

My Inquilab Terms and conditions

As an existing Inquilab tenant, you can register on My Inquilab to manage your tenancy online. My Inquilab gives you access to your tenancy services 24 hours a day, 365 days a year and allows you to:

- Maintain your personal profile, contact details and communication preferences
- Raise a repair request for your property and track the progress of outstanding requests
- Raise a concern about your communal area and review recent inspections and works
- Raise any other request that you would normally call Inquilab's Customer Services team for assistance with
- Review your rent account and generate a rent statement for any period of your tenancy
- Access and download your important documents and correspondence
- And much more!

To set up your account we need your email address and other personal details so we can verify your identity, update any of your missing personal information on our system and prepare your account for online use.

You can find out more about the information we hold about you and what we do with it on the Inquilab website:

[Privacy Policy](#)

[Website Terms and Conditions](#)

Email, SMS text and paper based communications

Registering to use My Inquilab does not change your Go Paperless or communication preferences, however we may start to send you additional communications specifically about My Inquilab. You can unsubscribe from receiving our emails by clicking on the *unsubscribe* link at the bottom of any email we send you or by changing your communication preferences via My Inquilab. You can unsubscribe from receiving SMS Text messages by updating your communication preferences via My Inquilab.

We may also send you communications about changes to services you use, including if one of our services are unavailable or to provide you with information you need to know, for these services to operate. You cannot unsubscribe from receiving these informational communications.

Access to your information and making corrections

If you wish to access a copy of the personal information we hold about you, please complete the subject access request form and email it to customerservices@inquilabha.org. Alternatively, you can make a request in writing to: Company Secretary, Inquilab Housing Association, Unit 3, 8 Kew Bridge, Brentford TW8 0FJ.

Cookies

My Inquilab uses cookies so that we can provide you with a good experience when you use the website and to help us improve our services. To find out more about the cookies we use and why, please see our [Cookies Policy](#).

Changes to our terms and conditions

We reserve the right to make changes to our terms and conditions at any time. We may need to change our terms and conditions if there are changes in the law or changes to our

services or our websites. By using our website, you accept these changes. If you do not agree with any changes made, you should not use our website or the My Inquilab service.

Contact us

If you have any questions about our website or these terms or conditions, please contact us.