

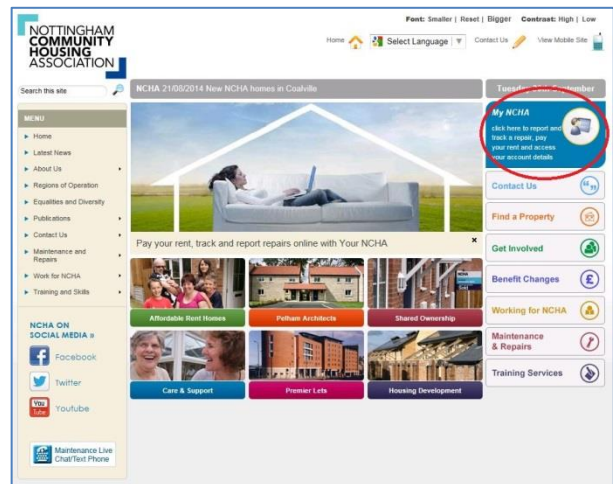
## Your guide to My NCHA

**My NCHA is your personalised area on the NCHA website. With your free My NCHA account you can:**

- **Access your account details**
- **Report and track a repair**
- **Check your rent statements and pay your rent**

To set up your account, visit NCHA's website: <http://www.ncha.org.uk>

Enter the My NCHA area by clicking on the blue 'My NCHA' box in the top right corner of the home page.



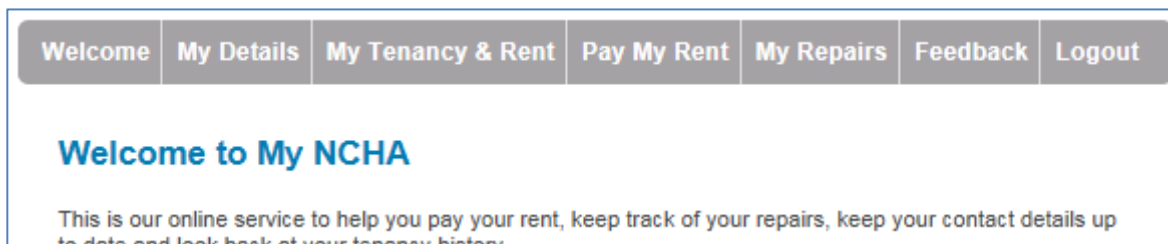
On the login page you are required to type in your username and password. These will have been sent to you in the post as part of our auto-enrolment process.

If you have forgotten your information click on the 'Forgotten your Username or Password?' link to reset them.

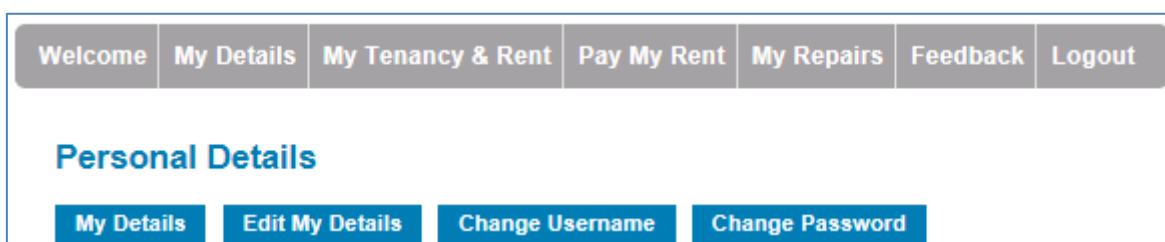
If you experience any problems logging on, please contact us on 0800 013 8555 or 0115 844 3150

Once you're logged in you will see the welcome screen. The grey bar along the top is the menu for the different sections of My NCHA.

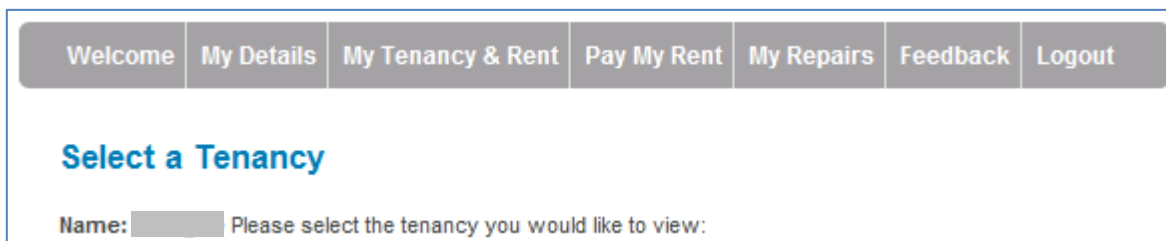
**Welcome:** Click on 'Welcome' to return to the welcome or home screen at any time.



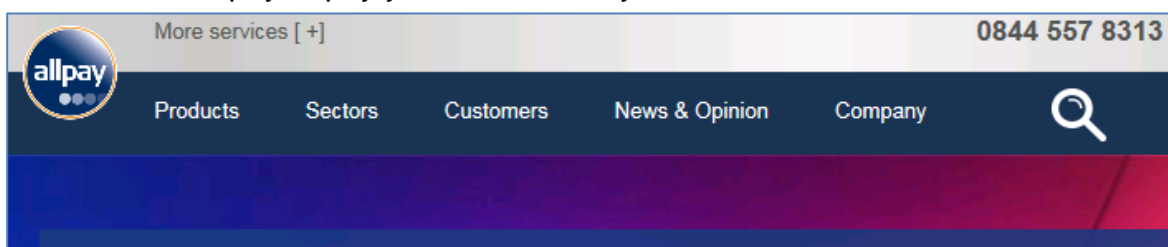
**My Details:** In this section you can see the personal details that we hold for you. If you need to update them, or wish to change your username or password, you can do so in this section.



**My Tenancy & Rent:** In this section you can view the details of your current tenancy and any previous tenancies you had with NCHA. Click on the tenancy reference number to view more details about your tenancy for each property, your Account Officers and rent statements.



**Pay My Rent:** In this section you can pay your rent. The 'Pay My Rent' button will open the allpay website in a new tab in your browser. You will need to create an account with allpay to pay your rent this way.



**My Repairs:** In this section you can report a new repair. You can view the details of any current or complete repairs requests, relating to your current tenancy and any previous tenancies you had with NCHA. Click on the tenancy reference number to view more details about the repairs for each tenancy.

Welcome	My Details	My Tenancy & Rent	Pay My Rent	My Repairs	Feedback	Logout
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**Your Repair Details**

[Request a Repair](#)

**Feedback:** In this section the various ways you can contact NCHA are listed. At the bottom of this page is a 'contact us' form which will already be filled out with your name, address, email address and telephone number/s if we have them. You can complete this form with details of your feedback and submit it to us here.

Welcome	My Details	My Tenancy & Rent	Pay My Rent	My Repairs	Feedback	Logout
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**How to Get in Touch With Us**

You can contact us using the form at the bottom of this page, by visiting our offices, telephoning, or by email. [You can get our contact details here.](#) The information below shows you how to give feedback, make a

**Logout:** In this section you can logout of your account. We recommend that you always do this when you are finished using the My NCHA site to keep your personal details secure.

**For more information, or assistance:** Please call on **0800 013 8555** or **0115 844 3150**. Alternatively you can email us: [myncha@ncha.org.uk](mailto:myncha@ncha.org.uk)