

Housing Perks FAQs: Customers

What is Housing Perks?

Housing Perks is a free money-saving app that gives customers access to discounts of up to 20% at more than 100 retailers across the UK.

How much does Housing Perks cost?

Housing Perks is completely free to download and use.

Which shops can I save money at?

Discounts are available at a range of retailers, including Asda, B&M, Argos, Primark, TK Maxx, B&Q, Sports Direct and many more.

How do I sign up?

To get started:

1. Download the Housing Perks app from your phone's app store
2. Enter your mobile number
3. Select 'Thirteen' from the list
4. Enter your tenancy reference number
5. Start saving on their online shop (or in-store where available).

Where can I find my tenancy reference number?

You can find your tenancy reference number on your rent statement or tenancy agreement. If you can't find it or are unsure, call us 0300 111 1000. We'd be happy to help.

How does Housing Perks work?

Housing Perks works by providing discounted shopping vouchers. You buy a voucher through the app, choose the value you need, and it appears immediately in your app. You then use the voucher to pay for your shopping and receive the discount automatically.

The discount will be applied automatically when you purchase the voucher. For example, if you purchase a £50 shopping voucher, you may only pay £40.

Can I use Housing Perks alongside other offers?

Yes. In most cases, Housing Perks discounts can be used alongside existing in-store and online promotions, helping you save even more.

How quickly do vouchers appear in the app?

Vouchers usually appear within a few seconds of purchase.

Do I have to shop online to use Housing Perks?

Not always. Depending on the retailer, vouchers can be used online and in-store where available.

What should I do if the app doesn't recognise my tenancy reference number?

First, check that you've entered your tenancy reference correctly. If you're still having problems, contact support@housingperks.com and provide a screenshot of a letter showing your tenancy reference number.

Who can help me if I'm having problems using the app?

The best thing to do is to contact Housing Perks by emailing support@housingperks.com.

However, our team are also here to help. If you have any questions or would like some extra support and guidance, you can visit one of our customer stores or call us on 0300 111 1000.

Is Housing Perks available to all customers?

Yes. Housing Perks has been rolled out to anyone living in a Thirteen property.

Is it worth using Housing Perks for small purchases?

Yes. Even using Housing Perks once a month could help you keep more money in your pocket by reducing the cost of everyday purchases.

Where can I learn more about using the app?

We've worked with one of our partners to [create a handy video](#) which explains more about the app.

You can also [watch Housing Perks' step-by-step guide](#) on YouTube to see how the app works and learn how to get started.

Can I access the savings without a device?

Unfortunately, Housing Perks can only be used via the app. However, you can ask a trusted family or friend to set this up for you to ensure you still benefit from the discounts.