



# MyAccount leasehold



**Happy living** for the years ahead



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## What is **MyAccount**?

**MyAccount** allows leaseholders/freeholders to securely access:

- Access their personal information, including account details
- Set up a Direct Debit
- Update their personal details

In the future we will look to expand **MyAccount** to enable leaseholders/freeholders 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](http://www.anchor.org.uk)).

## Viewing your statement online

One of the key benefits of **MyAccount** is it allows leaseholders/freeholders to securely access information about their service charge account including balances and payments. **MyAccount** ensures that leaseholders/freeholders 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' button takes you to your account service charges page.

The service charge account screen displays the charges that have been applied to this account and the periods that the charges are 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 (image 1) 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.

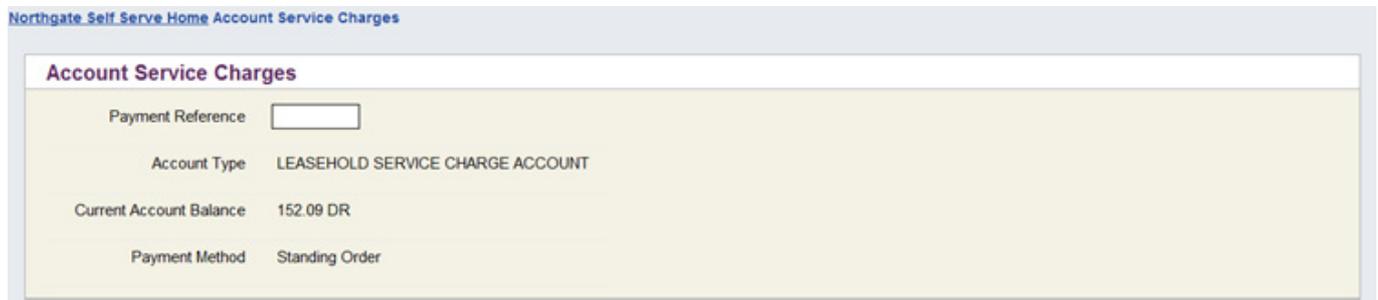


Image 1

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 (image 2) 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.



Account Service Charges				
Payment Reference				
Account Type	LEASEHOLD SERVICE CHARGE ACCOUNT			
Current Account Balance	0.00			
Payment Method	New swipe card sent to tenant			
From (DD/MM/YYYY)	<input type="text"/>	To (DD/MM/YYYY)	<input type="text"/>	<input type="button" value="SEARCH"/>
Service	Start Date	End Date	Estimated Cost	Actual Cost
Service Charges (not Supported) / GMS March Year End	01/04/2017	31/03/2018	203.05	
Service Charges (not Supported) / GMS March Year End	01/04/2016	31/03/2017	203.05	
Service Charges (not Supported) / GMS March Year End	01/04/2015	31/03/2016	203.04	
Service Charges (not Supported) / GMS March Year End	01/04/2014	31/03/2015	210.26	
Service Charges (not Supported) / GMS March Year End	01/04/2013	31/03/2014	200.33	

Image 2

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.



## Setting up a Direct Debit

Direct Debit provides an easy way for you to pay your service charge automatically each month. If your service charge amount changes, your payment can be automatically updated without you having to do anything. We will always give you notice of any changes before they happen

Setting up a Direct Debit couldn't be easier. Click on the 'Register for Direct Debit' button and follow the instruction to fill in your bank account details. If you are already registered to pay by Direct Debit and wish to amend your Direct Debit please call us on **0800 731 2020**.

Leasehold Customers	
Payment Reference	<input type="text"/>
Account Address	<input type="text"/>
Account Type	LEASEHOLD SERVICE CHARGE ACCOUNT
Account Start Date	14/08/2015
Current Account Balance	500.00 DR
Account Status	Current
Payment Method	Direct Debit
	<a href="#">CLICK HERE FOR FURTHER DETAILS</a>
	<a href="#">REGISTER FOR DIRECT DEBIT</a>
1 - 1	

## Updating your details

The customer details section allows you to view and update your personal details with any changes to your circumstances. You can update members of the household and also view any current applications you have with us.

### Customer Details

View the details we have on record for you

[Register for an account / Login to your account >](#)



The information available on this screen is:

- 1 Your main account details.
- 2 Your contact information
- 3 Other details about you
- 4 Open applications (should you have any)
- 5 Correspondence address
- 6 Any people associated with your household or tenancy.

Contact Details			
Contact Type	Valid From	Contact Information	
Email	11/11/2013	<input type="text"/>	<a href="#">DELETE CONTACT</a>
Mobile	27/11/2008	<input type="text"/>	<a href="#">DELETE CONTACT</a>
Telephone	14/08/2008	<input type="text"/>	<a href="#">DELETE CONTACT</a>

[ADD NEW CONTACT](#)

You can use the orange buttons to amend any section you require. Some changes may require you to submit further evidence to verify the change – if you do, we will follow up with an email to your registered email address and explain exactly what you need to provide.

## Contact us

The contact us section allows you to submit your complaint, compliment and enquiry online.



### Contact Us

If you want to get answers and information, you can Contact us online.

We also welcome feedback on any aspect of our services

[Register for an account/Login to your account >](#)

Firstly, choose the reason you would like to contact us.

Contact us ▼

Please choose the reason for contact.

\* Reason for Contact Please Select ▼

[NEXT](#)

Simply fill in the form and submit your contact. If your issue is urgent it may be better to call us on 0800 731 2020 Monday to Friday, 8am to 6pm, Saturday 10am to 4pm. We aim to look in to your query within 48 hours.

## Housing Application Form

If you wish to apply to live in an Anchor property you can apply online. If you already live with us you can log in with your account and apply for a different property. If you're new to Anchor choose the "Non-Registered User" option where you will be able to set up an account to manage your application.



### Create Housing Application Form for a Non-Registered User

If you are not a registered user, or don't wish to register, then click here to Complete A Housing Application Form

[Click here to complete a Housing Application Form >](#)



### Housing Application Form for existing clients

If you are a registered user, then click here to Complete a Housing Application Form

[Housing Application Form for existing clients >](#)

Before you start it will be useful to have a few things to hand. The form requires you to answer questions about you and anyone applying with you. Below is a list of information you will need.

- The National Insurance Number for you and anyone applying with you
- The date of birth for you and anyone applying with you
- Address details
- Telephone number details

Anchor provides housing to the over 55s to be eligible to move in you must be 55 at the time of your application. If your application is for more than one person, only one person on the application needs to be over 55 years old.



### It's all you

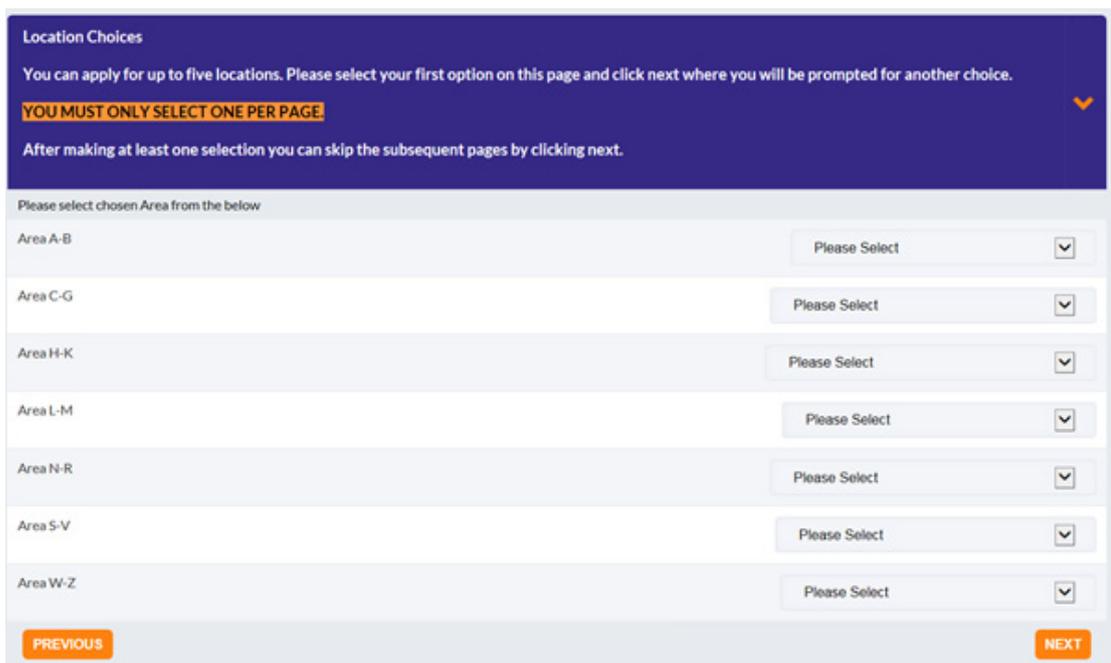
- Housing Application Form
- What is a Housing Application -
- Print Current Page
- Save

At any point you can choose to save the application and come back to it at a later date by choosing save from the menu.

Work through each section of the application. If you miss anything that we require you will be prompted before you can move on to the next section.

Once you have got to the location choices section you can select where you would like to live. By visiting [www.anchor.org.uk](http://www.anchor.org.uk) you can view all our locations and choose which are suited to you.

Find the city or town where you are looking to move and choose the location which you wish to move. You can apply for up to five locations. Select your first option and click next. After making at least one selection you can skip the subsequent pages by clicking next.



**Location Choices**

You can apply for up to five locations. Please select your first option on this page and click next where you will be prompted for another choice.

**YOU MUST ONLY SELECT ONE PER PAGE**

After making at least one selection you can skip the subsequent pages by clicking next.

Please select chosen Area from the below

Area A-B	Please Select
Area C-G	Please Select
Area H-K	Please Select
Area L-M	Please Select
Area N-R	Please Select
Area S-V	Please Select
Area W-Z	Please Select

**PREVIOUS** **NEXT**

Finally, you will be presented with a declaration. It is important to you read and understand this before confirming. You can come back and view or amend your application at any time should anything change.

## 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.

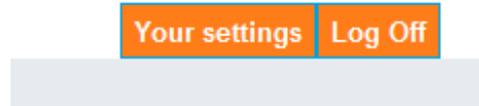
Should you forget your password, this can be reset and reissued automatically by clicking on the [Forgotten your password?](#) link on the log in screen.

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 Customer Centre on **0800 731 2020**. You will be asked a number of security questions to confirm your identity, ensuring we only pass information to the correct person.

## 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 **0800 731 2020** Monday to Friday, 9am to 5pm Saturday 10am to 4pm or email us at [contact@anchor.org.uk](mailto:contact@anchor.org.uk)