



MyAccount leasehold



Happy living for the years ahead



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What is **MyAccount**?

MyAccount allows Anchor customers to securely access their personal information including rental and leaseholder account details.

In the future we will look to expand **MyAccount** to enable customers to complete a variety of tasks including repair requests and online surveys.

The information that you can see on **MyAccount** is live so it's up-to-date. It is the same information used by us at Anchor.

MyAccount can be accessed from the Anchor website (www.anchor.org.uk).

Leasehold customers – online statements

One of the key benefits of **MyAccount** is it allows leasehold customers to securely access information about their service charge account including balances and payments. This is the first time that leasehold customers have had access to their accounts and **MyAccount** ensures that leasehold customers can always get up-to-date information about their balance and payment details.

After successfully logging into **MyAccount** you will need to select the required service. In this case you would click the blue highlighted link below Leasehold customers.

| |
|---|
| Leasehold customers |
| Check your service charge account balance and see a full statement of all your service charge payments. |
| Register for an account / Login to your account |

This will open the Your Account Overview screen. This initial screen is an overview of the accounts you hold with Anchor. Multiple accounts will be shown where relevant. The information in these accounts cannot be edited or deleted.

The information available on this screen is:

- 1 **Payment reference** will show the unique reference number of this account
- 2 **Account address** will display the property address of this account
- 3 **Account type** shows the account type
- 4 **Account start date** indicates the date that the account starts
- 5 **Current account balance** will show the current balance of the account

- 6 **Account status** will show this as a current or former account
- 7 **Payment method** will display the payment method of the account
- 8 Clicking on the [Click here for further details](#) takes you to your account service charges page

Leasehold customers

| | |
|--------------------------------|--|
| Payment Reference | <input type="text"/> |
| Account Address | <input type="text"/> |
| Account Type | LEASEHOLD SERVICE CHARGE ACCOUNT |
| Account Start Date | 01/02/2011 |
| Current Account Balance | 152.09 DR |
| Account Status | Current |
| Payment Method | Standing Order |
| | Click here for further details |

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The account service charge screen displays the charges that have been applied to this account and the periods that the charges applied from and to. The first section is the account information – this helps to ensure you are in the correct account where multiple accounts exist.

The information available on this screen is:

- 1 **Payment reference** shows the unique reference number of this account
- 2 **Account type** shows the account type
- 3 **Current account balance** will show the current balance of the account
- 4 **Payment method** will display the payment method of the account

Lorthgate Self Serve Home Account Service Charges

Account Service Charges

Payment Reference:

Account Type: LEASEHOLD SERVICE CHARGE ACCOUNT

Current Account Balance: 152.09 DR

Payment Method: Standing Order

The next section is a history of the charges that have applied to this account. The current or most recent is always at the top.

The information available on this screen is:

- 1 Search **from** and search **to** with the search button
- 2 **Service** is a description of the service applied to the account

- 3 **Start date** is the date the service is charged from
- 4 **End date** is the date the service is charged to
- 5 **Monthly charge** is the monthly cost of this service
- 6 Clicking on [Go to account statement](#) provides a detailed statements for the account

| Service | Start Date | End Date | Monthly Charge |
|--|------------|------------|----------------|
| Service Charges (not Supported) / GMS March Year End | 01/04/2014 | 31/03/2015 | 154.59 |
| Service Charges (not Supported) / GMS March Year End | 01/04/2013 | 31/03/2014 | 152.09 |
| Service Charges (not Supported) / GMS March Year End | 01/04/2012 | 31/03/2013 | 147.45 |
| Service Charges (not Supported) / GMS March Year End | 01/04/2011 | 31/03/2012 | 131.84 |
| Service Charges Supporting People / GMS March Year End | 01/04/2011 | 31/03/2012 | 9.39 |
| Service Charges Supporting People / GMS March Year End | 01/02/2011 | 31/03/2011 | 8.50 |
| Service Charges (not Supported) / GMS March Year End | 01/02/2011 | 31/03/2011 | 132.73 |

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[Go to Account Statement](#)

Your account statement shows all transactions recorded on the account (Anchor's earliest records start on the 1 April 2003) with the most recent transactions first. The list of transactions can be refined by selecting the calendar **from** and **to** dates and clicking search.

The information available on this screen is:

- 1 The account information is displayed in the top section, this helps to ensure you are in the correct account where multiple accounts exist.
- 2 **Search** from and to fields with the search button
- 3 **Date** is the date the transaction was recorded
- 4 **Transaction** is the transaction description
- 5 **Sub type** is the transaction sub type description
- 6 **Credit** is any payments that are credited to the account
- 7 **Debit** is any charges debited from the account (e.g. monthly charges)
- 8 **Balance** is the running balance of the account

MyAccount security

Anchor takes the security of all customer information extremely seriously. In order to protect the security of personal data held within **MyAccount**, the system closes if you're logged in but haven't used it for 10 minutes or more.

Should you forget your password, this can be reset and reissued automatically by clicking on the [Forgotten your password?](#) link on the log in screen.

The password will be reset automatically and an email will be issued to your registered email address containing these revised details. If you do not receive an email or if you have forgotten your username contact the Anchor Customer Centre on **0808 231 3909**. You will be asked a number of security questions to confirm your identity, ensuring we only pass information to the correct customer.

Accessing MyAccount from a shared computer

If the computer used to access your account information is used by other people (for example a computer in a public library), it is strongly advised that you log off before leaving the computer and close the web browser. This will protect your personal details from being seen by another user.

Simply click the **Log off** button in the top right of the **MyAccount** web page and then close the current web session, and ideally delete your browsing history.



Your settings Log Off

Further information

Should you have any questions about registering, accessing or using **MyAccount** please call us on **0808 231 3909** Monday to Friday, 9am to 5pm or email us at contact@anchor.org.uk