

# Live Chat Service and our Tenant Portal



Ore Valley Housing Association can now be contacted using the 'live chat' facility available on our website [www.orevalleyha.org.uk](http://www.orevalleyha.org.uk).

The 'live chat' service will be available during normal working hours of 9am-5pm, Monday to Friday. Before using the service you will need to select the option to accept all cookies via the small cog at the bottom left of the screen - the Live Chat 'speech bubble' will appear in the bottom right of the screen thereafter.



If you are an Ore Valley tenant, you can become a registered user of the Ore Valley 'My Home' Portal by clicking on the 'contact us' button at the top of our home page of our website, then follow the link [www.orevalleyha.org.uk/auth/login](http://www.orevalleyha.org.uk/auth/login) which is 3 paragraphs down the page.



If you need assistance with either of these issues, please do not hesitate to contact us by telephoning our office on 01592 721 917 and we will be happy to help.



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