

Housing Brief

Advising and supporting our tenants to enjoy their homes

Your New Upgraded Self-Service Account Launches 5th May

Your **My LHA** self-service account gives you access to a number of key tenant services 24/7. Using your self-service account will save you time and ensure you can easily manage your home when it suits you. It is available via the LHA website login button, any web browser or the **My LHA** app on your mobile phone. You will use the same details wherever you sign in, whether that be on your computer, laptop, mobile phone or tablet.

Getting started..

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



Visit: www.lochaberhousing.org.uk/my-lha



Or scan the QR code



Features of My LHA

- Manage your rent account and make payments securely
- Budgeting planners
- Send LHA repair requests with photos
- Check the status of an existing repair
- Change your personal details
- Report anti-social behaviour
- Send your feedback and complaints
- Change your personal details

The old portal, My Home will shortly be switched off, so if you have previously used My Home, for example to pay your rent or report repairs, you will still need to register with **My LHA**.

Organisational Review

The Housing Association has undertaken an organisational restructure to ensure we are fit for the future and continue delivering high-quality, reliable services for our tenants and communities.

As part of this, we are streamlining our senior management structure, and replacing several senior roles with a more focused, modern leadership model. This approach strengthens accountability, brings leadership closer to frontline services, and ensures we are making the best possible use of our resources as a charitable organisation.

As a result, we are creating new Operational Lead roles across key service areas and these roles will play a vital part in delivering services, supporting teams and improving outcomes for our tenants.



Davie MacPhee

Following a recent recruitment process, Davie MacPhee who has worked for our subsidiary company LHA Property Services (LHAPS) since 2010 was recently appointed as LHAPS Operational Lead.

My Home service to end

Please note that the My Home portal will no longer be available after 28th May. Please register for our new upgraded online account called **My LHA**. See front page for more details on how to register and making rent payments.

It's OK not to be OK

In April staff at the Association welcomed Kirsty Hunter from Mikeysline. Kirsty gave an overview of the suicide prevention and mental health awareness and support that they provide throughout the Highlands.



Including:

- A support service every day of the year
- An innovative support network of Hives – providing mobile mental health support
- A campaign to remove the stigma associated with mental health.

Staff raised funds by baking and holding a raffle and raised £161 for this very worthwhile cause.

No one should suffer in silence..

For more information, visit: www.mikeysline.co.uk



Pictured are LHA staff Caryn, Lindsay, Siobhan and Bethany in a mobile support Hive.

Garden Competition 2026

The competition is now open to all tenants, sharing owners and owner occupiers of properties we factor and you can enter as many categories as you like!



Categories:
Best kept Garden
Best Vegetable Patch
Best kept Tubs/Pots/Hanging Basket



Nominations must be received
by **Friday 3rd July 2026**

Association judges will visit every address nominated
during the week of **13th July 2026**

Each winner will receive a £50 voucher
and runners-up will receive a £25 voucher.

If you would like to enter, all you need to do is pick a
category/s and telephone or email us. Simple!

01397 702530
info@lochaberhousing.org.uk

Rent Consultation

Thank you to everyone who responded to the rent consultation earlier this year. Your comments are invaluable and help support the running of the Association.

Everyone who responded to the consultation was entered into a prize draw.



Congratulations to May McNicol who has won £100.

We are committed to removing any barriers to communication. This newsletter can be produced in another format e.g. braille or large print upon request.

Where English is not your first language, LHA will provide on request, written information in your first language.

