

How to register for 'Your Account'

Your Account is our online self-service website for customers. You can report repairs, check your rent balance and update contact details using this service 24/7.

How can you access Your Account?

- Desktop computer or laptop
- Tablet device
- Coming soon – a mobile app that can be downloaded from the app store on a smart mobile phone.

How do you register?

Before you start you will need your:

- Tenancy number
- Email address

To register:

1. Visit www.futureshomescape.co.uk or www.ddh.org.uk and click on 'Account Login' or 'Create Your Account'.
2. This will open up another web page.
3. Click on 'New User'
4. It will ask 'Are you known to the organisation?' - Select 'Yes' from the dropdown box
5. A new set of boxes will appear which need to be completed.
6. Once these boxes are all complete, click 'Register'.

Top Tips

In the current version of Your Account:

- The date picker for Date of Birth is difficult to use but we are working to make it easier
- Memorable word must be longer than 4 characters
- Password must be number and letters and at least 8 characters.

What happens after you register?

- You will be sent a verification code in the post (within five working days).
- Please follow the instructions on the letter to complete your registration and for full access to Your Account.
- In the meantime you can login to see a basic view of Your Account including property details, pay your rent and contact us.

If you any questions about Your Account, please contact us.