



MyHome Online Tenant Portal User Introduction

Welcome to your new Tenant Portal – MyHome Online. We’re excited to introduce our brand-new online service, designed to give you more control, and easier access to your tenancy information—anytime, anywhere. Whether you want to check your rent balance, report a repair, or update your details, My Home makes it simple and convenient.

We hope it will save you time and be much more convenient for you.

Please call us if you have questions or any problems using it. We also want to hear how you are using it, whether you are finding it easier, or ways you would improve it. We will be in touch to hear your views.

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Logging in

Log in to the portal using the website address provided on the access letter <http://lsha.myhome-portal.com/>

Type in your personal email address for the ‘username’ (the same one you use for any contact with LSHA) and the passcode you have chosen at logging in.

You may also be asked for your date of birth in DD/MM/YYYY format (for example, 01/12/1996) – this is a data protection verification check.

Tenant Dashboard

When you have logged in successfully, you will see a home screen similar to this (where you see black boxes, your tenancy address/personal details will show):

Dashboard My Details My Account My Household My Repairs My Documents

The dashboard is divided into six main sections:

- My Tenancy:** Displays Tenant Reference, Address, Email Address, Tenancy Type (SST), Tenancy Start Date, and a Paper-Free toggle (ON).
- My Account:** Shows a balance of £3.05 In arrears and a transaction history table.

Date	Description	Amount
01/03/2025	Debit	£442.25
27/02/2025	Rent Payment	-£13.27
13/02/2025	Rent Payment	-£380.34
- My Household:** Lists residents at the address.
- My House:** Shows the latest repair (05/03/2025, Order Number: WKO0108855, IN PROGRESS), due date (07/03/2025), and a summary of the repair (leak from toilet & boiler cupboard).
- My Documents:** Indicates no recent documents.
- My Inspections:** Lists future inspections due at the property, such as a Smoke Detector in Nov 2031.

This is your 'Dashboard' showing a snapshot of different tenancy and property activity. There are two ways to navigate around the Portal; along the top banner or using the grey squares on the Dashboard.

Clicking on My Details shows personal details and contact details.

My Account shows you your rent due, any arrears, and transaction history. You can print or save this transaction history.

My Household shows everyone living in the property currently.

My Repairs allows you to request a repair or see your repair history.

My Documents allows you to review letters or newsletters we've sent to you – they can be downloaded or kept in one place safely.

Get in Touch is a space to write a query, or to just speak to us.

My Tenancy

Here are the basic details of your tenancy. You can also change to a paper option by clicking 'paper free'.

Clicking on My Details from Dashboard or on the banner shows personal details and contact details. You can change your phone number by clicking on the pencil icon. Please note, these will be checked with the Housing Management Team.

[Dashboard](#) [My Details](#) [My Account](#) [My Household](#) [My Repairs](#) [My Documents](#)

My Details

My Details

[Make A Complaint](#)

Date of birth **Gender** **National Insurance Number**

Contact Details

Email address:

Phone numbers:



Mobile

Home

Work

On this page, you can submit a complaint. By clicking on the greyed 'Make A Complaint' button, you're taken to this page. The complaint will then be forwarded to the correct department. Please include as much detail as possible.

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Make A Complaint

Details of your complaint

[Submit](#)

My Account

This shows your account balance – if you're in credit, it appears green, if you're in arrears, it appears red. A snapshot of the last three transactions, such as rent payment or Universal Credit contributions.

By clicking on 'My Account' or 'My Account Statement', you can see your full statement. You can download this or print it.

My Household

This will show the people in your current household. You can change who is in your household by clicking on the pencil icon, or the yellow 'Tell us about changes to your household' banner. Please note, these changes will be checked with the Housing Management Team.

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My Household

Current Household



Name	Moved in	Gender	Relationship	Date of birth
[Redacted]				

Number of bedrooms: [Redacted]

[Tell us about changes to your household](#)

Previous Household

Name	Moved in	Moved out
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My Repairs


By selecting My Repairs from the banner, you can see your Repairs History, the status of a repair, and complete the survey of how the repair went, by clicking on the red speech bubble. Also from this page, you are able to 'Request a Repair'.

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My Repairs History

 My Area Repairs History

 Request A Repair

Order Number	Request Date	Description	Status
REQ0001636	24/06/2025		CREATED
WKO0108855	05/03/2025		IN PROGRESS Due: 07/03/2025
WKO0107878	08/10/2024		IN PROGRESS Due: 05/11/2024
WKO0107409	18/07/2024		COMPLETED 19/07/2024 
WKO0107347	08/07/2024		COMPLETED 18/07/2024 

By pressing on 'Request a Repair' you can log your own repair, upload a photograph of the repair needed, write a description, and include access details. The more information and detail you give us, the easier it is for our Technical Team to complete the work first time. By clicking 'add file' you can add a photo directly from your electronic device. Once you have submitted the request, this will then be sent to our Property Services Team to review and allocate. This functionality is available 24/7.

Request A Repair

[← Back to My Repairs History](#)

Repair Details

Location of repair
[Redacted] ▼

Main contact person
[Redacted] ▼

Description of repair
[Text area]

Access details (optional)
[Text area]

Images or Videos
[Add file](#)

[Cancel](#) [Submit request](#)

From the My House square on the Dashboard, you can also view other repairs that are in your area through 'My Area Repairs History'

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My Area Repairs History

[Request A Repair](#)

[My Repairs History](#)

[Redacted] (Block)

[No recent repairs](#)

[Redacted] (Scheme)

[No recent repairs](#)

All (District)

[No recent repairs](#)

My Documents

In this section, you'll find any newsletters or personal documents that have been sent to you. You will be able to view them, download them and keep everything in one place.

My Inspections

This will show upcoming appointments for things like Gas Safety Inspections and EICRs (Electrical Installation Condition Reports).

 **My Inspections**

Future inspections due at your property:

Nov 2031
Smoke Detector -
MacPherson Electrical

Get in Touch

You can contact us by using this contact method. It will come through to our internal team and be sent to who is best to action it. Please make it clear when writing in this who you would like to speak to.

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Get In Touch

Your message

Submit
