have on file for you. You can find your Occupancy Reference on your rent statement.

2. You will be resent your invitation email

Please note, you will not receive the invitation email if any form details were missing or incorrect.

I wasn't resent my invitation email / I'm still struggling to login or register

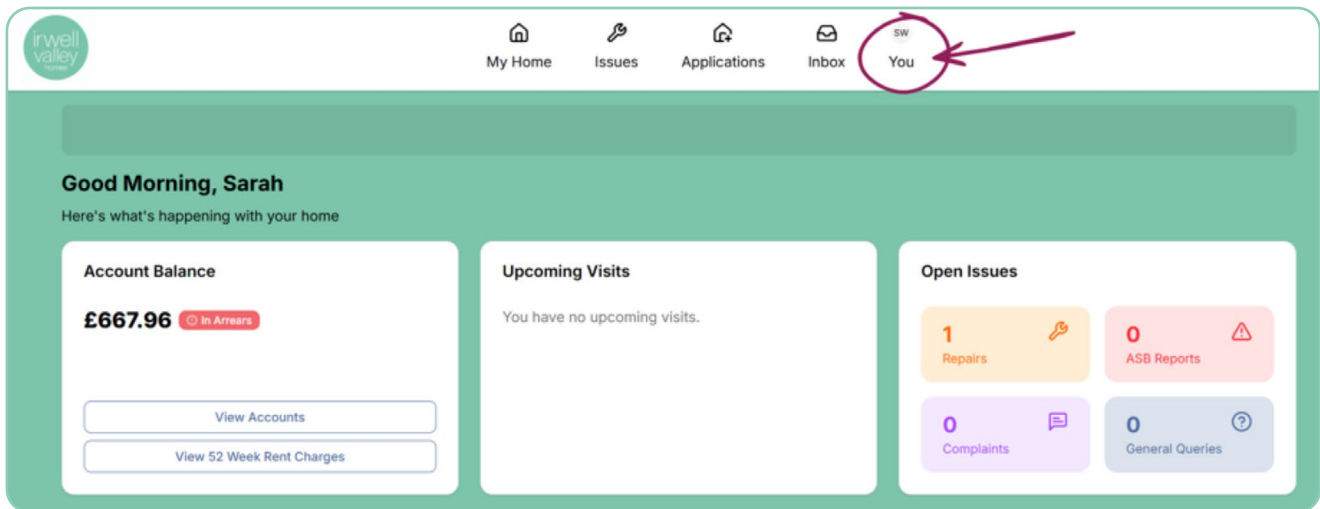
If you're having problems, please email us on contact@irwellvalley.co.uk



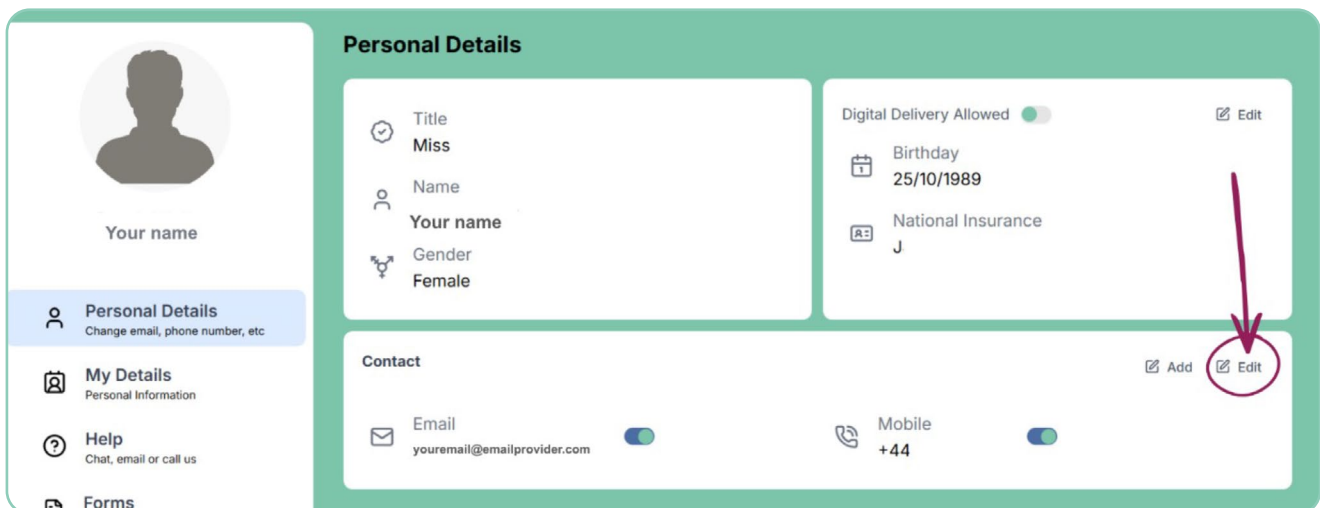
...or phone 0300 561 1111 and we will be happy to help.

Update your contact details and communication preferences

You can update your details by clicking **You** in the top right corner.

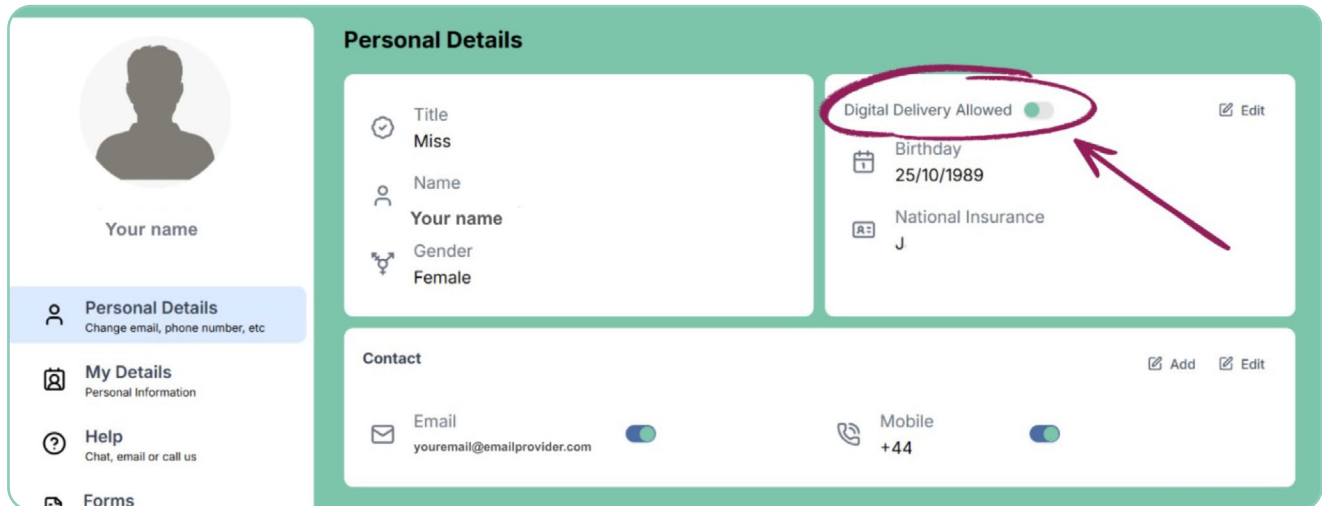


On the Personal details tab, click **Edit** to update your email address and phone number.



Digital delivery

On this screen you can also choose whether to switch digital delivery on or off.

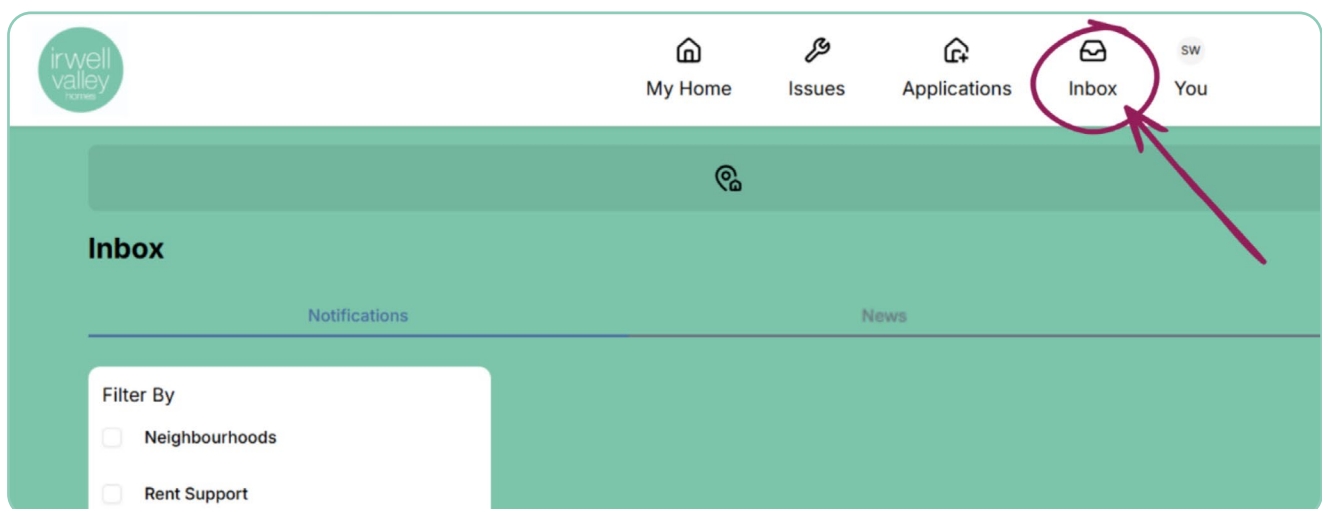


The screenshot shows a user profile page with a sidebar on the left containing links for 'Personal Details', 'My Details', 'Help', and 'Forms'. The main content area is titled 'Personal Details' and contains two sections. The first section has fields for 'Title' (Miss), 'Name' (Your name), and 'Gender' (Female). The second section has fields for 'Birthday' (25/10/1989) and 'National Insurance' (J). A red circle highlights the 'Digital Delivery Allowed' toggle switch, which is currently turned on. A red arrow points to the toggle. Below these sections is a 'Contact' section with fields for 'Email' (youremail@emailprovider.com) and 'Mobile' (+44), each with a toggle switch.

Switching digital delivery on allows you to receive communications from us through your portal inbox, including community news, updates from your Housing Officer and details of important appointments like gas safety checks or home condition surveys.

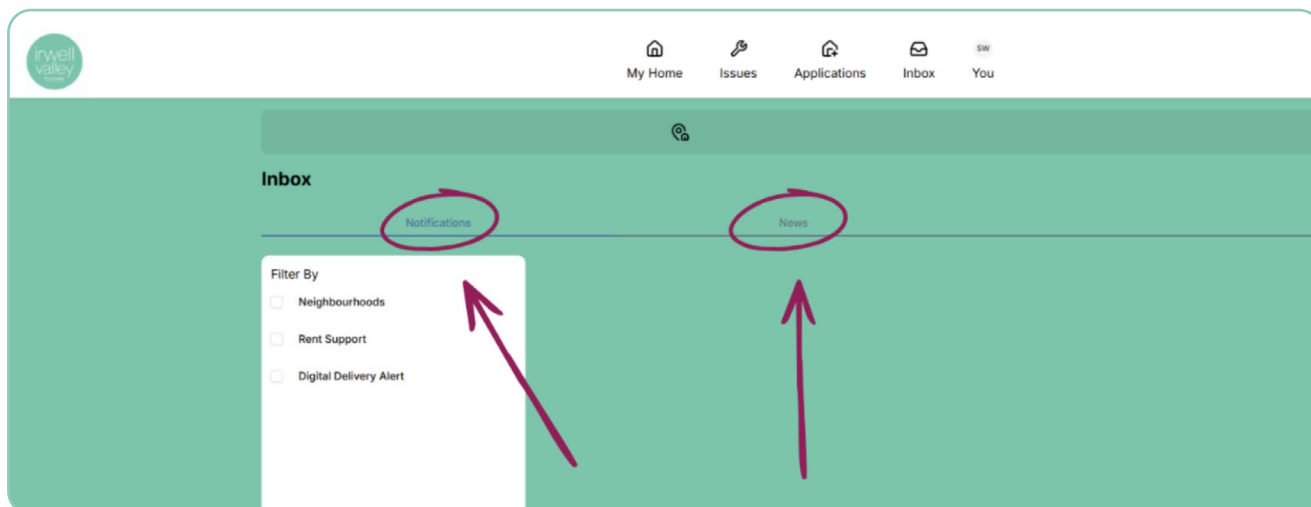
Your portal inbox

You can access your inbox by selecting **Inbox** on the top bar.

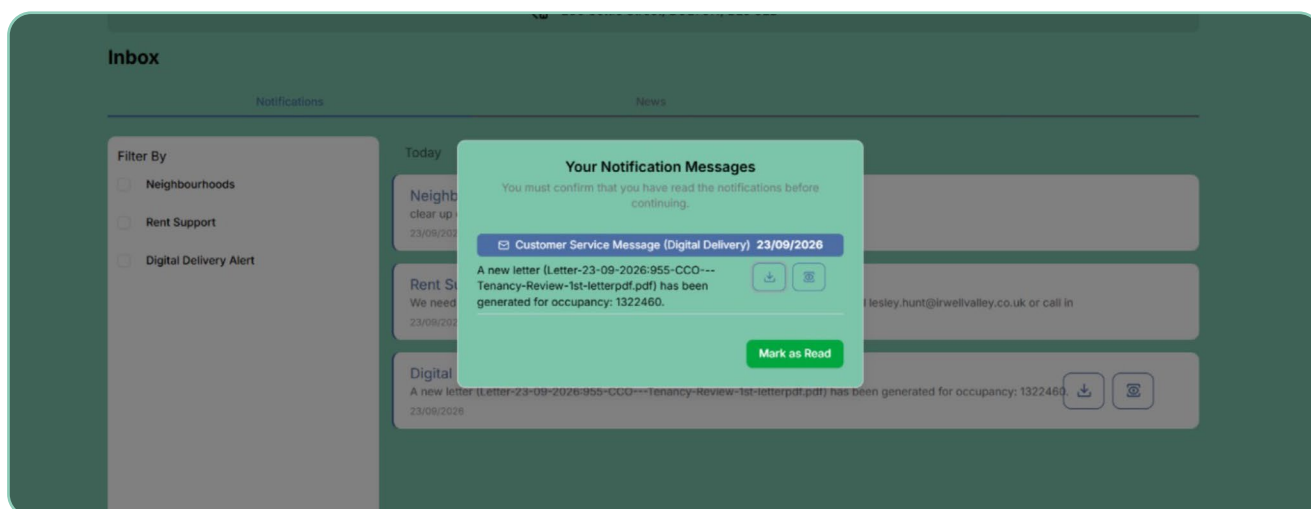


The screenshot shows the 'Inbox' page of the Irwell Valley Housing portal. The top bar contains links for 'My Home', 'Issues', 'Applications', 'Inbox', and 'You'. The 'Inbox' link is highlighted with a red circle and a red arrow. Below the top bar, the page is divided into two sections: 'Notifications' and 'News'. A 'Filter By' section on the left allows users to filter by 'Neighbourhoods' and 'Rent Support'.

You'll see notifications here if any letters have been sent to you via the portal – you'll be able to preview or download the document here in the inbox and the notification will also tell you where it has been saved within the portal.



If you have received a letter through digital delivery, you'll receive an alert which looks like this when you next log-in. Once you've downloaded and read it, click the **'Mark as Read'** button and the notification will be dismissed.

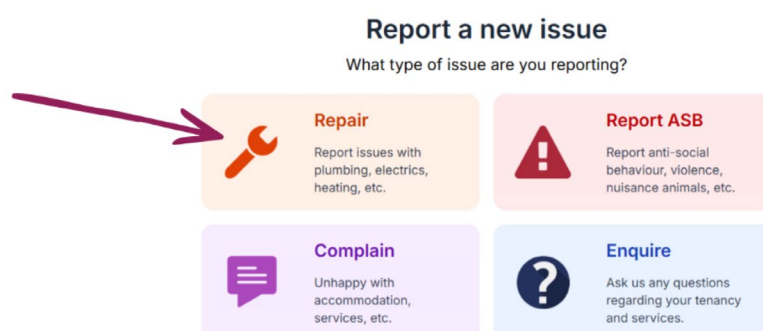
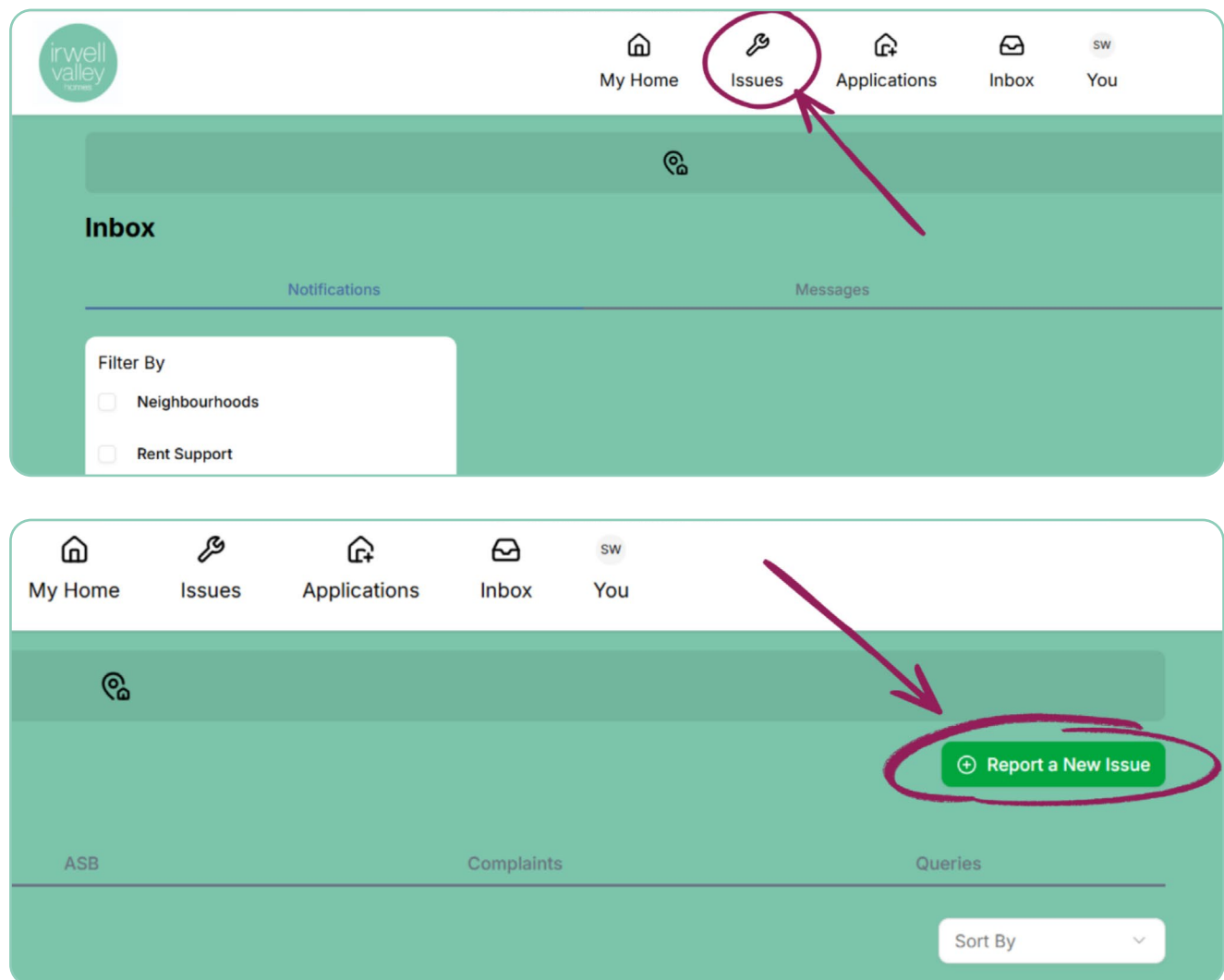


Request a repair using the portal

Please note, this feature is for routine repairs. If you need to report an emergency repair please call us on **0300 561 1111** or email contact@irwellvalley.co.uk. If you need to report an emergency repair and are deaf or hard of hearing, you can use our out of hours [website Live Chat](#) which can be accessed via the blue tab or black speech bubble on the right-hand side of the web page.

Requesting a repair is quick and easy.

Click **Issues** on the top bar and then select **Report** a new issue and **Repair**.



Tracking your repair

You can track the status of your repair from the portal homepage.

The screenshot shows the Irwell Valley Homes portal homepage. At the top, there is a navigation bar with icons for My Home, Issues, Applications, Inbox, and You. Below the navigation bar, a green banner displays the greeting "Good Afternoon, Sarah" and the text "Here's what's happening with your home". The main content area is divided into three columns. The first column, "Account Balance", shows a balance of £667.96 with a red "In Arrears" tag and buttons for "View Accounts" and "View 52 Week Rent Charges". The second column, "Upcoming Visits", states "You have no upcoming visits." and has a red arrow pointing to the "Open Issues" column. The third column, "Open Issues", contains four tiles: "1 Repairs" (orange), "1 ASB Reports" (red), "0 Complaints" (purple), and "2 General Queries" (blue).

Track Your Repair



Repair Requested

15 September 2026 at 02:40 pm



Pending Assignment

15 September 2026 at 02:40 pm

Cancel Request



Work in Progress

pending...



Work Completion

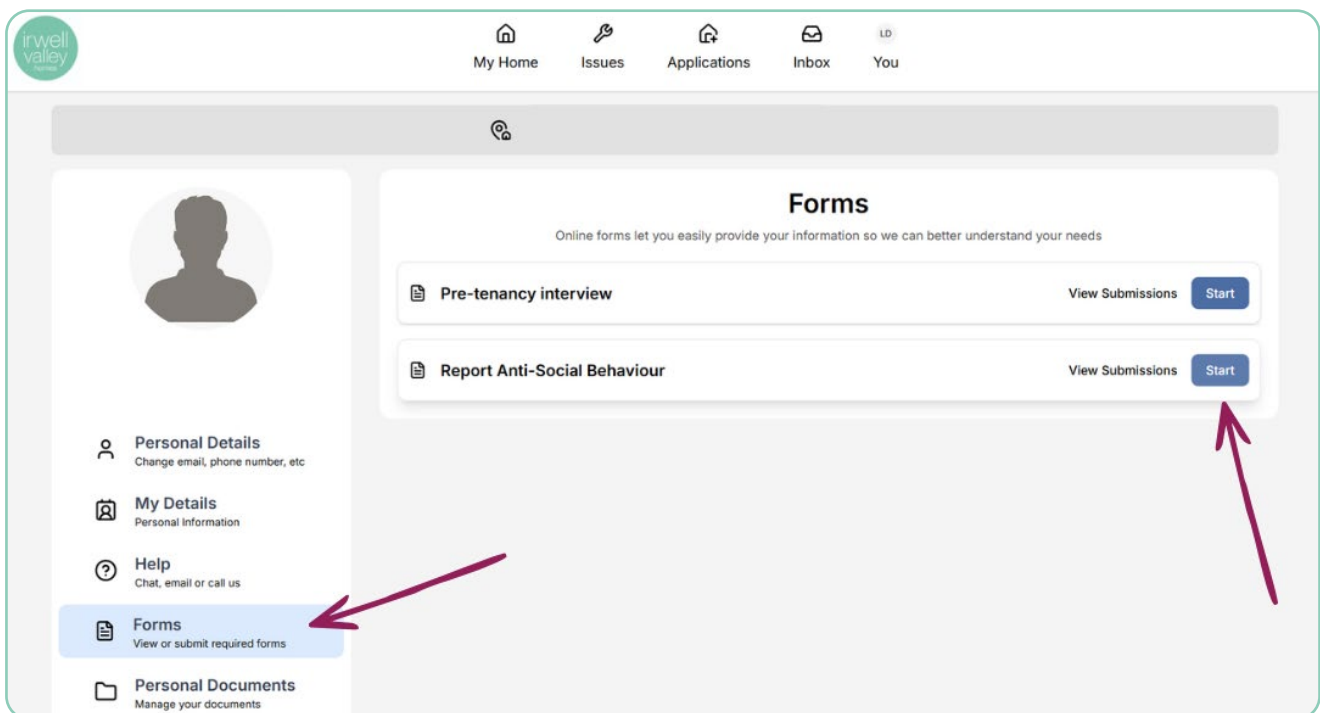
pending...

Reporting Anti-Social Behaviour

Please note, serious incidents or threats of violence should be reported immediately to the police on **999**.

To report Anti-Social Behaviour using the online portal:

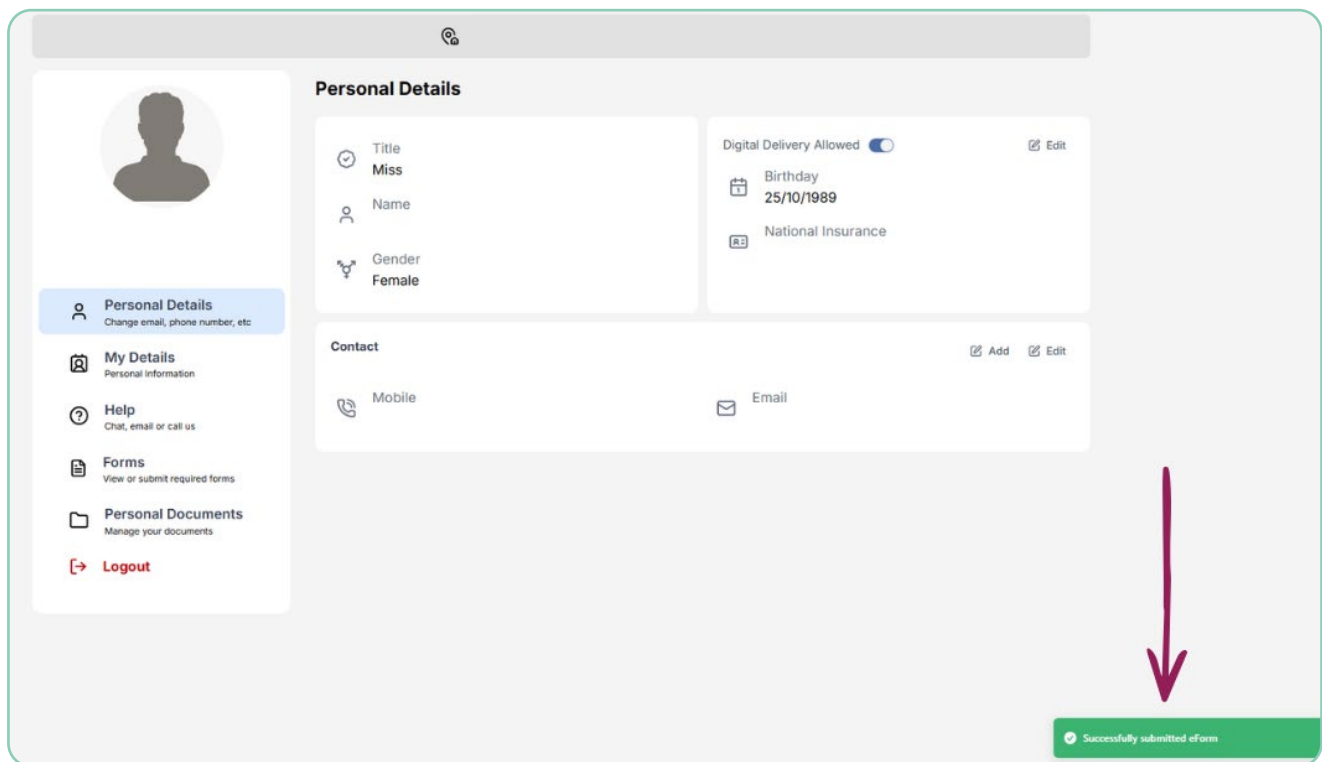
Click **You** on the top bar, select **Forms** on the left side and click **Start** to load the **Report Anti-Social Behaviour** form.



The form will ask some questions about the behaviour you would like to report.

A screenshot of the 'Report Anti-Social Behaviour' form. The form has three tabs: 'Gathering key information', 'Consent', and 'Support conditions'. The 'Gathering key information' tab is active. The form contains several questions: 'Can you describe what has happened? *', 'Was anyone harmed or threatened? *', 'When did the incident occur?' (with a date picker), 'Is this a one-time incident or has it happened before?' (with a dropdown), 'Where did this happen? *', and 'Do you know the individuals involved or have you seen them before? *'. The form is designed with a clean, modern layout and includes a red arrow pointing to the 'Start' button in the previous screenshot.

Once you have submitted your form, you will see a confirmation box in the bottom right of your screen.

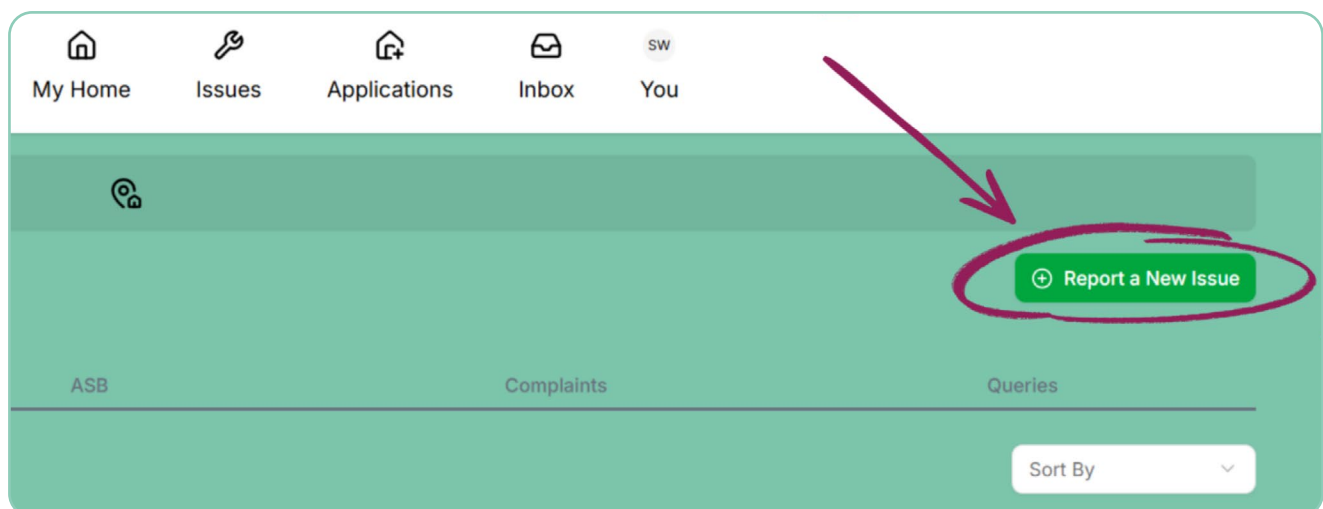
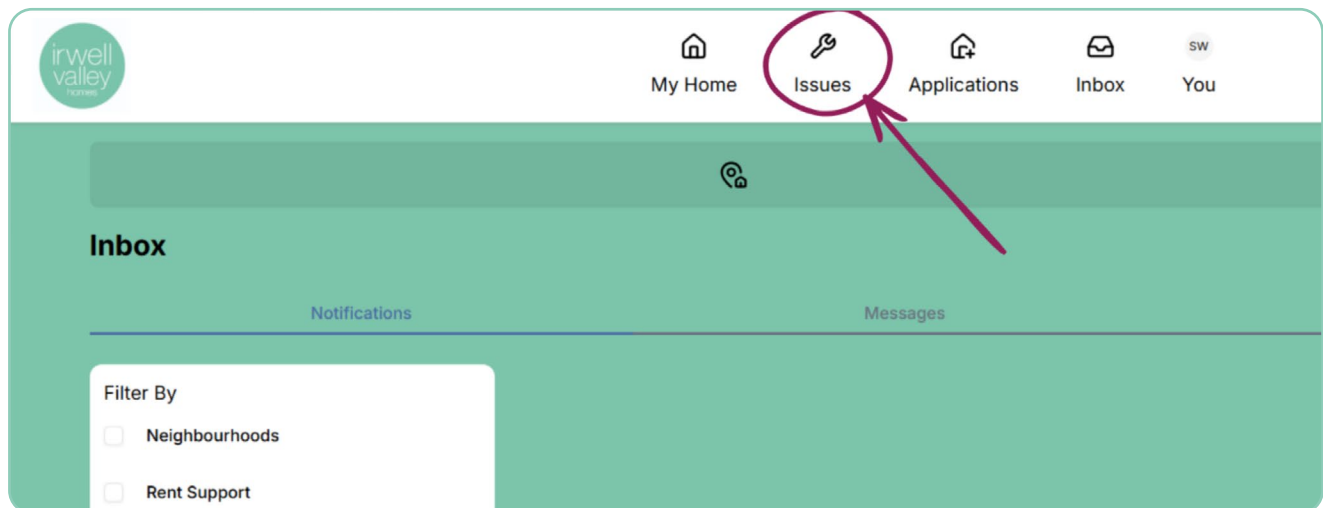


A Neighbourhood Officer will phone you in due course to discuss the case.

Raising an enquiry

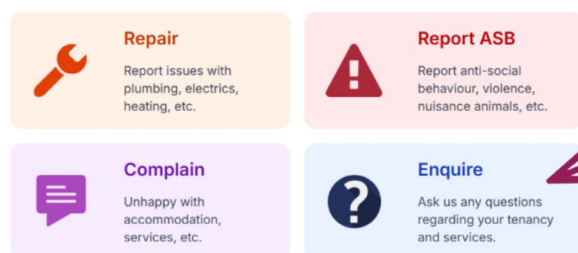
You can use the online portal to get in touch with us with any questions about your home or tenancy or to request financial support.

Click **Issues** on the top bar, then select **Report** a new issue and choose **Enquire**.



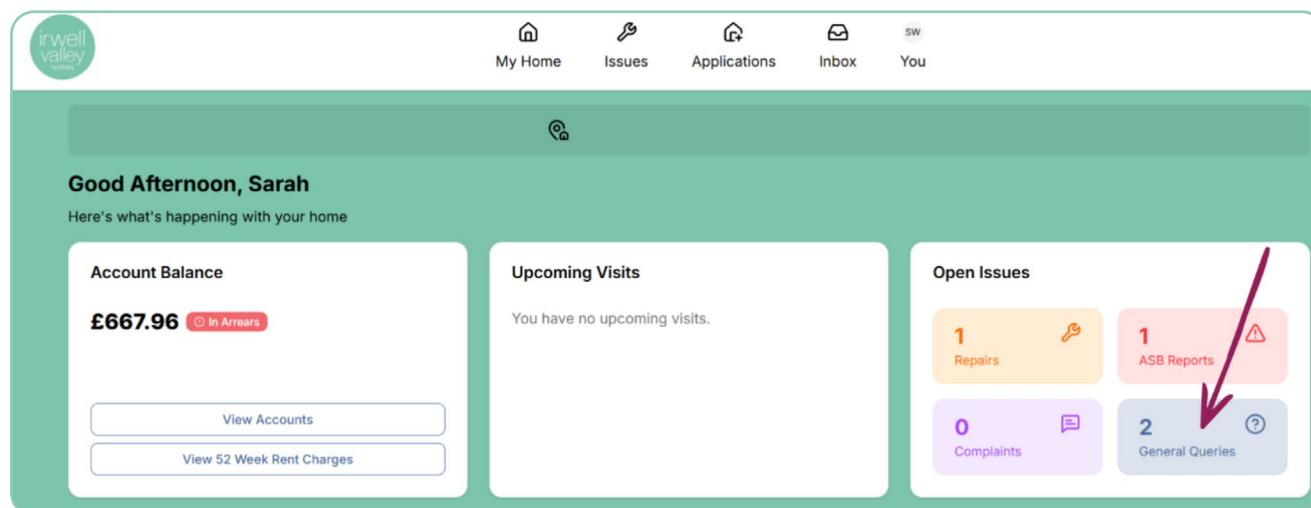
Report a new issue

What type of issue are you reporting?



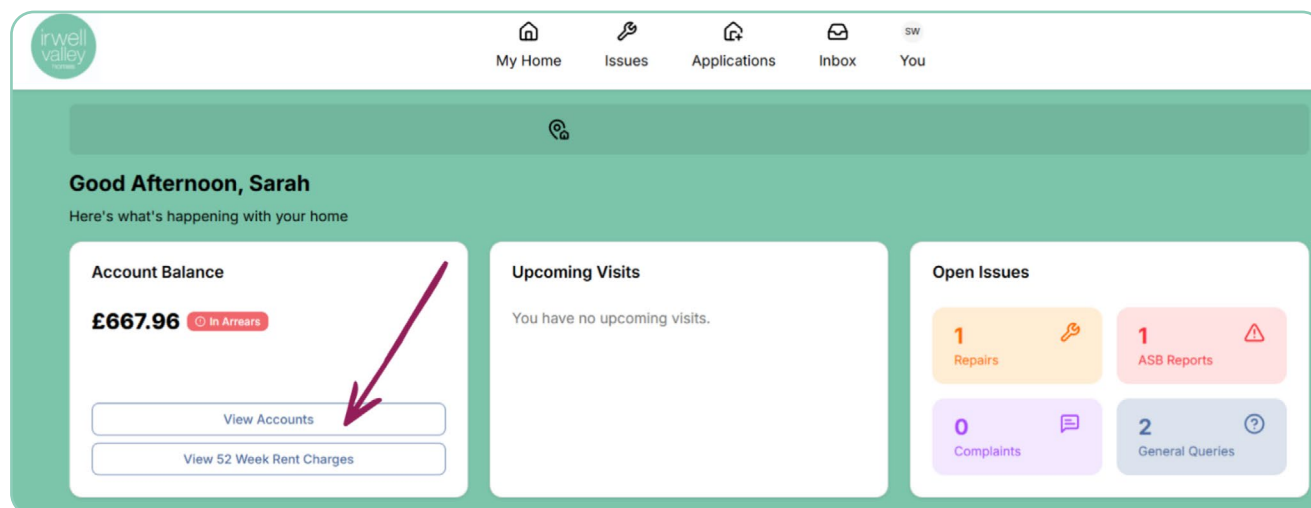
You will be asked to choose the type of enquiry and give us some information.

You can track the status of your enquiry from the portal homepage.



Managing your rent

You can access your rent account from the homepage by clicking **View Accounts**.



You can pay your rent and download your rent statements and payment history.



Accessing your Tenancy Documents

You can access your tenancy documents from the portal homepage by selecting **Occupancy Documents**.

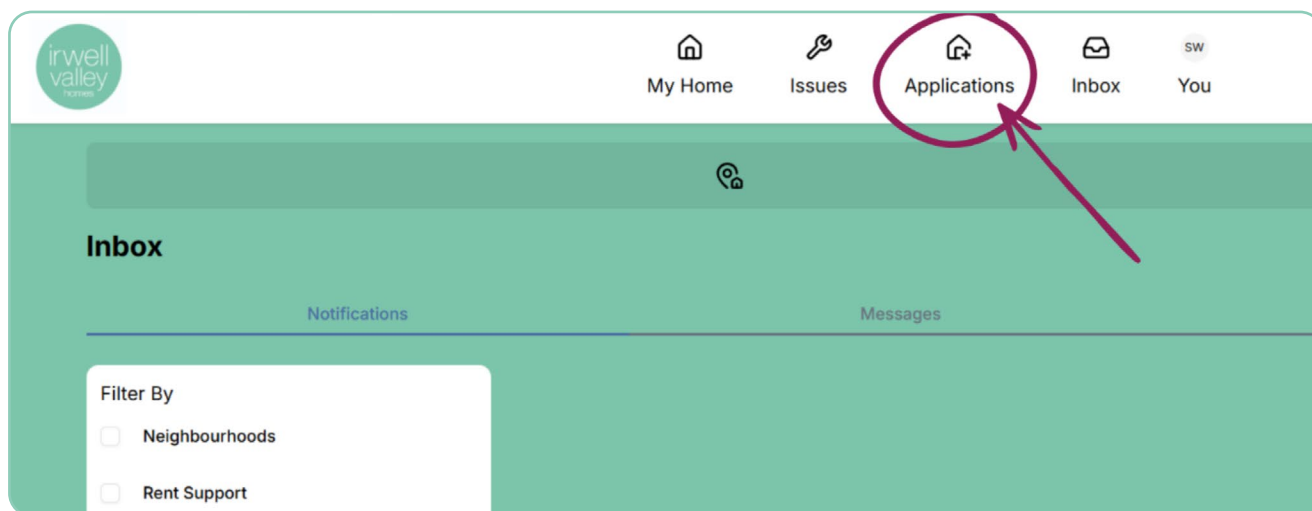
The screenshot shows the tenant portal homepage for Linda. At the top, there's a header with a location pin icon and the address "11 Clarendon Avenue, 10th Street, London, W10 4EE". Below the header, a greeting "Good Morning, Linda" is followed by the text "Here's what's happening with your home". The main content area is divided into three columns. The first column, "Account Balance", shows a balance of "£1,579.96" with a red "In Arrears" tag and two buttons: "View Accounts" and "View 52 Week Rent Charges". The second column, "Upcoming Visits", shows a visit on "7 October" at "10:00" for a "Tenancy review visit". The third column, "Open Issues", shows "10 Repairs", "0 Complaints", and "2 General Queries". Below these columns, a section titled "What would you like to do?" contains six buttons: "Report a new issue" (green), "Manage my Occupancy" (grey), "Complete a form" (blue), "Entitlement Calculator" (red), "Occupancy Documents" (purple), and "Get Help" (red).

The screenshot shows the "Occupancy Documents" section of the tenant portal. It has the same header as the previous page. Below the header, the title "Occupancy Documents" is followed by the text "Here you can easily manage all your occupancy documents. Please feel free to upload any relevant files to keep everything up to date and organized." Below this text is a list of document categories, each with a folder icon, the category name, a sub-label, and a right-pointing arrow: "Invoices" (Invoices), "My Documents" (My Documents), "Rent Documents" (Rent Documents), "Direct Debit & Service Charge Letters" (Direct Debit & Service Charge Letters), "Tenancy Agreement" (Tenancy Agreement), and "News & Updates" (News & Updates).

Apply for housing

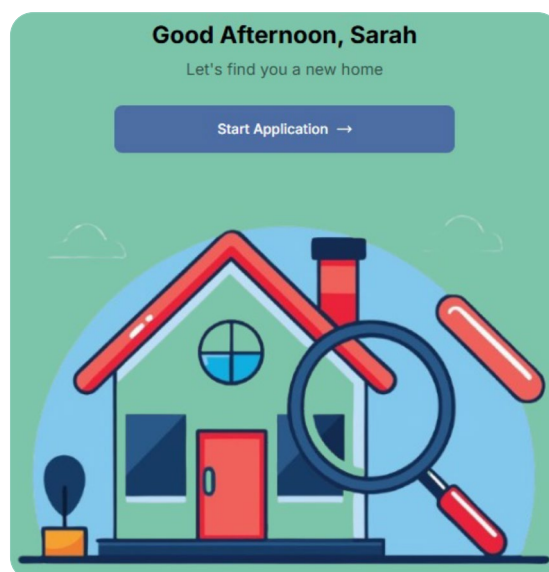
If your circumstances have changed and you are looking for a home which is more suitable for your needs, you can apply for a transfer to another Irwell Valley Homes property.

Click on **Applications** to start the process and then **Start Application**.



How applying works

- Fill out the online application form in a few easy steps
- Upload supporting documents securely from your device
- Track your application in real-time



Using the portal - we are here to help

If you need help using the portal, please do get in touch with us by calling **0300 561 1111** or emailing **contact@irwellvalley.co.uk**.

