



Your Guide to **RESIDENTS'** **ONLINE SERVICES**

'My RHA'



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Welcome to 'My RHA'

Welcome to Railway Housing Association's 'My RHA', our new online portal which will provide residents with a secure online space to access a range of services including:

- Reporting a non-urgent repair.
- Uploading photos of non-urgent repairs.
- Checking the progress of a repair, and your repairs history.
- Checking your rent balance.
- Downloading account statements.
- Paying your rent and other charges (via Allpay).
- Updating your contact details.
- Completing request forms... and much more.

We've launched the portal to give you more options to access our services, 24/7. It's designed for mobile use in mind, giving you easier ways to deal with us at a time to suit you.

This visual guide has step-by-step instructions for the most common things residents are using the portal for. If you have trouble following these or get an error message at any stage, please contact us on 0800 028 7428. We are happy to help.

1a | How to Register

To register, you firstly need to call us on **0800 028 7428** during our main office hours to receive your **Activation Code** and your **Agreement Reference** number. This is to protect your security and make sure no one else can access your account. If you are a new resident, you will have received these details as part of your Welcome Pack when you signed the legal agreement for your home.

Your Agreement Reference will be an alpha numeric code: such as **1234** (if your agreement started after 3rd June 2018 your reference will be prefixed with AG, such as **AG012345678**)

Your Activation Code will look similar to this: **01A98B76**

Please ensure that there are no spaces at the start or end of each line.

Full screen view

Enter Registration Details

Please complete all mandatory information marked with a *

Date of birth *

Surname *

Agreement Reference * i

Activation code * i

Captcha code * i

i

[Register](#)

What is this code?

This code is automatically generated as an extra security feature and you'll need to type it in below exactly as per this example.

Once you have added your date of birth, surname, Activation Code and Agreement Reference number, click **'Register'** .

1b | How to Register

Complete all the fields – your password, secret question and secret answer are not held by Railway Housing Association, so we cannot provide these for you should you forget them. So make sure they are memorable to you.

Full screen view

Your Details
*Please complete all mandatory information marked with a **

Title
First name
Surname
Date of birth

Account Details

Email *

Email is required

Confirm email *

Password *

Confirm password *

Secret question *

Secret answer *

Finish

Full screen view of the registration form. The form is titled "Your Details" and includes sections for "Your Details" and "Account Details". The "Account Details" section includes fields for Email, Confirm email, Password, Confirm password, Secret question, and Secret answer. A "Finish" button is at the bottom. To the right, there is a "Lost Your Activation Code?" section with contact information: "Call us on 0800 028 7428 OR Contact Us Online". The footer contains "Contact Us" (0800 028 7428, housing@rha.co.uk), "Understanding Your Needs" (information availability), and "Useful Links" (Railway Housing Website, Privacy Notice).

Once registered successfully, your screen will look like this:

Full screen view

Registration Successful!
Registration Confirmation

Thank you for registering with the Civica tenant portal. You have been sent an email containing a link where you can activate your account.

Full screen view of the registration confirmation message. The message is titled "Registration Successful! Registration Confirmation" and includes the text: "Thank you for registering with the Civica tenant portal. You have been sent an email containing a link where you can activate your account." The footer is identical to the registration form, including "Contact Us", "Understanding Your Needs", and "Useful Links".

You can now click the 'Login' button to access your 'My RHA' Account.

2 | How to Login

Simply fill in your username (which will be the email address you provided during registration) and password, then click **'Login'**.

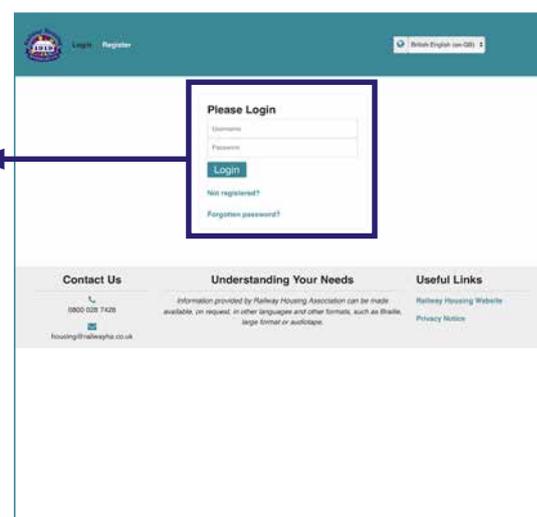
[Full screen view](#)

Please Login

Login

Not registered?

Forgotten password?



3 | Forgotten Password

If you forget your password, simply click **'Forgotten password?'**, where you will be prompted to type in your email address and the security code displayed underneath. After you click **'Continue'** you will then receive an email with instructions to change your password. You can request a replacement password at any time but you will need to know your memorable question and answer. If you have forgotten these then you will need to call us on 0800 028 7428 to request a replacement password.

[Full screen view](#)

Reset Password

Please enter the following details so we can reset your password

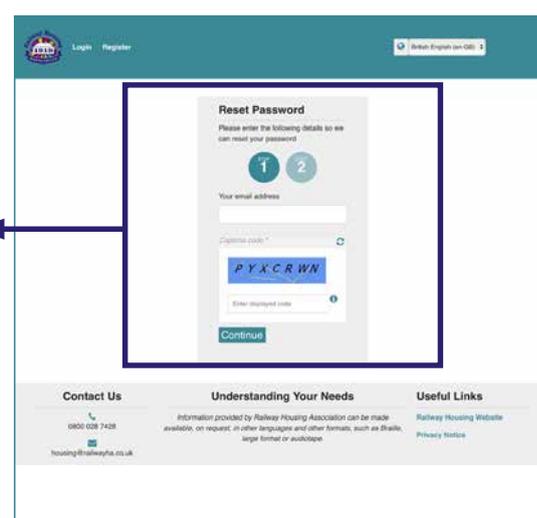
STEP
1

STEP
2

Your email address

Captcha code *

Continue



What is this code?

This code is automatically generated as an extra security feature and you'll need to type it in below exactly as per this example.

4 | Updating Password

To update your password, click **'My Account'** at the top left corner, choose **'My Details'** and go to **'Change Your Password'**.

Follow the instructions. Once you have clicked **'Change Password'** the new password become effective immediately. To change your password on-line, you will need to know your memorable question and answer. If you have forgotten these then you will need to call us on 0800 028 7428 to request a replacement password.

Full screen view

EDIT ACCOUNT DETAILS UPDATE ACCOUNT EMAIL **CHANGE PASSWORD**

Change Your Password

Please enter your old password and a new password

Current Password

New Password *i*

Confirm New Password

Change Password

Once submitted your password will be changed and you will be logged out.

Change Password

My Details

PERSONAL DETAILS EDIT ACCOUNT DETAILS UPDATE ACCOUNT EMAIL **CHANGE PASSWORD**

Change Your Password

Please enter your old password and a new password

Current Password

New Password *i*

Confirm New Password

Change Password

Once submitted your password will be changed and you will be logged out.

Contact Us Understanding Your Needs Useful Links

0800 028 7428
housing@railwayha.co.uk

Information provided by Railway Housing Association can be made available, on request, in other languages and other formats, such as Braille, large format or audiotape.

Railway Housing Website
Privacy Notice

5 | Navigating the Portal

Once you are logged in, this will be what you see first.

You can click on any of the white bars to extend them to show more information about each subject.

Overview

Important Information
Your rent account is in arrears

Welcome **Your Name**

Open Cases	0	Last payment date	12/08/2019
Balance	£2.57 Debit	Last payment amount	£292.60
Outstanding Repairs	3	Appointments	0

My Agreements (1)

My Properties (1)

Contact Us Understanding Your Needs Useful Links

0800 028 7428
housing@railwayha.co.uk

Information provided by Railway Housing Association can be made available, on request, in other languages and other formats, such as Braille, large format or audiotape.

Railway Housing Website
Privacy Notice

Your full name

Your account balance

5.1 | My Agreements

My Agreements allows you to see information of your agreement with the Association as well as your rent statement and pay your rent.

Full screen view

Address linked to the agreement

Reference number

5.1.1 | Agreement Details

5.1.1 | Agreement Details

You can see your agreement reference, what type of agreement you have with the Association - rented (assured or secure), shared ownership or leasehold - and the start date of your agreement. If you click on **'More Info'**, you will gain access to the following: Agreement Details, Accounts and Household Members.

The number of assignments, successions and exchanges shown may not include all of the assignments, successions and mutual exchanges that affect your agreement.

Full screen view

Agreement Details - 2014

Main Property - Address

Category	Residential Rented	Start date	29/09/2002
Type	Residential Rented	Fixed term end date	N/A
Tenure type	Assured	End date	N/A
No. of assignments	0		
No. of exchanges	0		
No. of successions	0		

Accounts

Household Members

5.1.2 | Accounts

If you click on the white bar named 'Accounts', it will expand and show you this:

Account Transactions

Full screen view

Download Statement or Make a Payment

You can see from this screen that this person has a Rent and Sundry (miscellaneous items such as service charges, rechargeable repairs or court fees) account. You can have multiple accounts with us and you can see all information relating to each account on your 'My RHA' Account.

If you click the 'Make a Payment' it will take you to our website (www.railwayha.co.uk) where you can find details on how you can make a payment. You can click on the link on this page to take you to the Allpay website if

you wish to pay your rent directly. We use Allpay to collect direct debits and other forms of payment.

You can also download a statement for any account you have and this will give you all transactions that have taken place on your account for the previous six months.

Please note the statement can take a number of minutes to be produced. Once the statement is ready it will be available to view via the 'My Downloads' icon, on the home screen.

If you click 'More Info' you will be able to make a payment from here as well and see an online rent statement.

Account Transactions

Transaction Date	Type	Total Value	Balance	More Info
29/03/2019	Payment	£305.32 Cr	£76.33 Debit	...
28/03/2019	Adjustment	£305.32 Dr	£381.65 Debit	...
28/03/2019	Charge	£76.33 Dr	£76.33 Debit	...

Showing 251 to 253 of 253 entries. Previous 1 ... 22 23 24 25 26 Next

Full screen view

5.1.3 | Household Members

Clicking on the bar labelled 'Household Members' lets you view the information of everyone in your household that we have a record of. Please let us know if any of this information is incorrect by calling 0800 028 7428 or emailing housing@railwayha.co.uk

Full screen view

Household Members (2)

Name	Name
Gender Woman	Gender Man
Date of Birth 02/03/1932	Date of Birth 02/03/1936
Age 88	Age 84
Tenant Yes	Tenant Yes

6 | My Properties

If you click on the bar labelled 'My Properties' it will expand and show you details of your home.

Full screen view

My Properties (1)

Address

Type
Flat

More Info

Log a Repair

Full property address will be shown

6.1 | Logging a repair

If you click on 'More Info', it will expand into a screen with further three screens (see page 11).

IF YOU NEED TO REPORT AN URGENT REPAIR, PLEASE CALL US ON 0800 028 7428

Further details of repairs priorities, the Association's responsibilities and your own responsibilities can be found in section 5 of the Residents' handbook if you rent your home; and in section 4 of the Leaseholders' handbook..

<https://www.railwayha.co.uk/downloads/residents-handbook-section-5-repairs-and-maintenance-160.pdf>

<https://www.railwayha.co.uk/downloads/leaseholders-handbook-38.pdf>

6.1 | Logging (reporting) a repair

An exciting feature of this online service is the ability to report a NON-URGENT repair. A NON-URGENT repair is any repair that we would consider to be a 'routine repair'.

You can report a repair by clicking '**Log a Repair**', see previous page 9.

Complete the form by using the dropdown boxes and then tell us exactly what the problem is in the 'Problem details'.

Full screen view

Log a Repair

Where is the problem? *

Bedroom

What does the problem relate to? *

non urgent problem

What specifically is the problem? *

non urgent problem

Problem details

The bedroom door handle has come off.

Submit

OverviewProperty Details

PROPERTY DETAILS REPAIRS LOGGED APPOINTMENTS

Address

Type
Flat
Bedrooms
1

Log a Repair

Where is the problem? *

What does the problem relate to? *

What specifically is the problem? *

Problem details

Submit

Contact Us
0800 028 7428
housing@railwayha.co.uk

Understanding Your Needs
Information provided by Railway Housing Association can be made available, on request, in other languages and other formats, such as Braille, large format or audiograms.

Useful Links
Railway Housing Website
Privacy Notice

Please provide details of repair needed

Thank you for your repair request

Please add a photo of the problem (optional)

Drag photo here or
UPLOAD PHOTO

Maximum image size 5MB

Finish

After you have clicked on '**Submit**' you will have an opportunity to add a photo of the problem, either from your desktop or directly from your mobile device. If you are reporting a repair from a mobile device, tablet or phone, you have an opportunity to take the photo at this stage.

Adding photos of the problem you are reporting may help us to carry out the repair more quickly and you can upload more than one photo.

Once your request for a repair has been received by us you will get an acknowledgement as shown below.

Full screen view

Thank you. We have received your repair request.

Reference: 28293

Location: Bedroom

Item: non urgent problem

Problem:

Please keep your reference number so you can quote it in any future communications about this repair.

Thank you, your request has been logged

We will process your request as soon as possible. No appointment has been allocated to your request at the moment

[Order Another Repair](#)

Repair reference number

Property Details -

PROPERTY DETAILS REPAIRS LOGGED APPOINTMENTS

Address

Type
Flat

Bedrooms
1

Thank you. We have received your repair request.

Reference: 28293

Location: Bedroom

Item: non urgent problem

Problem:

Please keep your reference number so you can quote it in any future communications about this repair.

Thank you, your request has been logged

We will process your request as soon as possible. No appointment has been allocated to your request at the moment

[Order Another Repair](#)

Contact Us Understanding Your Needs Useful Links

0800 081 7428 Information provided by Railway Housing Association can be made available, on request, in other languages and other formats, such as Braille, large format or audiotape. Railway Housing Website Privacy Notice

housing@railwayha.co.uk

If you click on **'More Info'** as referenced on page 9 (My properties) it will expand into a screen with a further three screens. If you click on **'REPAIRS LOGGED'**, it will show you a history of all the repairs that have been reported for your home during your tenancy.

Full screen view

Property Details -

PROPERTY DETAILS **REPAIRS LOGGED** APPOINTMENTS

View repairs for:

Description	Date logged	Contact	Due	Status	
28293 Bedroom, non urgent problem, non urgent problem,	31/03/2020		01/05/2020	Request Open	Cancel

Property Details -

PROPERTY DETAILS **REPAIRS LOGGED** APPOINTMENTS

View repairs for:

Description	Date logged	Contact	Due	Status	
28293 Bedroom, non urgent problem, non urgent problem,	31/03/2020		01/05/2020	Request Open	Cancel
28258 Dining Room, non urgent problem, non urgent problem, test	28/01/2020		28/02/2020	Request Open	Cancel
26586 Please repair bathroom	19/07/2019	Mr Hiram Francis	26/07/2019	Request Completed	

'APPOINTMENTS' Unfortunately, we are unable to book appointments for repairs. However, our repairs contractors will telephone you to arrange a mutually convenient date.



Contact us

Our office in Darlington
(Maple House, 11 Tillage Green,
Westpark Village, Darlington, DL2 2GL) is open
between 8.30am and 4.30pm Monday to Friday.

Free phone: **0800 0287428**

Email: info@railwayha.co.uk

Out of office hours, residents can report emergency
repairs by using their emergency pull cord or alarm
if they have one; or by telephoning 0300 3034917

www.railwayha.co.uk

 www.twitter.com/railwayha

 www.facebook.com/railwayhousingassociation

Registered Social Landlord: A1855 | Registered Charity: 1188450
Member of the Housing Ombudsman Service