

My LHA Self-Service Online Account



Putting you in control of your tenancy 24/7

Your new My LHA self-service account helps you manage your tenancy day or night.

Using your self-service account will save you time and ensure you can easily manage your home when it suits you.

Your dash board will allow you to:



Check your notifications



Manage your tenancy details



Pay your rent



Report repairs



View your tenancy handbook



Report anti-social behaviour



Provide feedback



Contact us

Helping you keep control of your finances

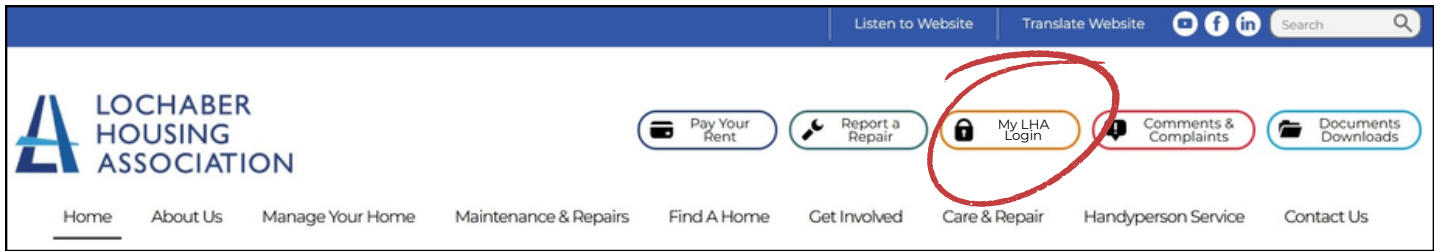
You can view your rent account, work out your budget and even set up a payment plan if you are struggling.

The screenshot shows the 'Rent account' screen. At the top, there's a 'Rent account' title and a 'Back to menu' button. Below that, the current balance is displayed as -£119.80. A warning message states: 'You have an outstanding balance on this account. This figure was correct as of 08 April 2026 14:30. This figure may not include housing benefit that is due to you.' At the bottom, there are several buttons: 'Make a payment', 'Struggling to manage?', 'Your budget', 'Payment plan', and 'Request a statement'.

The screenshot shows the 'Budget' screen. It features a 'Budget' title and a 'Back to menu' button. Below the title, there are two buttons: 'Start budgeting' and 'Review my report'. A 'Quick jump' section lists categories: Income, Household bills, Living costs, Finance, Family & friends, Travel, and Leisure.

The screenshot shows the 'Payment plan' screen. It has a 'Payment plan' title and a 'Back to menu' button. Below the title, it says 'Helping you to become debt-free.' and 'Current debt is £119.80.' There are several input fields and labels: 'Initial payment' (with a value of 0), 'What date would you like to start making your regular payments from?' (with a date of 08/04/2026), and 'How often would you like to make repayments?' (with a frequency of Monthly). A 'Next' button is at the bottom right.

You can access your account via the **My LHA** app on your smartphone or via the internet on your laptop or tablet.



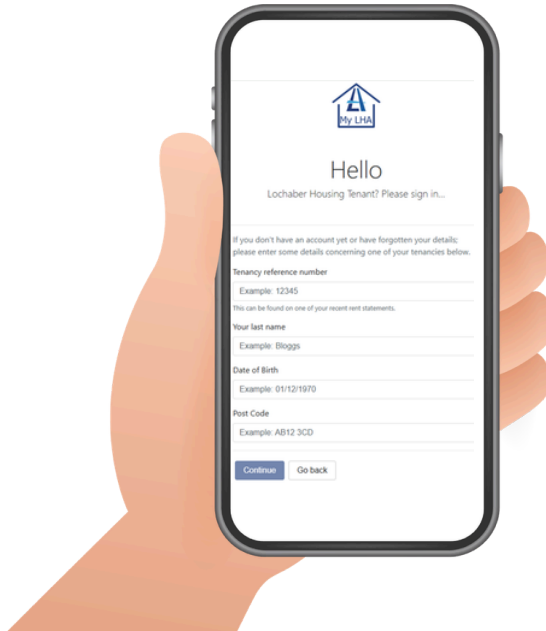
Registering is easy!

All you need to register is:

- Your tenancy reference number
- Your last name
- Date of Birth; and
- Your Post code

Then you're set to go!

If you previously used My Home, then you will still need to register.



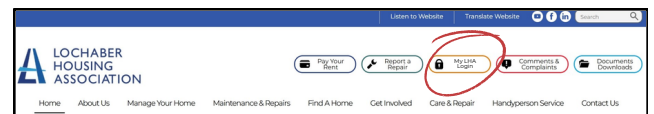
Get started

1. Look for the '**MyLHA**' App in your Android or Apple Play Store.



2. Visit:

www.lochaberhousing.org.uk/my-lha



3. Or scan the QR code



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