



A guide to using the MyPlace portal

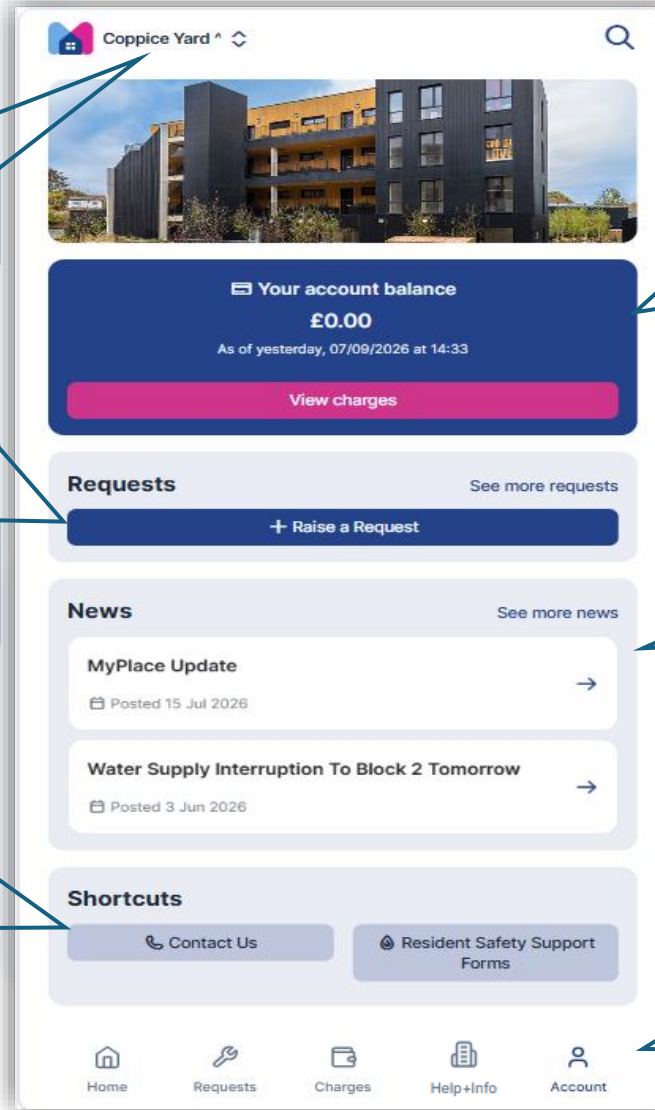
Understand your home screen

When you login, you will see the **Home** screen. This gives you a quick overview of your building and account. From here you can:

Switch between developments if you have multiple premises in different developments.

View requests that are already in progress and **Raise a new request** using the **Raise a Request** button.

Use shortcuts to contact us or access support forms.



If you have financial access, you will be able to **View your account balance** and **Charges** for all your premises in this development.

Read recent news about your building.

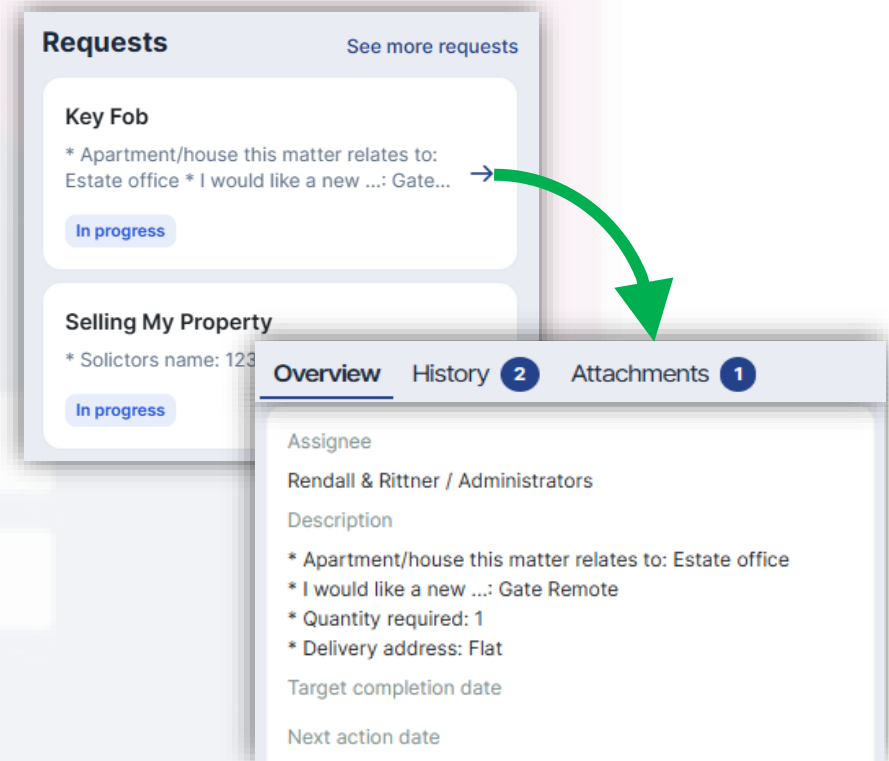
Use the bottom menu to move to other areas of MyPlace

View an existing request

A request is a question, issue, or task you have sent to your Property Management Team, such as reporting a repair, asking about your account, or requesting support.

To check the progress of a request:

1. Go to the **Home** screen.
2. If the request is shown, you can select it to see the details.
3. If the request is not shown, select **See more requests** to view the full request list or use the **Requests** menu button.
4. The request screen will show:
 - The request details.
 - The status.
 - The history of updates.
 - Any attachments.



Raise a new request

To raise a new request:

1. Go to the **Home** screen.
2. Select **New Request**.
3. Choose the type of request, such as **Site Staff**, **Maintenance**, or **Sell Home**.
4. Complete the form.
5. Add photos or documents if needed.
6. Select **OK**.
7. You will receive confirmation that the request has been sent.

Raise a Request

Pick a relevant option

Onsite Staff



Maintenance



Sublet



Sell Home



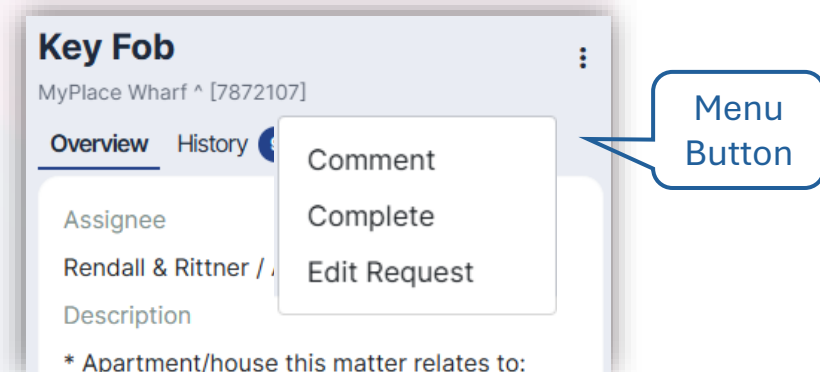
Once submitted, your request will be automatically routed to the correct team based on the request type you selected. Your request will be added to your home screen and request list so you can check progress later.

Select **See more requests** on the home screen to view the full request list or use the **Requests** menu button.

Add a comment to a request

From time to time your Property Management team will share updates about your request. You can also add more information with a comment, photograph or other document:

1. Open the request.
2. Select the menu button.
3. Choose **Comment**.
4. Add your comment and documents if needed.
5. Select **OK**.



Once added the request will be updated to include your comment. You can view and edit the request and comment by selecting the request on the home screen or via the request list.

The request list is visible by selecting **See more requests** on the home screen or via the **Requests** menu button.

Read building news

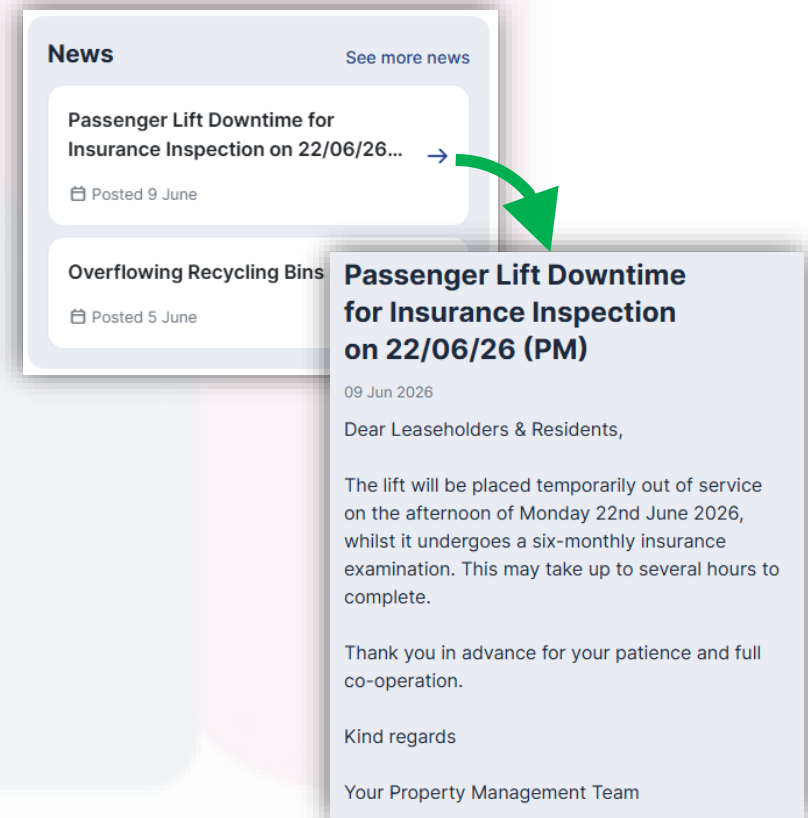
News posts are updates from your Property Management Team about your building.

They may include information such as:

- Planned maintenance.
- Lift outages.
- Inspections.
- Building works
- Safety notices.
- Service updates.

To read a news post:

1. Select a news post on the **Home** screen.
2. Or select **See more news** to view older posts.
3. The full news message will open.



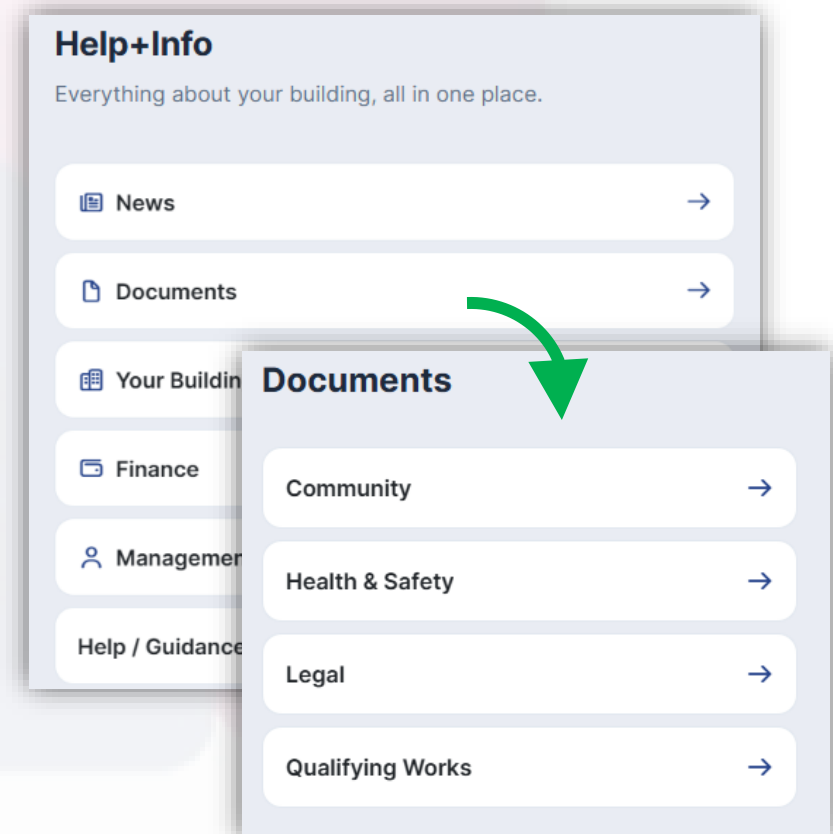
Find building documents and information

Select Info from the bottom menu to find documents and information about your building.

Information is grouped into categories, such as:

- **News** – updates from your property management team.
- **Documents** – letters, forms, policies, or other shared files.
- **Your Building** – general building information.
- **Finance** – financial or service charge information, if available to you and financial messages from the Property Management Team.
- **Management** – information from your Property Management Team.

Select a category to view the information inside.



View your charges and outstanding balance

Only premises owners, letting agents, and their authorised representatives can view charges in MyPlace. If you have the appropriate access, select **Charges** from the bottom menu to view your current account information.

Current charges

This statement shows the current outstanding items. Please note if you have made payments, by either cheque or bank transfer they may take up to 10 days to be reflected here. Please contact us if you have any questions about your account.

These items have been retrieved from your account. Recent payments may not yet reflect in the balance.

☐ Select all

	Description Due date	Amount
		£3,318.82
Flat 106 & Store 3 & P4		
☐	Service Charge 01/01/2026	£1,213.82
☐	Reserve 01/01/2026	£445.59

Here you can:

- See your current balance.
- View outstanding items.
- Check payment details.
- Download the information as a spreadsheet.
- Add a request if you have a question about your account.

Please note: recent payments may take several days to appear.

If you have recently made a payment, it may not show immediately. Please allow up to 10 days for payments made by cheque or bank transfer to appear.

Update your personal details and communications preference

Select **Account** from the bottom menu to manage your personal settings.

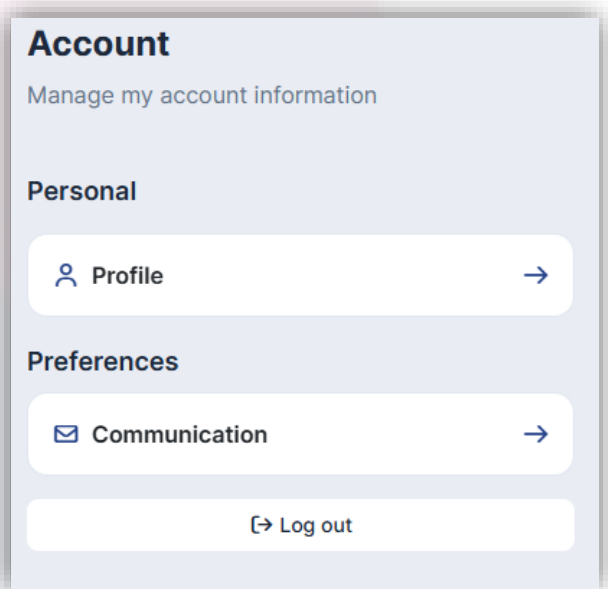
In **Profile**, you can:

- View or update your personal details, including password and correspondence address.
- Choose which news updates you want to receive.

In **Communications**, you can:

- Choose how you receive eCommunications from the property management team.
- Choose paperless communications, where available.
- View supporting terms and conditions.

You can also log out from this screen.



End of user guide

You have reached the end of this guide.

We hope you found the information helpful.

Thank you