My SCH Account
How to register

Solihull Community Housing

Step 1

To register, go to:

www.solihullcommunityhousing.org.uk

Select 'My SCH Account'

Click '**Register for Service**'

Fill in the details and press '**Next**'

Please note: You will need 14 digit tenancy reference number (you can find this on your rent letters or recent statements)

Step 2

You will need to complete the following details:
- Username – choose one you will remember
- Email
- Confirm email
- Password – min 16 letters and 1 number
- Reconfirm Password

Once you've completed this, click '**Next**' and you will get an on screen message to say that you have '**successfully registered**'.

An email will now be sent to the email address you have used to register. Please follow the instructions in the email. If the email doesn't appear please check your junk folder.

You are now set up on your My SCH Account!

Want to change your password?

Select '**About me**' and click on '**My details**'. Scroll to the bottom of the page to change password.

Benefits of using My SCH Account

We want to make it easy for you to access our services 24/7 wherever and whenever is best for you.

You can do this through our new online service, My SCH Account.

Once you have registered, you will be able to:
- Report and check a repair
- Book/cancel a repair appointment
- View your rent account details
- See a breakdown of your current charges
- See your rent statement
- Make a payment

If you need help with My SCH Account please email:

myschaccount@ solihullcommunityhousing.org.uk

Shaping our neighbourhoods