

Exploring My West Kent, our new and updated tenant portal.

Registration

Copy and paste this link into your web browser: www.westkent.org/mywestkent

You'll see this page:

Click 'don't have an account'

You'll see this page:

Enter your date of birth, surname, tenancy reference and activation code (we will have sent you your activation code via email)

Your Details

Please complete all mandatory information marked with a *

Title
First name
Surname
Date of birth

Account Details

Email *

Confirm email *

Password *

Confirm password *

Secret question *

Secret answer *

Finish

Need Some Help?

If you require any help, please do not hesitate to contact us.

Call 0800 169 1122
OR

Contact Us Online

Enter your email address and create a password and set an answer to a secret question.

Passwords need to be at least 12 characters long and include a capital letter, a special character and a number

You will then see the portal home page:

WestKent
Places to live. Space to grow.

Overview

Welcome

Important Information

Your rent account is in arrears. Current Balance: **£511.62**

[Make a Payment](#) [Log a Repair](#)

Recent Activity 15 Items

Transaction	Jul 24, 2023 Charge 144.08 1000
Transaction	Jul 17, 2023 Charge 144.08 10000
Transaction	Jul 13, 2023 Payment -25.00 10000

£511.62 DR My Payments

£0.00 Make a Payment

0 My Repairs

1 Log a Repair

My Tenancies

Apply for Housing

Download a Statement

Find a home Your home Your community About us Work for us Contact us

Logging a repair

Click 'log a repair' on the left-hand menu of the home page and the Log a Repair button

Overview | Log Repair

Address:

My Repairs

Log a Repair

Log a Repair

This will open our graphical tool where you can click on the icons and follow the instructions to a log a repair.

The screenshot shows the 'Repair Diagnosis' graphical tool interface. At the top, there is a navigation bar with 'Room Selection', 'Component Selection', 'Select Repairs', and 'Review Request' buttons. Below this is a central 3D cutaway diagram of a house with various rooms highlighted. To the left is a 'Help Articles' sidebar with sections for 'Emergency Repairs', 'Reporting Repairs', 'Maintaining Your Home', 'Damp and Mould Issues', and 'Self help repair videos'. To the right is a 'Room Selection' sidebar with icons for 'Front Elevation', 'Hall', 'Kitchen', 'Lounge', 'Stairs/Landing', 'Bedroom', 'Airing Cupboard', 'Bathroom', 'Roof', 'Rear Elevation', and 'Garage'. A notification at the top of the tool reads: 'Please note that if your repair is an emergency then call us on 0800 169 1122'.

Complete a 'Change of contact details form'

- Home
- My Profile
- Forms
- My Tenancies
- My Payments
- Make a Payment
- Download a Statement
- My Repairs

Click on the small round arrow button next to 'forms' on the left hand menu



- Home
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- Log a Repair
- Apply for Housing
- Select Language
- Powered by Google Translate
- Logout

Overview/Contact Form

Change of Contact Details

Page 1

Contact

First name *

Last name *

Contact Communication Detail

Type *

Email

New Contact Details

Contact Communication Detail

Type *

Home Telephone Number

New Contact Details

Contact Communication Detail

Type *

Mobile Number

New Contact Details

Save Progress

Submit

Choose some contact details to update, such as your phone number or email address. Then click submit.

View your rent balance

Click on 'My payments' on the left hand menu to view your rent balance.

Overview/My Payments

Click [here](#) to view transactions for other accounts.

Showing transactions for account

Transaction Date	Type	Total Value	Balance	View Transactions
24/07/2023	Charge	£144.08 Dr	£511.62 Debit	...
17/07/2023	Charge	£144.08 Dr	£367.54 Debit	...
13/07/2023	Payment	£25.00 Cr	£223.46 Debit	...
10/07/2023	Payment	£25.00 Cr	£248.46 Debit	...
10/07/2023	Charge	£144.08 Dr	£273.46 Debit	...
03/07/2023	Charge	£144.08 Dr	£129.38 Debit	...
26/06/2023	Payment	£530.12 Cr	£14.70 Credit	...
26/06/2023	Charge	£144.08 Dr	£515.42 Debit	...
19/06/2023	Charge	£144.08 Dr	£371.34 Debit	...
12/06/2023	Charge	£144.08 Dr	£227.26 Debit	...

Showing 1 to 10 of 113 entries

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Find a home Your home Your community About us Work for us Contact us

Telephone 01732 749400 Email us at help@wkha.org.uk

Click on 'My payments' to view your rent balance.