

My Home Tenant Portal



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Ochil View Housing Association Limited is a registered society under the Co-operative and Community
Benefit Societies Act 2014 and with the Scottish Housing Regulator No HAL 213
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HAPPY TO TRANSLATE

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About My Home

Ochil View has a tenant portal which, is called My Home. It is designed to make your life as an Ochil View tenant easier. It is an online, one-stop place to organise and access all your tenancy services. My Home is secure and confidential and is available to you 24 hours a day, 365 days of the year.

Once registered on My Home you will be able to see information about your tenancy and at the same time carry out various tasks to keep your tenancy records up to date or communicate with us. The main areas that you will find on My Home and an idea of what you will be able to see and do are: -



My Messages

This area is where we will leave you a message or important information



My Household

This is where you can tell us about changes in your household



My House

See your repair history or report a repair



My Account

View your rent account and make secure rent payments



My Tenancy

Information on your tenancy such as your tenancy start date, a calendar with useful dates e.g. gas service due date, bin collection information



My Documents

See a copy of all letters and messages between you and Ochil View



My Feedback

Give us your views by completing surveys and questionnaires



Useful Forms

This is where you can apply for permission, e.g. alterations to property, keeping a pet. You can also find other useful forms in this area.

Signing up to My Home will allow you to go paper free for a faster, greener and more cost-effective service. You will also be able to communicate with us by sending in any complaints, messages or even photographs.

How To Register

Registering for a My Home account is easy. You can do this by logging onto our website at www.ochilviewha.co.uk where you will see the My Home login area at the top of the page in a green box.

You can register using a computer, tablet or your phone, it works well on all of them. You will need your tenant account number to register which can be found on the front of your tenancy agreement. Please also note if you are a joint tenant you will need the first tenants date of birth to register for the first time.

When you are registered for My Home you will see your tenant dashboard.

If you receive help from a family member or a friend, then you can arrange for a Friends & Family My Home account. This enables someone else to have access to My Home on your behalf. This could be someone who has Power of Attorney to help you manage your affairs however, it doesn't have to be as you can authorise for someone to have access on your behalf.

If you wish to register and would like help with this or further information on all the areas of My Home or more information on Friends and Family then we have dedicated staff at Ochil View who are our Digital Champions and will be happy to guide you through registering and all the tasks that you will be able to do on My Home. The Digital Champions can guide you through all the options and make sure you are getting the very best out of your My Home account.

For more information or a referral to our Digital Champions please phone the office on 01259 722899 or email us at housing@ochilviewha.co.uk