

MAYOR OF LONDON

HOUSING MOVES AND SEASIDE & COUNTRY HOMES APPLICATIONS

GUIDANCE TO HELP YOU LOG IN TO YOUR ACCOUNT

In order to keep your account safe, we ask you to provide some information before you're able to log in. To log in to the customer portal, you will need: User ID, Password and Security Question and Answer

We have moved to a new system that now stores a tenant's history of all applications to Housing Moves and Seaside & Country Homes. This means that if you have previously applied to either Housing Moves or Seaside & Country Homes and then start a new application you will be asked to enter your previous User ID, password and security question/answer before you can continue with the application.

Please read the following guidance to help you log in to your account.

I'm trying to log in, I don't remember my User ID

Please contact your landlord and ask them for your previous application/User ID

I'm trying to log in, I don't remember my password

Select the 'reset login information' button below and reset your password using either: User ID (which is your application reference number) or Email ID option (this must be the same email address you used on your application form)

I'm trying to log in, I don't remember my security question/answer

Please contact your landlord and ask them for this information. They may ask you to prove your ID before sharing this information.

I'm trying to reset my password but I don't have my User ID

You can reset your details by using your personal details. Once you submit your details you will receive an email with instructions on how to reset your password. Once you have reset your password you can log in to the system. (Please note, the email will be sent to the email address you used on your application form). You will need your user id to log into your account so if you don't have this you'll need to contact your landlord.

I'm trying to reset my password but I don't have my User ID or security question/answer

You can reset your password by using your email address in the Email ID option. (this must be the same email address you used on your application form). You will need your user id to log into your account so if you don't have this you'll need to contact your landlord.

I'm trying to reset my password but I have changed my email address and no longer have access to the one on my original application.

Please contact your landlord and ask them to assist. Your landlord can either add your new email address to your previous application or assist you to log in to your account so that you can edit this detail.

I moved home and now have a different landlord. I'd like to re-apply, however I'm trying to log in and I don't remember my User ID.

Please contact the Housing Mobility team by submitting an enquiry [using this form](#). The team may ask you to prove your ID before sharing this information.