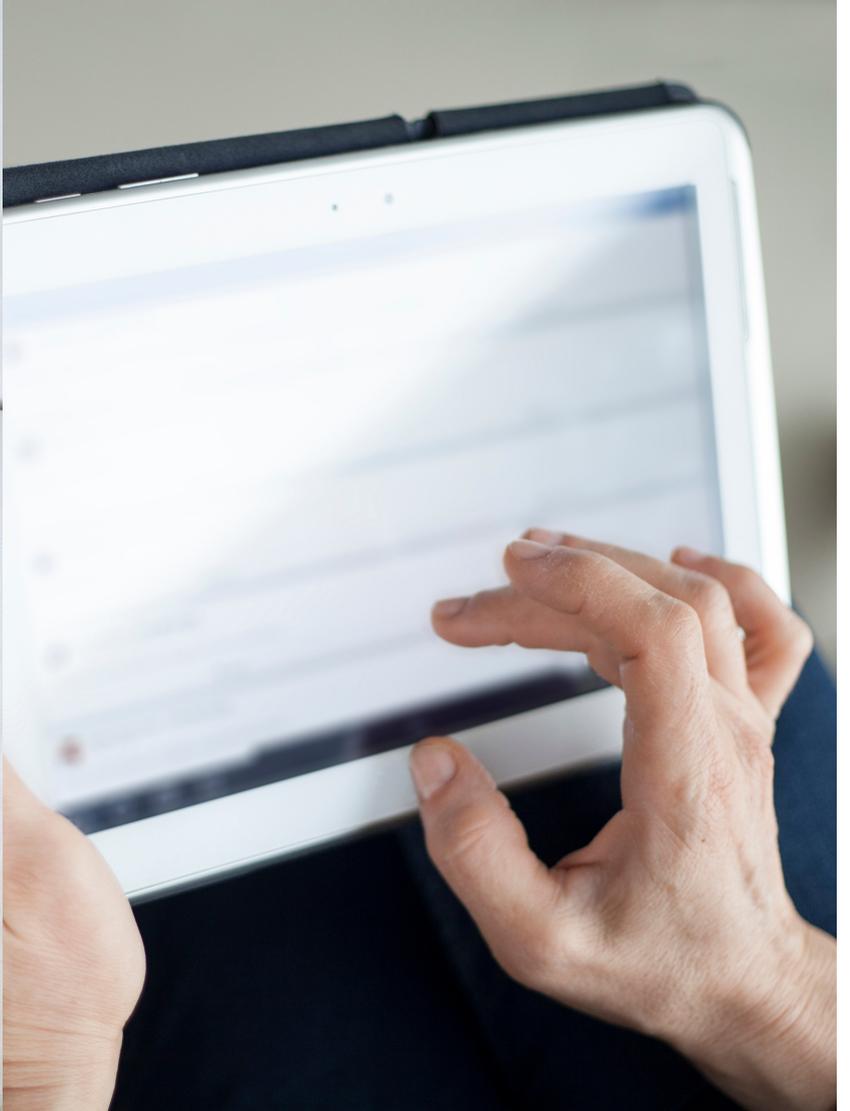
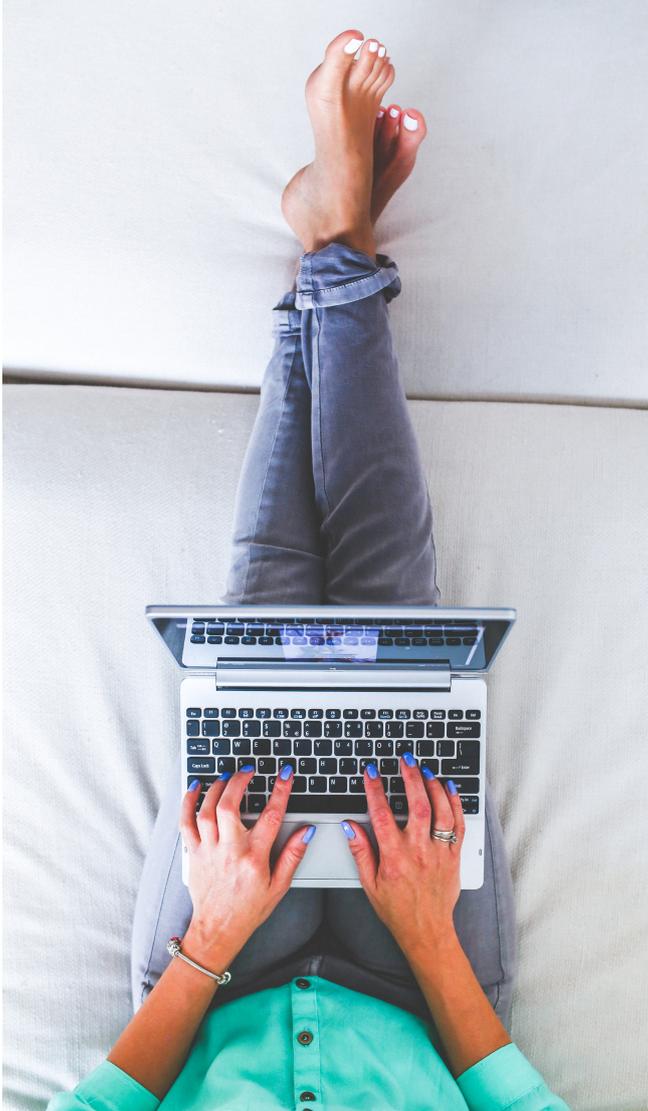


GUIDE TO USING THE MY HOME SERVICE



OCHIL VIEW
— Housing Association Ltd. —

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INTRODUCTION

Our My Home service is a tenant portal that can be accessed through our website at <https://www.ochilviewha.co.uk/>

This portal has been designed to help make it easier for tenants to carry out a range of tasks quickly. My Home is secure and confidential and is available to you 24 hours a day, 365 days of the year.

These tasks include paying rent, reporting repairs, accessing a wide range of tenant information and providing Ochil View with feedback on the services being provided.

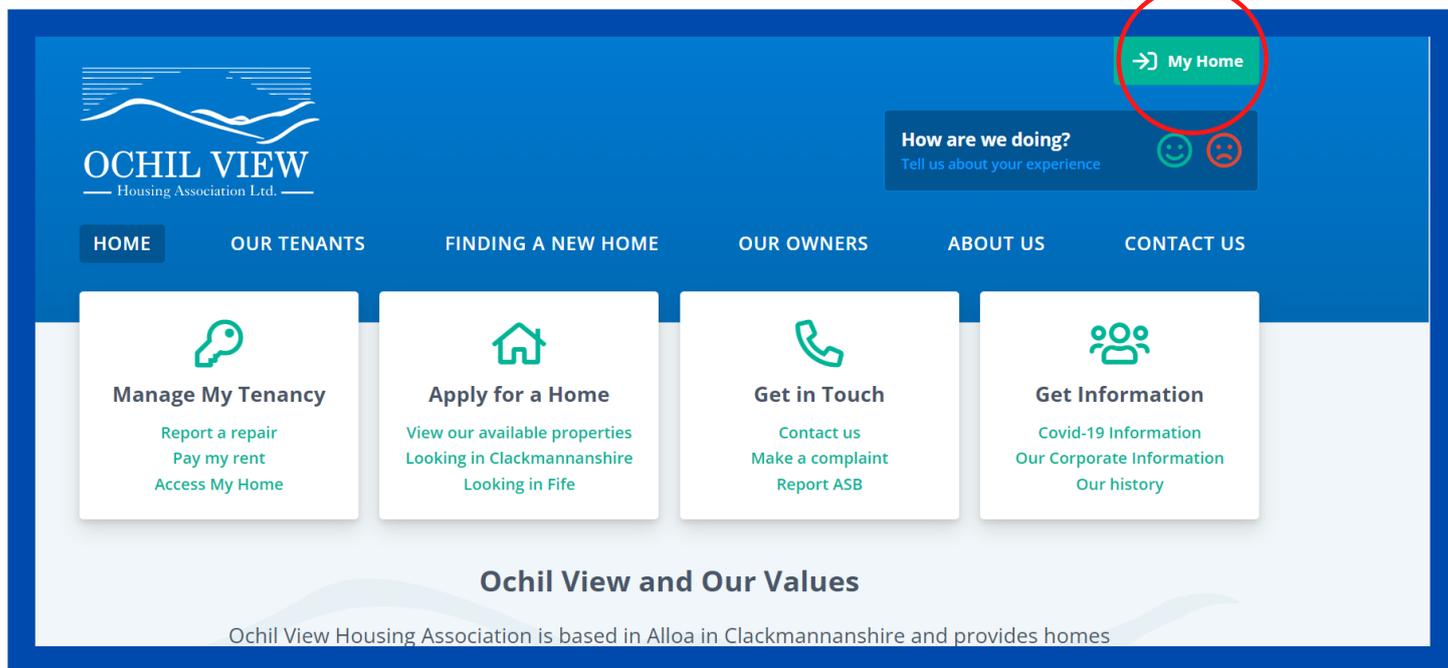
We have created this step-by-step guide to help those who have not used this tool before or are perhaps unsure how to carry out a particular task.

If you need any further help, or have any questions on this service, you can liaise with one of our Digital Champions. Just email us at: **housing@ochilviewha.co.uk** and we'll ask for a few details to get started.

We hope you find this guide useful.



GETTING STARTED



This is our home page on our website. If you click on the green box circled above, this will take you to the My Home access page, pictured below.

Log in

Your email address *

Your email address is a required field

Your email address is a required field

Your password *

Your password is a required field

Your password is a required field

[Forgotten your password?](#)

[Log in](#)

We can also accept applications for an account from someone acting on a tenant's behalf, for example someone who has Power of Attorney or other good reason to help a tenant manage their affairs.

[Apply for Friends & Family Access](#)

[Friends & Family Login](#)

Register

Your tenant number *

Your tenant number is a required field

Your surname *

Your surname is a required field

Your date of birth *

Day Month Year

dd mm yyyy

Your postcode *

Your postcode is a required field

Your email address *

Your email address is a required field

[Register](#)

GETTING STARTED

You will see from the previous picture that there are several options at this stage.

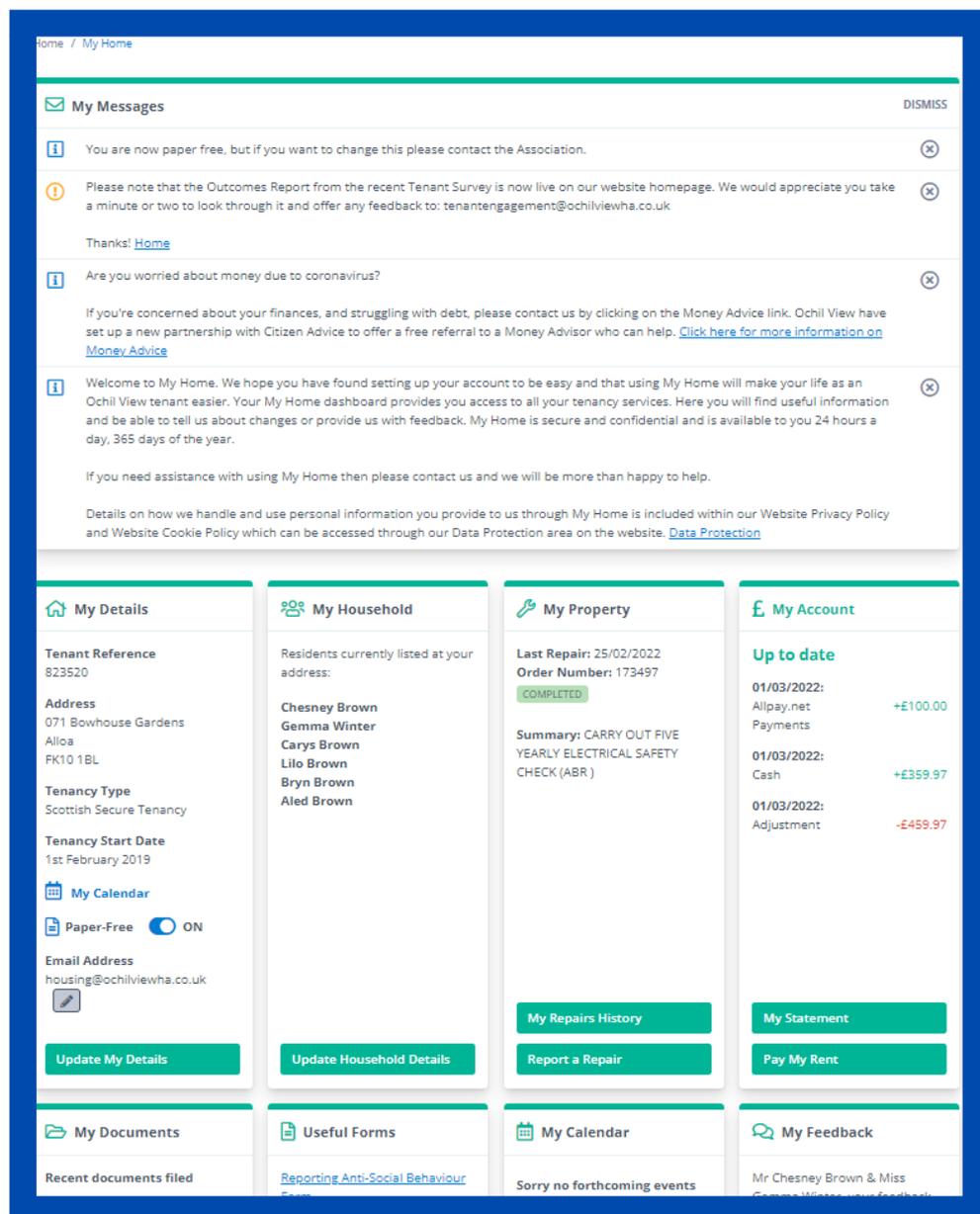
If you have already registered on My Home, you can simply enter your email address and password on the left-hand side to access your account. If you haven't yet registered, then you need to complete several details on the right-hand side. This includes your tenant number, so be sure to have that handy. Once complete, just click the register button underneath to get started.

If you need any help registering, please get in touch at:
housing@ochilviewha.co.uk

The other option on this page is at the bottom left-hand side for family and friends. You can click on this if you have agreed to access and use My Home on behalf of a tenant.

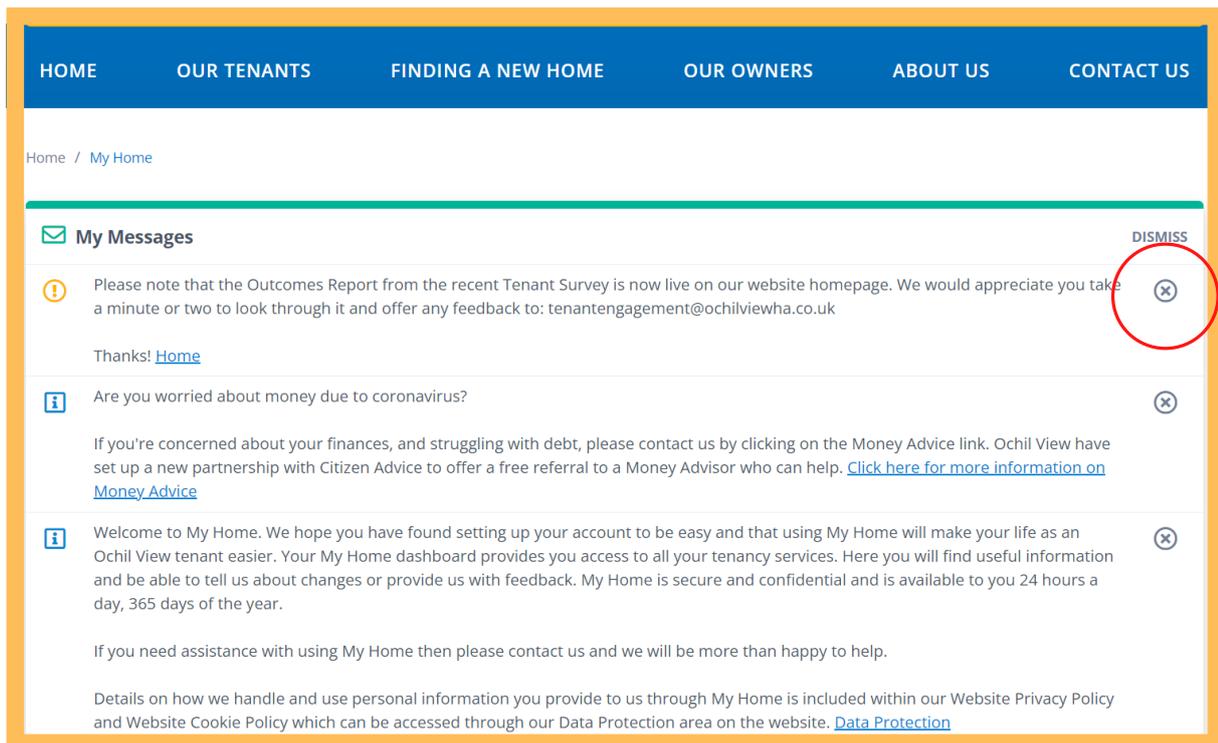
Once registered, you will receive an email to the email address you have provided. In this, there will be a link to get started.

This will take you to your Dashboard, which will look like this:

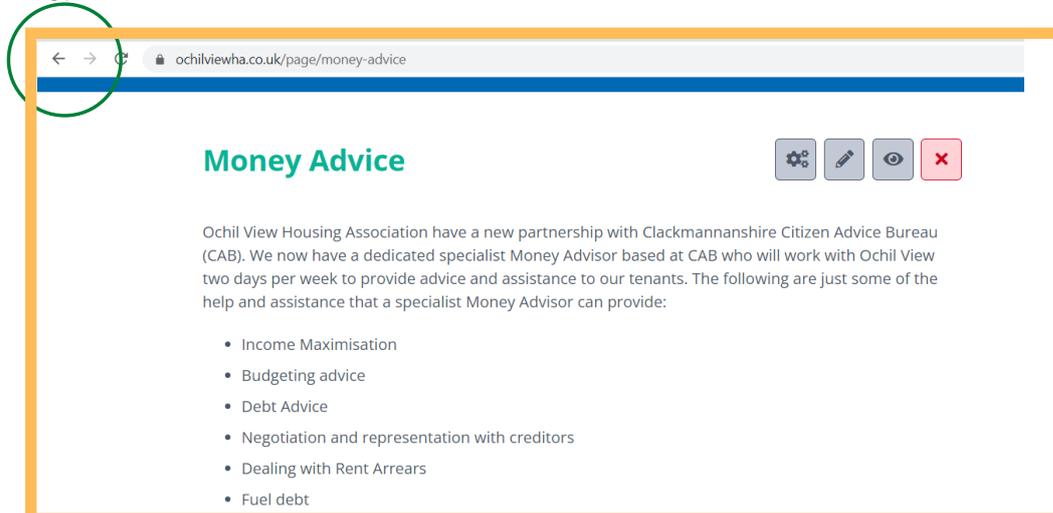


MY MESSAGES

Now we are at the Dashboard page, we will go through each option, starting with the Messages section at the top:



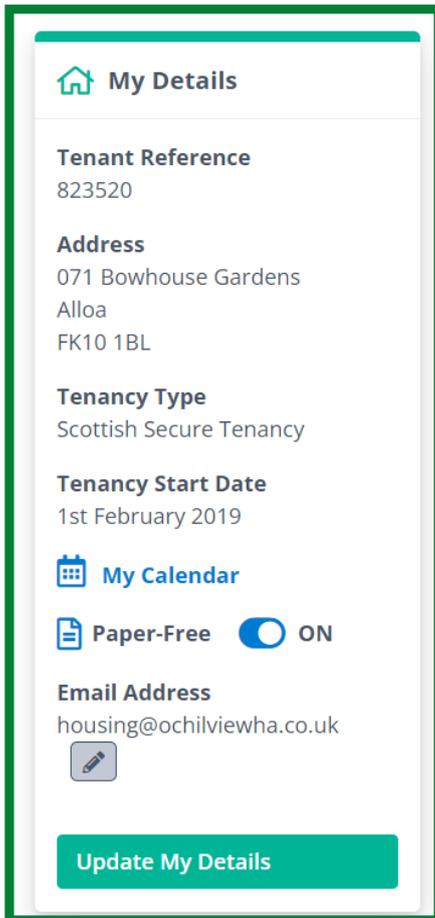
The messages section contains a range of information that could be important to you as a tenant. This includes updates on any changes to services, links to surveys, help around health and wellbeing and financial support etc. Simply click a link that you would like further details on. This will take you out of your Dashboard to a page such as this:



When read, just click the arrow button to go back (circled in green here). If you are happy to delete the message, you can click on the X underneath 'Dismiss' in the top picture.

MY DETAILS

Below the Messages section, you will find a range of information and options.



The first of these is entitled My Details.

This section is really your basic details - your tenant number, address, tenancy type, start date, access to your calendar and whether you wish to opt-out of being paper-free.

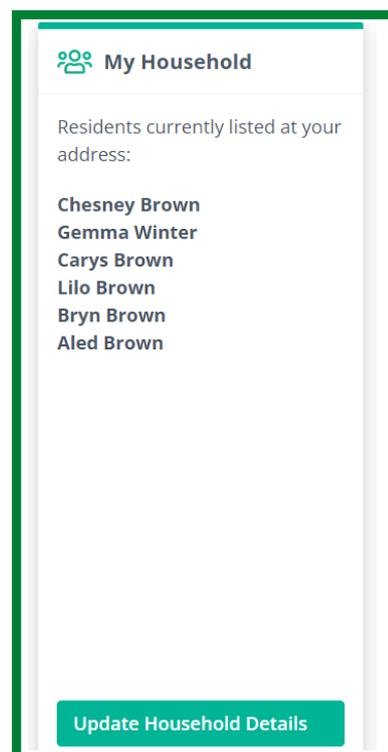
Should any of this information need updating, simply click on the 'Update My Details' button highlighted in green.

This will then take you to a separate page, where you can amend the information as required.

The second column on the dashboard page is entitled 'My Household'.

This is where you tell us who is living in your home and your contact numbers.

Like before, should this need updated, simply click on the green button at the bottom and you will be taken to the following page:



MY DETAILS

My Details

Mr Chesney Brown & Miss Gemma Winter

Name	Date of birth	Gender	National Insurance Number
Chesney Brown	26 Jul 1994	Male	
Gemma Winter	24 Aug 1990	Female	

My Household +

Name	Date of birth	Gender	Relationship		
Carys Brown	10 Dec 2019	Female	Daughter		
Lilo Brown	10 Dec 2019	Female	Daughter		
Bryn Brown	10 Dec 2019	Male	Son		
Aled Brown	10 Dec 2019	Male	Son		

Contact Details

Email address: housing@ochilviewha.co.uk 

Phone numbers: 

Telephone 1 0777777778
Telephone 2
Telephone 3
Telephone 4

My Home

Tenancy Forms

My Details

My Calendar
Change My Password

My House

My Account

My Documents

My Feedback

If you need to add someone else to your household, just click on the green + sign and add in the new information.

If you need to add/update your email address or phone numbers, just click on the edit button next to each (the pencil symbol), update and then press confirm. Or press the red X to remove a person.

Updating this section automatically sends an email to the Housing inbox and we will ensure all your details are correctly updated on our system.

MY PROPERTY

The column next to 'My Household' is titled 'My Property'.

This is all about any repair work that has been done at your household, current and historical.

The main information will highlight any current repair or most recent repair and the progress of this. You will see it will also have a date for when it should be completed and any additional notes.

There are two green options at the bottom. The first is 'My Repairs History', where you can see everything that has been done to your home since your tenancy began.

The second is your opportunity to report a repair through your My Home service.

We'll look at each next.

The screenshot shows a card titled 'My Property' with a wrench icon. It displays the following information: 'Last Repair: 25/02/2022', 'Order Number: 173497', and a green 'COMPLETED' status tag. Below this is a 'Summary' section with the text 'CARRY OUT FIVE YEARLY ELECTRICAL SAFETY CHECK (ABR)'. At the bottom of the card are two green buttons: 'My Repairs History' and 'Report a Repair'.

The screenshot shows the 'My Repairs History' page. At the top right is a green button with a wrench icon labeled 'Report a Repair'. Below the header, the user's reference number is '823520' and their address is 'Mr Chesney Brown & Miss Gemma Winter, 071 Bowhouse Gardens, Alloa, FK10 1BL'. A table lists repair records with columns for Order Number, Request Date, Description, and Status. A red circle highlights a speech bubble icon in the Status column of the first row.

Order Number	Request Date	Description	Status
173497	25/02/2022	CARRY OUT FIVE YEARLY ELECTRICAL SAFETY CHECK (ABR) Contractor: OCHIL VIEW HOUSING ASSOCIATION	COMPLETED 25/02/2022
173496	25/02/2022	REPAIR LEAK AT WC (ABR) Contractor: OCHIL VIEW HOUSING ASSOCIATION	COMPLETED 25/02/2022

This is your Repairs History screen. It shows reactive repairs in your property but not information on any communal, cyclical works or planned maintenance. The option circled in red can be clicked if you want to leave feedback on a particular repair. This is helpful to us as it can help shape future repairs for all tenants. Clicking on the green Report a Repair button at the top takes you to the next page.

MY PROPERTY

As you will see, there are several options on this page for reporting a repair.

Emergency repairs that require immediate attention should be reported via the phone numbers provided. Any Heating or Gas repairs should be directed to the Association's heating contractor.

All other repairs can be reported through the drop-down menu options. These will have several options to select from, this helps to clearly identify the issue. We may call you back for any further detail.

Below is an example of what the repair could be once you have selected the various options:

The screenshot shows a form with the following fields and values:

- Category: My electrics
- Sub-category: The common area lighting
- Issue: A common light fitting repaired
- Description: Repair fault with communal light fitting
- Quantity: 1
- Location: Communal area
- More information: Main light out in communal hallway.
- Button: Continue

[Home](#) / [My Home](#) / [My House](#) / [Report a Repair](#)

Report a Repair

Please use the repairs picker below to select the repair you wish to report. You may be contacted after logging the repair if we require additional information.

If our contractor finds that the repair is required due to wilful damage, neglect or other reasons then you may be charged for the repair.

If you have an emergency repair please contact our office immediately on 01259 722899 and do not continue to use the picker.

I have a problem with

Please note that repairs can also be reported in the following ways:

- By phone - 01259 722899
- By email - customerservices@ochilviewha.co.uk

Once you are happy with your details, simply click the green Continue button to log the repair.

Once you have submitted your repair, Property Services will receive an email and will action your request. They will allocate it to the appropriate contractor.

Please note this email is not manned over the weekend, therefore your repair may not be actioned until the next working day.

MY ACCOUNT

£ My Account

Up to date

01/03/2022:
Allpay.net Payments +£100.00

01/03/2022:
Cash +£359.97

01/03/2022:
Adjustment -£459.97

[My Statement](#)

[Pay My Rent](#)

This section cover your finances.

The large figure, either in green or red, will show your overall financial position, either in credit (green) or debit (red). If it says 'Up to date' like in this example, that means your balance is zero.

Underneath this, there is a brief summary of the latest transactions.

And at the bottom, there are two options in green. The first is My Statement and the second is Pay My Rent.

If you click on My Statement, you will get a more detailed breakdown of payments etc. since you started your tenancy.

An example of this can be seen below.

Home / My Home / My Account / My Statement

My Account Statement

Your Reference: 823520

Mr Chesney Brown & Miss Gemma Winter
071 Bowhouse Gardens
Alloa
FK10 1BL

[£ Pay My Rent](#)

To print this page, please click on the printer icon.

Up to date: £0.00*

Transaction Date	Transaction Type	Charges	Payments	Balance
01/03/2022	Allpay.net Payments		£100.00	£0.00
01/03/2022	Cash		£359.97	-£100.00
01/03/2022	Adjustment	£459.97		-£459.97
21/02/2022	Cash		£259.97	£0.00
14/02/2022	Allpay.net Payments		£200.00	-£259.97
01/02/2022	Adjustment	£459.97		-£459.97
28/01/2022	Standing Order		£209.97	£0.00
14/01/2022	Cash		£250.00	-£209.97

MY ACCOUNT

As you see on that picture, there is also the option to make a rent payment by clicking on the green button at the top right.

This will take you through to this screen:

Pay My Rent

Amount to pay

payments powered by
WorldPay

Standard Trading Terms and Conditions

1. General

1.1 Payments made on My Home relate only to the payment of rent and any other ancillary charges directly connected with the renting of a property (and charged in connection with rent), or, in the case of a Sharing Owner, relate to payment of the Occupancy Charge (and/or service charges and any other direct ancillary charges relating to their Occupancy Agreement).

1.2 "The Company" means Ochil View Housing Association Ltd

1.3 "The Tenant" is the party to whom the Company is requested to provide Services to, where the Tenant is a Tenant of the Company.

My Home
Tenancy Forms
My Details
My House
My Account
My Statement
Pay My Rent
My Documents
My Feedback

Simply type in the amount you want to pay and click the green button.

Below this, are a list of our trading terms and conditions, as well as information on services and refunds. Please make sure you read these before making any payment.

Our office details can be found at the end of these conditions.

MY DOCUMENTS

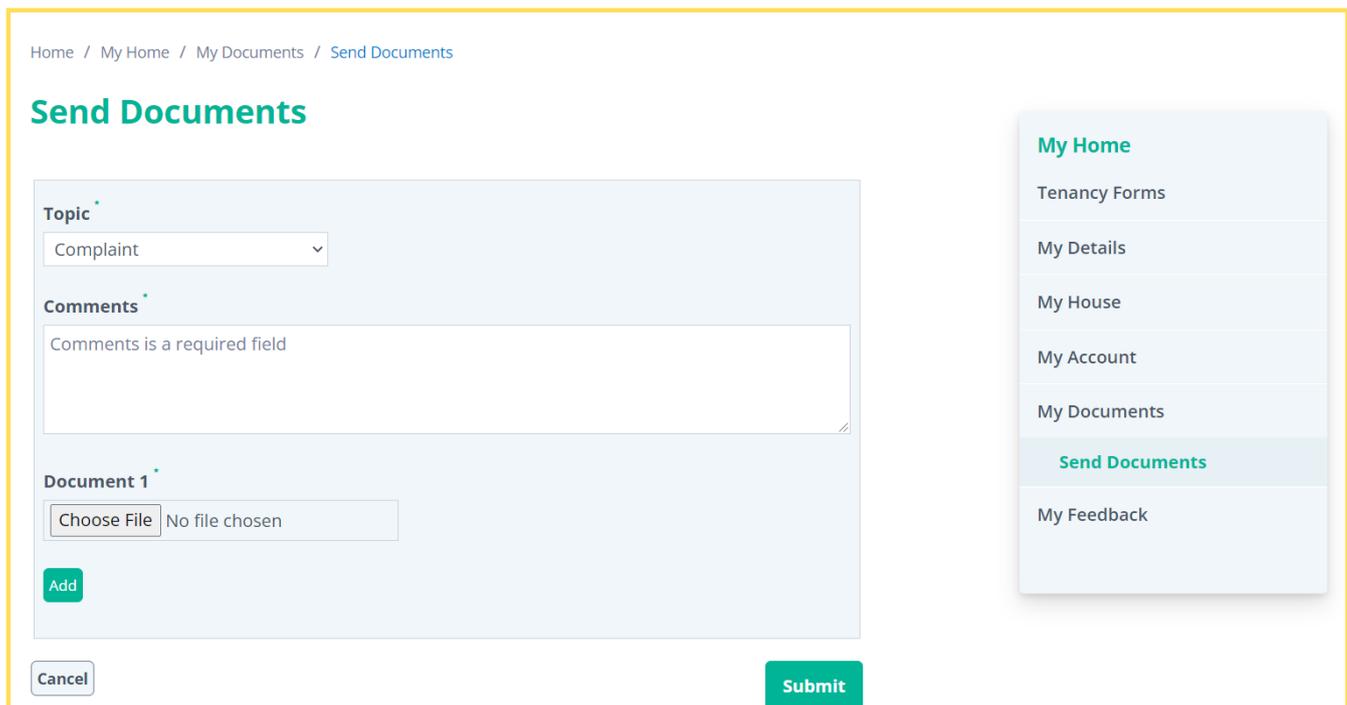
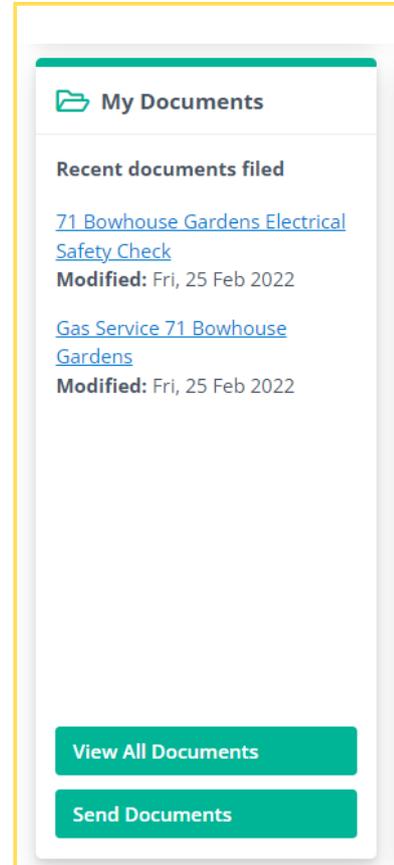
The next item on your Dashboard is the one entitled My Documents.

Here, you can view all documents that have been sent to you during your Ochil View tenancy. Just click on the View All Documents green button.

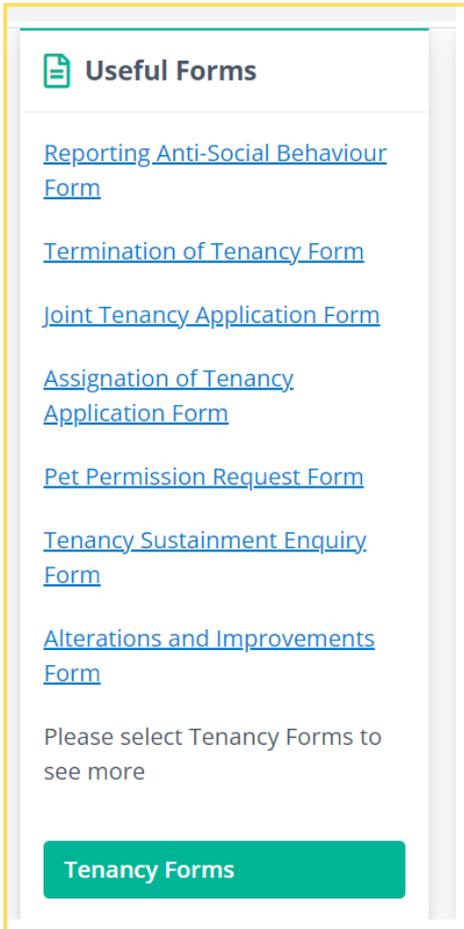
The other option here is to send us feedback and any documents you feel are relevant.

Below is the screen you will see when you click on Send Documents.

Simply choose the right option from the drop-down menu and any additional comments, along with an attached document if sending one. Then click Submit to send it to us.



MY DOCUMENTS



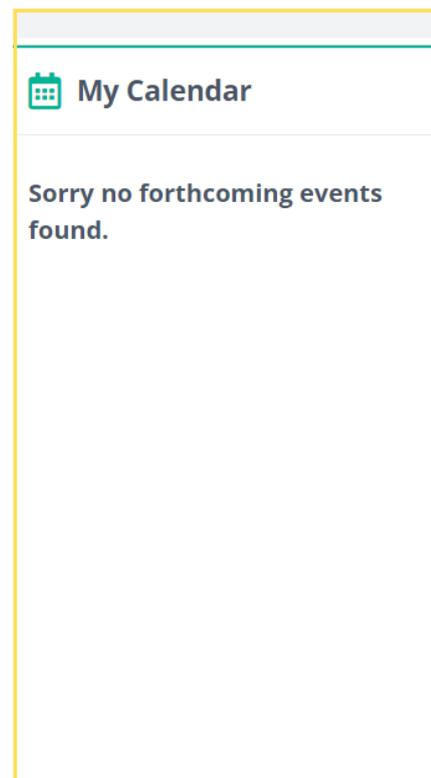
The next column on your Dashboard is one entitled Useful Forms.

This is really a library of information that might be important to you as a tenant.

If you can't see what you are looking for on the list, simply click the green Tenancy Forms button for more information.

Next to this, you will see the tab My Calendar.

This is where you will find agreed meeting dates with your landlord to discuss tenancy related issues.

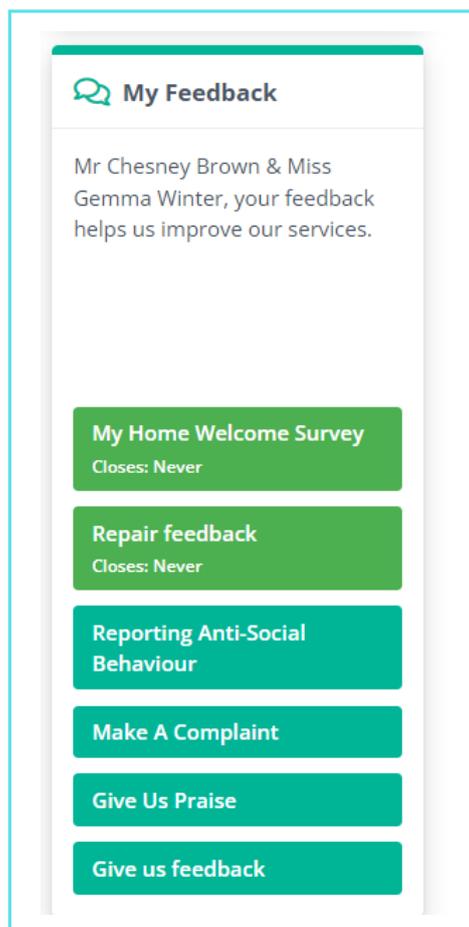


MY FEEDBACK

The My Home service also provides the opportunity for tenants to give their thoughts on the services they receive from their landlord.

The My Feedback column on your dashboard has a range of options to have your say. Simply click on the tab suitable for you and follow the instructions thereafter.

As you will see at the top of the options, you can also give us your thoughts on My Home. This helps us continue developing and shaping this tool for tenants.

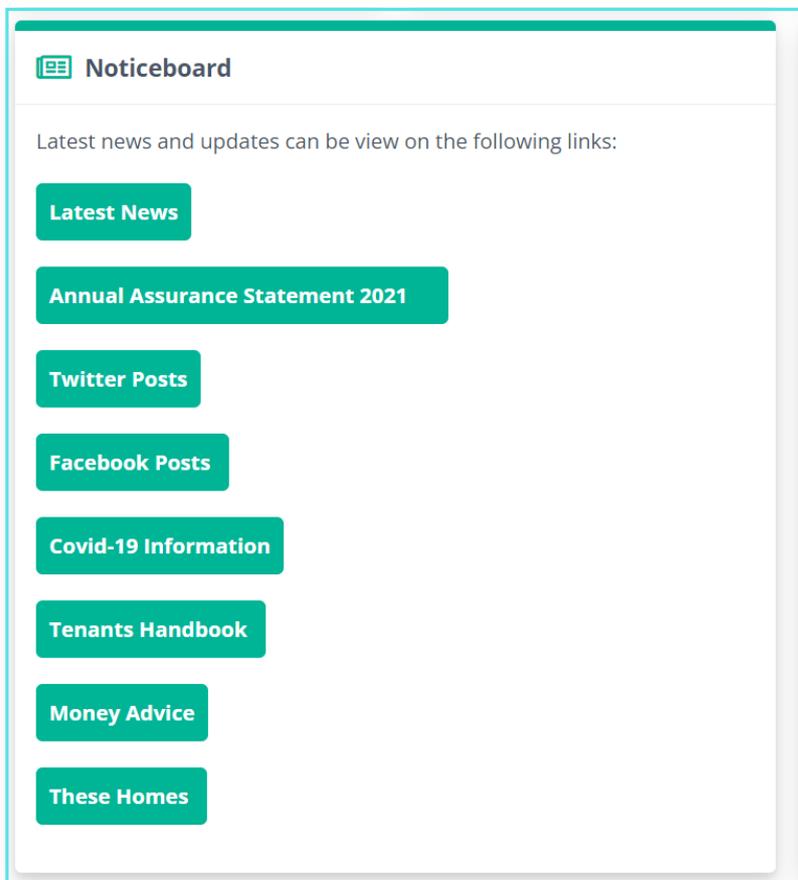


Below the Feedback column, you will find the Noticeboard.

This is a handy way to easily access the latest information from Ochil View from our social media, as well as key advice on money and our These Homes service.

You will also see a link to your Tenant Handbook here too. The Handbook contains a wealth of detail relating to your tenancy.

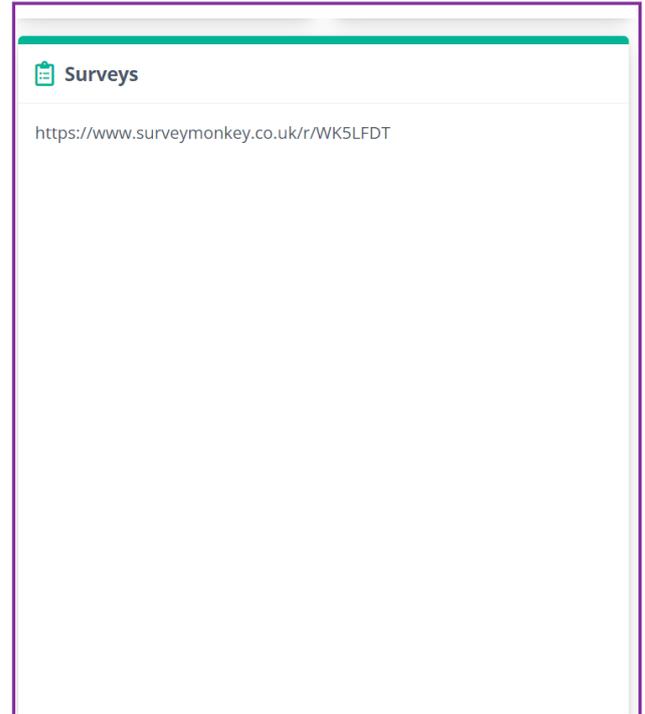
Simply click on the button needed to access the information.



MY SURVEYS

The last column on the dashboard is called Surveys.

This will have links to any current live surveys. Simply click on the one you wish to complete and follow the instructions from there.



CONCLUSION

We hope you found this guide to be useful. We would love to hear your thoughts and ideas on any ways we can improve the My Home tool. Simply click on the tab at the My Feedback section to let us know.

**Ochil View Housing Association
Ochil House
Marshall
Alloa
FK10 1AB**

Guide last updated: March 2022



<https://www.ochilviewha.co.uk/>



@Ochilviewha



@ViewOchil