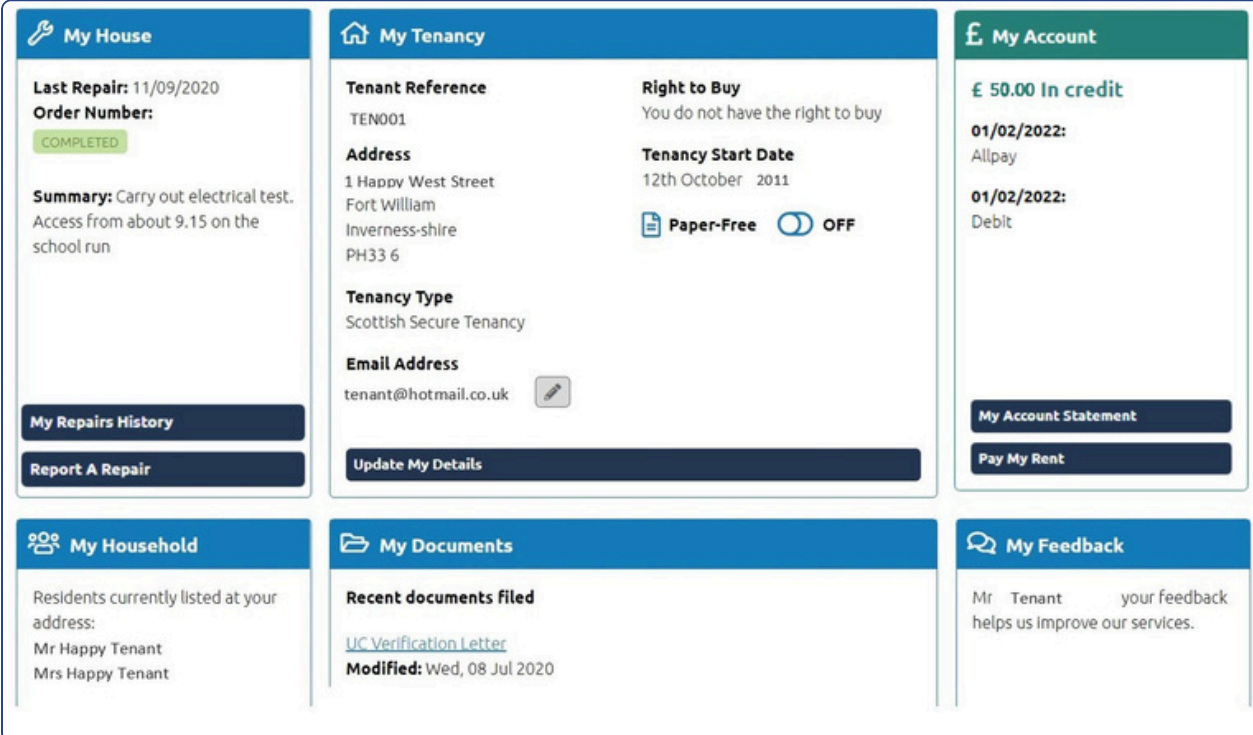


## Access to information and services 24 hours a day

### Helping you to manage your tenancy

Lochaber Housing Association wants you to feel like your home is your own and that you always feel informed, independent and in control of your tenancy. We also want you to feel well looked after and that we're right here for you when you need us.

Our My Home online account enables you to access information and services 24 hours a day, at a time and place convenient to you. My Home allows you to check your rent account via the internet, make a card payment and after a few seconds see that payment on your rent account. You can see documents that have been uploaded and correspondence too. You can even report a repair and check on progress.



The screenshot displays a user interface for a tenant's online account, organized into several sections:

- My House:** Shows a 'Last Repair' on 11/09/2020, 'Order Number' (COMPLETED), and a 'Summary' of an electrical test. Includes buttons for 'My Repairs History' and 'Report A Repair'.
- My Tenancy:** Displays 'Tenant Reference' (TEN001), 'Address' (1 Happy West Street, Fort William, Inverness-shire, PH33 6), 'Tenancy Type' (Scottish Secure Tenancy), and 'Email Address' (tenant@hotmail.co.uk). Includes a 'Right to Buy' status (You do not have the right to buy), 'Tenancy Start Date' (12th October 2011), and a 'Paper-Free' toggle (OFF). Includes an 'Update My Details' button.
- My Account:** Shows a balance of '£ 50.00 In credit'. Lists transactions for 01/02/2022: 'Allpay' and 'Debit'. Includes buttons for 'My Account Statement' and 'Pay My Rent'.
- My Household:** Lists 'Residents currently listed at your address': Mr Happy Tenant and Mrs Happy Tenant.
- My Documents:** Shows 'Recent documents filed' including a 'UC Verification Letter' modified on Wed, 08 Jul 2020.
- My Feedback:** A message stating 'Mr Tenant your feedback helps us improve our services.'

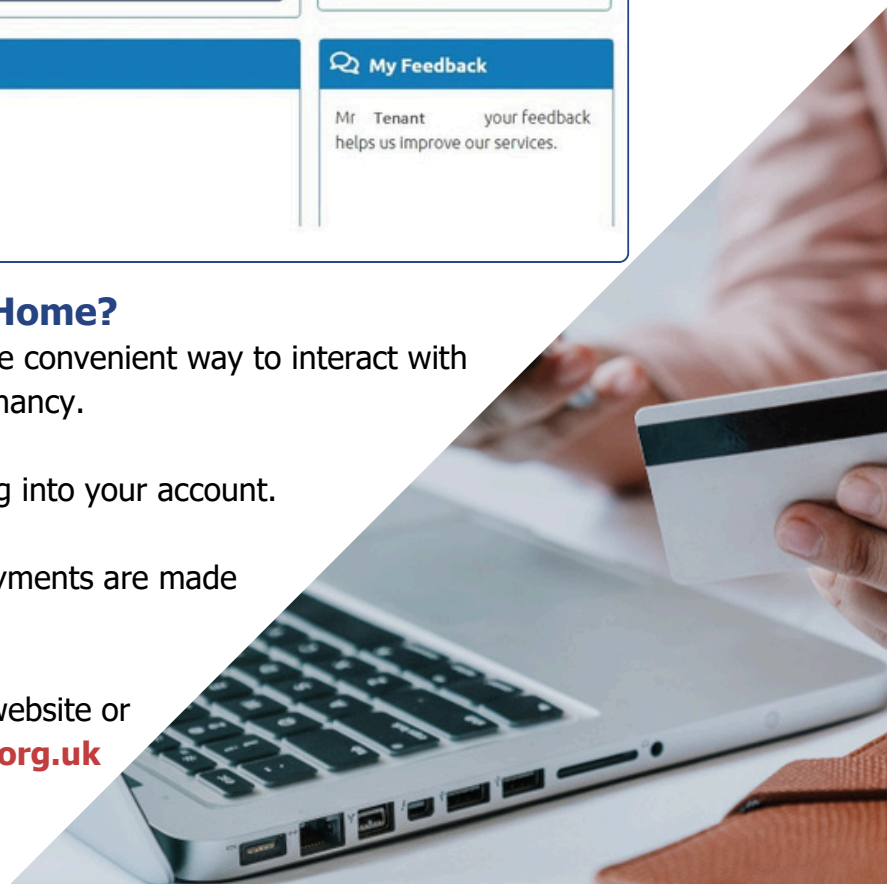
### How can I benefit from using My Home?

My Home is easy to use and gives you a more convenient way to interact with the Association, helping you manage your tenancy.

My Home is safe and secure, only you can log into your account.

No bank details are held in My Home and payments are made through a secure online gateway.

Simply click on the My Home button on our website or visit: <https://myhome.lochaberhousing.org.uk>



## These are just a few of the things you can do in My Home:

- ✓ Pay your rent and any other charges at a time that suits you
- ✓ View your rent account and any recent payments you have made
- ✓ Report a non-urgent repair and complete repairs satisfaction surveys
- ✓ View any repairs you have reported over the last 12 months
- ✓ Access your letters and tenancy documents
- ✓ Update your contact details
- ✓ Go 'paper free' and receive most documents by email
- ✓ Update changes to your household
- ✓ Take part in online surveys and tenant consultations.

## Registering is really easy and all you'll need is the following information:

### Register

---

**Your tenant number (if known)**

**Your National Insurance number**

**Your surname**

**Your year of birth**

**Your postcode**

**Your email address**

### Lochaber Housing Association

101 High Street, Fort William, PH33 6DG

Telephone: 01397 702530

Email: [housingmgmt@lochaberhousing.org.uk](mailto:housingmgmt@lochaberhousing.org.uk)

**My Home** tenant portal:

<https://myhome.lochaberhousing.org.uk>

