



Customer User Guide



What is My Home?

My Home is an online customer account that lets you manage your property quickly and easily



Access your account 24/7



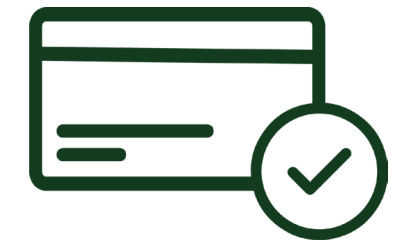
Stay updated



Raise repairs quickly



View your bills online



Pay easily and securely



View detailed cost estimates



Access all documents



Reach customer support



Add approved contacts

Signing up

New users need to sign up for an account

Email address

Mandatory field that must match the email address on your account

Postcode of unit address

Mandatory field that must match the postcode of the property on your account

If you've previously used My Home, you'll need to reset your password [here](#) to access it.

First name*

Last name*

Email*

Telephone number*

Postcode of Unit address*

Password*

Password confirmation*

Your password must:

1. Be at least 12 characters long.
2. Include at least one number.
3. Include at least one special character (e.g., !, @, #, \$).
4. Upper and lower case

By registering you are agreeing to our [Privacy Policy](#) and [My Home Terms and Conditions](#)

Last name

Mandatory field that must match the surname on your account

Password requirements

Your password must:

- Be at least 12 characters long
- Include at least one number
- Include at least one special character (e.g., !, @, #, \$)
- Include upper and lower case characters

Signing up

Only unit owners can sign up for My Home. However, unit owners can add approved contacts to their account.

Do you own the unit you are logging in for?

YES NO

Additional Information

Please provide customer account number

Your customer account number can be found on your invoice

99999000001

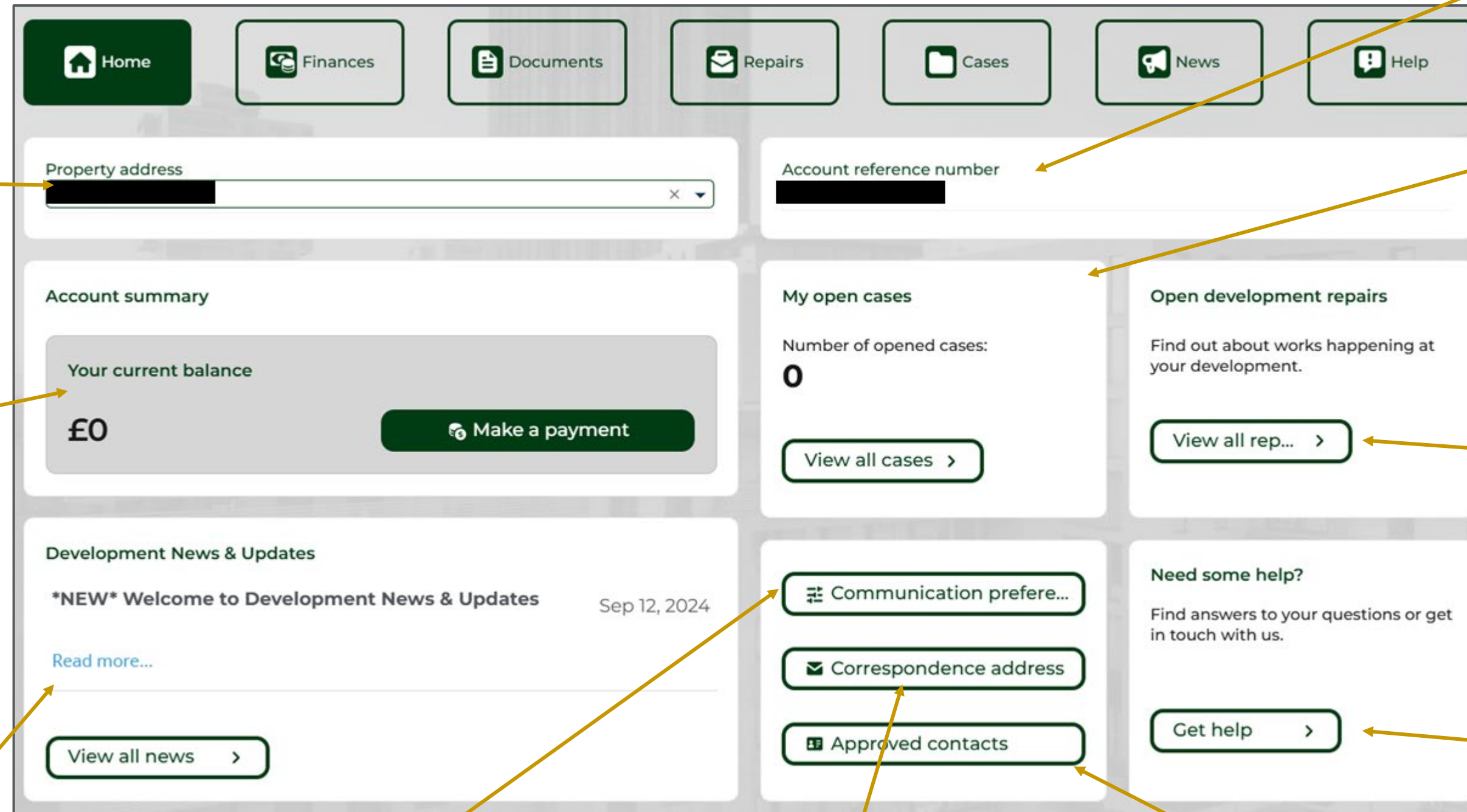
What was the date you purchases the property?

Month*
1

Year*
2017

Customer account number
11-character reference found on your latest invoice or statement

Homepage



My Profile
Change password, update contact number, log out



Account reference number
Account reference number for the selected property

My open cases
View your open cases

Property address
Address of the selected property. Dropdown menu shows other addresses if multiple accounts linked

Account summary
Shows your current balance and an option to make a payment by card, bank transfer or Direct Debit

News & updates
Read the latest news articles about your development

Open development repairs
View the latest repair works requested at your development

Help
Get answers to frequently asked questions or contact us

Communication preferences
Opt-in to receive development news and go paperless

Correspondence address
Update your address for postal correspondence

Approved contacts
Add approved contacts to your account and set their access rights

Finances

Check your latest transactions, access your invoices, and make a secure payment

The screenshot shows a user interface for the 'Finances' section. At the top, there is a navigation bar with buttons for Home, Finances (highlighted), Documents, Repairs, Cases, News, and Help. Below this, there are two input fields: 'Property address' and 'Account reference number'. The main content area is divided into two columns. The left column contains an 'Account summary' section showing 'Your current balance' as '£0' and a 'Make a payment' button. The right column contains a 'View Invoice Documents' section with a 'View Invoices >' button. At the bottom, there is a table of transactions with columns for Transaction date, Description, Due date, Amount due £, Received £, and Balance £. To the right of the table are 'Print transactions' and 'Export transactions' buttons. Three callout boxes with yellow borders and arrows point to these features: 'Account summary' (pointing to the balance and payment button), 'View invoices' (pointing to the 'View Invoices >' button), and 'Export & print transactions' (pointing to the 'Print transactions' and 'Export transactions' buttons).

Account summary

Shows your current balance and an option to make a payment by card, bank transfer or Direct Debit

View invoices

Access your invoices and other important documents

Transactions

Shows your transactions in a list with your most recent at the top

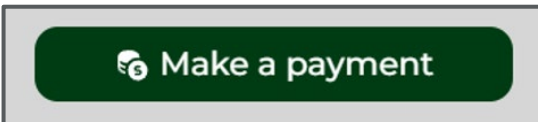
Export & print transactions

Export your transactions as an Excel spreadsheet or print a hard copy

Setting up a Direct Debit (1)

Automated payments for total peace of mind

Make a payment
Can be found on the homepage and 'Finances' page



Select payment method

- Set up a Direct Debit
- Bank transfer
- Card payment

Set up a Direct Debit

Account Reference
[REDACTED]

Address
[REDACTED]

Direct Debit details

Please select how you would like us to collect your Service Charges

In Full (invoice collected in one payment) ←

Preferred Direct Debit Collection Date
24th


Please confirm you are the account holder
Yes

Please confirm you are the only signatory required to authorise this Direct Debit
Yes

No
Yes

The Direct Debit Guarantee

- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.
- If there are any changes to the amount, date or frequency of your Direct Debit FirstPort Ltd will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request FirstPort Ltd to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit, by FirstPort Ltd or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society.
 - If you receive a refund you are not entitled to, you must pay it back when FirstPort Ltd asks you to.
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.



Next

Direct Debit frequency
Options will be displayed based on the terms of your lease or transfer document

Setting up a Direct Debit (2)

Automated payments for total peace of mind

Set up a Direct Debit

Account Reference
[REDACTED]

Address
[REDACTED]


Bank account details

Name(s) of Account Holder(s)
-

Bank/Building Society Account Number
-

Branch Sort Code
-

The Direct Debit Guarantee



- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.
- If there are any changes to the amount, date or frequency of your Direct Debit FirstPort Ltd will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request FirstPort Ltd to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit, by FirstPort Ltd or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society.
 - If you receive a refund you are not entitled to, you must pay it back when FirstPort Ltd asks you to.
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.

Next

Enter your **bank account details**

Direct Debit Setup Successfully

Thank you for setting up a Direct Debit.

We'll send confirmation of your Direct Debit instruction and details of any payments within the next three working days. Notification that this document is available to view on My Home will be sent to [REDACTED]

We'll also lodge your Direct Debit instruction with your bank within the next ten working days.

Click **Next** and a check will be completed on the bank account details. You'll then be presented with a review screen to confirm your details before being notified that the Direct Debit setup has been successful

Documents

Access your important documents in an instant

The screenshot shows the 'Documents' page in the Firstport system. At the top, there is a navigation menu with buttons for Home, Finances, Documents (highlighted), Repairs, Cases, News, and Help. Below the navigation, there are two search input fields: 'Property address' and 'Account reference number'. A message states: 'We are currently migrating all your documents, so you may notice some are missing. If you cannot find a document you need, please raise a case for a document request.' Below this message, there are filter options for 'Category' and 'Subcategory', and a 'Created on' date filter. A search bar is also present. The main content is a table of documents with columns for Preview, Created on, Title, Category, and Subcategory. The table lists five documents, with the most recent at the top.

Preview	Created on	Title	Category	Subcategory
	11/10/2024 15:39	Payment Reminder Letter1 - 11 Octob...	Customer Finance	Credit Control Letter
	02/09/2024 18:43	[REDACTED] 02 September 2024...	Customer Finance	Customer Invoice
	02/09/2024 18:43	[REDACTED] 02 September 2024 ...	Customer Finance	Customer Invoice
	28/06/2024 20:29	Customer Info Letter - 28 June 2024 - ...	Customer Communication	Customer Communication
	10/04/2024 01:00	[REDACTED] 10 Apr 2024 - Ref: ...	Customer Finance	Customer Invoice

Filter your documents by category or subcategory

Documents are displayed in a list with the most recently added at the top

Search for specific documents using keywords

Repairs

Raise a repair and track the status

The screenshot shows the 'Repairs' section of a user interface. At the top, there are navigation tabs: Home, Finances, Documents, Repairs (highlighted), Cases, News, and Help. Below the tabs are two input fields: 'Property address' and 'Account reference number'. A message reads: 'Find out about maintenance or major works happening at your development.' Below this is a button labeled '+ Raise a new repair case'. A table lists repair records with columns for Job Status, Job Type, Description, Raised Date, and Estimated completion date.

Job Status	Job Type	Description	Raised Date	Estimated completion date
Completed	Planned	27830 Annual Smoke Vent Testi...	01/01/2023	01/01/2023
Completed	Planned	27830 Monthly safety review	01/01/2023	01/01/2023
Completed	Reactive	TV gear socket installation in co...	12/12/2023	12/12/2023
Paid	Reactive	Smoke alarms testing in commu...	12/12/2023	12/12/2023
Completed	Planned	Grounds maintenance 21 visits 1/...	01/01/2024	01/01/2024

Raise a new repair case

Click here to request a new repair.

Doing so creates a case which will be viewable in the 'Cases' section. The repair will be visible here once an order has been raised.

See a list of repairs raised at your development

Cases

Raise a case and track the status

Raise a new case

If you need to contact us about any of the following, you can raise a case quickly and easily and we'll make sure it gets sent to the relevant team:

- Customer portal/my account
- Documents request
- Feedback
- Invoice & payments
- Selling/re-mortgage
- Keys, fobs & permits
- Neighbourhood issues
- Query a repair/maintenance issue
- Request consent

View open cases

View a list of cases you've raised and check their status. See more detail by clicking the blue hyperlink

You will receive any responses relating to a case via email. If you need to contact us about a case, please include the case number in the subject line of your email.

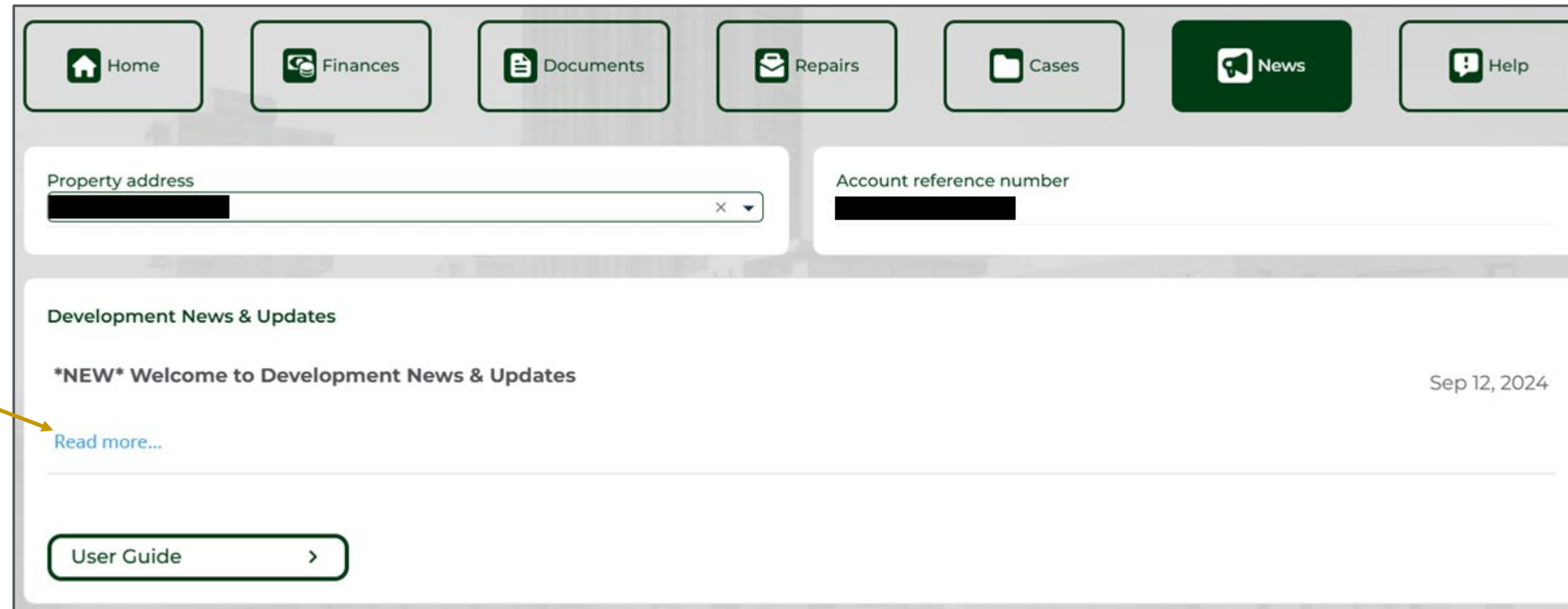
Number	Subject	Category	Created on	Status
SR00134344	Webform enquiry	Invoice & payments	13/08/2024 15:56	Your case in now closed
SR00065267	Webform enquiry	Documents Request	20/06/2024 10:54	Your case in now closed
SR00065087	Webform enquiry	Documents Request	20/06/2024 10:24	Your case in now closed
SR00065001	Webform enquiry	Documents Request	20/06/2024 10:09	Your case in now closed

Development News & Updates

Read the latest news and updates for your development

News & updates shows the latest news articles added for your development.

Note: You can receive notifications whenever a new update has been published by opting-in to development news & updates in the 'Communications preferences' section on the homepage



Help

Browse FAQs for answers on a range of topics, or get in touch with us

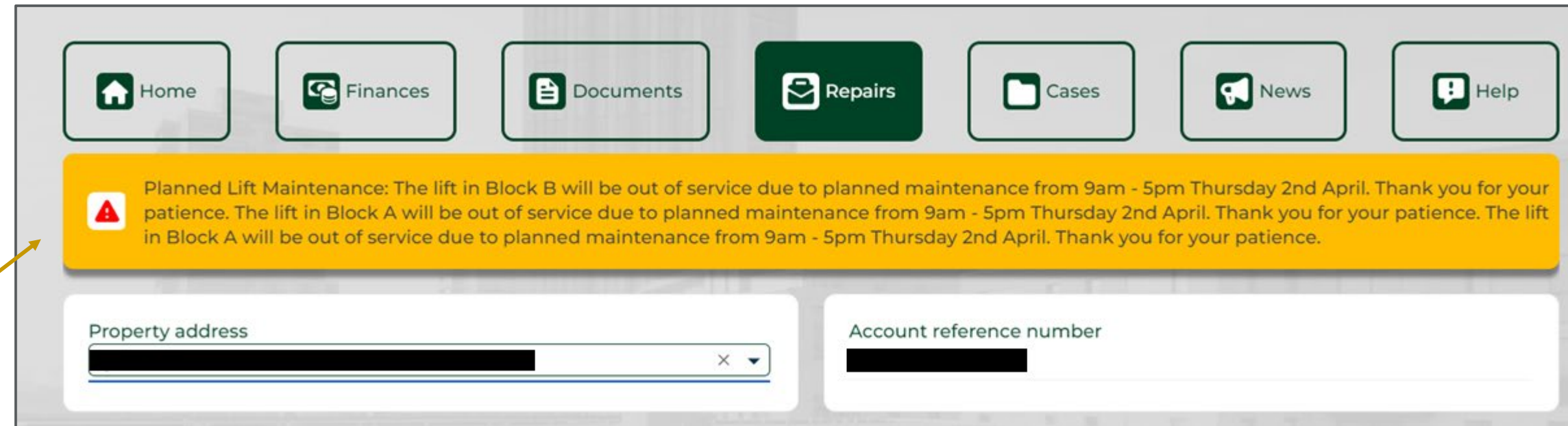
The screenshot shows a user interface for a 'Help' section. At the top, there is a navigation bar with seven tabs: Home, Finances, Documents, Repairs, Cases, News, and Help. Below the navigation bar are two search input fields: 'Property address' and 'Account reference number'. Underneath these fields is a 'Select category' section with a grid of nine dark green buttons. An arrow from a text box on the left points to the 'Payments' button.

Select category		
Payments	My Home help	Service charges explained
What is property management?	Buying & selling a home	Consents
Maintenance, improvements & repairs	Residents' queries	Feedback

Help gives you answers to frequently asked questions on a range of topics. If you can't find the answer you can contact customer support

Banners

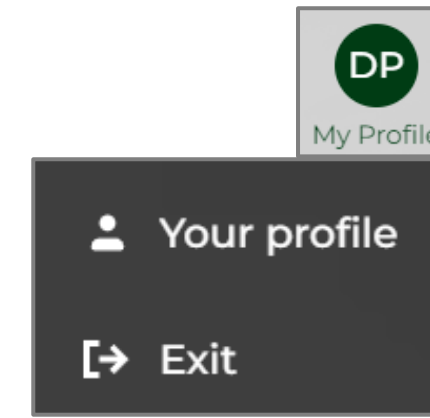
View urgent and critical updates in an instant



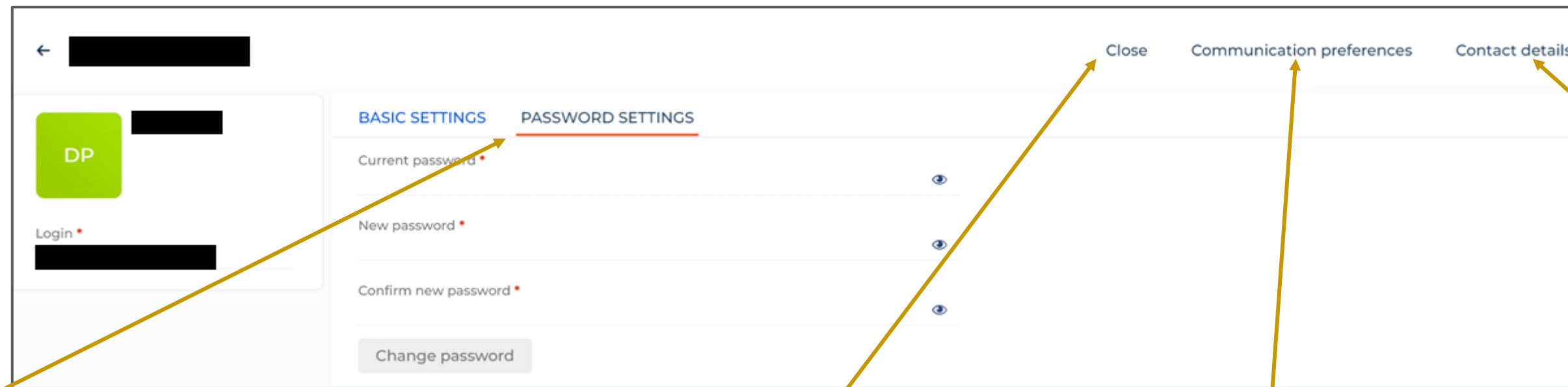
Banners alerting you about urgent and critical updates will appear at the top of the homepage when you log in

Profile

Change your password, update your contact number, and securely log out



My Profile
Access your profile or click 'Exit' to log out



Select **Password settings** to reset your password

Click **Close** to exit

Visit **Communication preferences** to go paperless and opt-in to receive development news & updates

Click **Contact details** to update your phone number

Adding an approved contact

Easily add others to your account so they can also stay up-to-date

Add an approved contact
Click here to add an approved contact (opens the screen below)

+ Add an approved contact					
Contact	Role ^	Valid from	Valid to	Finance	Key + :
██████████	Family/Friend	25/04/2024		<input type="checkbox"/>	<input type="checkbox"/>

Access permissions
Tick boxes to choose what your approved contact has access to:

- Finance
- Keys, fobs and permits
- Maintenance
- Document notifications

Cancel Save

An email will be sent to the email address provided below confirming they have been added as an authorised contact for your account and asking them to register for My Home.

Role *

The standard permissions will allow your approved contact to raise cases, access maintenance and repairs related to the development and receive alerts and notifications.

Finance ⓘ

Keys, Fobs & Permits ⓘ

Maintenance ⓘ

Document notifications (where customer account is set to eBilling) ⓘ

First name *

Last name *

Telephone number *

Email address *

Save
Click here to save your approved contact

Enter **contact information** for your approved contact

Managing approved contact access

Valid to
Set an end date to disable access on a specific date

Access permissions
Tick boxes to access on or off for specific information

Reference
Account reference access is being granted for

Click here to **save all** changes

Click **Discard** to cancel any changes

The screenshot shows a table with columns: Valid from, Valid to, Finance, Keys, Fo..., Mainten..., and Refe +. A row is highlighted with a date of 25/04/2024. Below the table are 'Save all' and 'Discard' buttons. Callouts explain the 'Valid to' date, the 'Access permissions' checkboxes (with 'Mainten...' checked), the 'Reference' field, and the 'Save all' and 'Discard' buttons.

	Valid from	Valid to	Finance	Keys, Fo...	Mainten...	Refe +
⋮ ↻ d	25/04/2024		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	██████████

Save all Discard

Setting communication preferences

Go paperless

Choose e-billing to receive instant notifications when your bill is ready and documents are added

← Cancel

Why go paperless?

- Cut down on paper and envelope mess
- Instant notification when your bill is ready
- Keep documents together and safe online

Would you like to receive paperless communication?

Yes, I'll opt in

No, I'll continue receiving paper communicati...

Development News & Updates

Would you like to be alerted when there is new information about your development on My Home?

Email

News & Updates

Opt-in to receive notifications whenever a new article or update has been published about your development

Marketing updates

If you'd like to receive marketing updates from FirstPort and sister companies, please select all your preferred methods of communication:

- Email
- SMS

Critical and urgent alerts

We may need to urgently contact you regarding an issue at your development, such as a water leak.

Please confirm your preferred method of communication for these alerts:

- Email
- SMS

Cancel

Save

Critical alerts

Choose your preferred method of communication when we need to contact you about an urgent issue

How do I sign up?

Sign up today at
myhome.firstport.co.uk

