



Tenant Portal User Guide

June 2025

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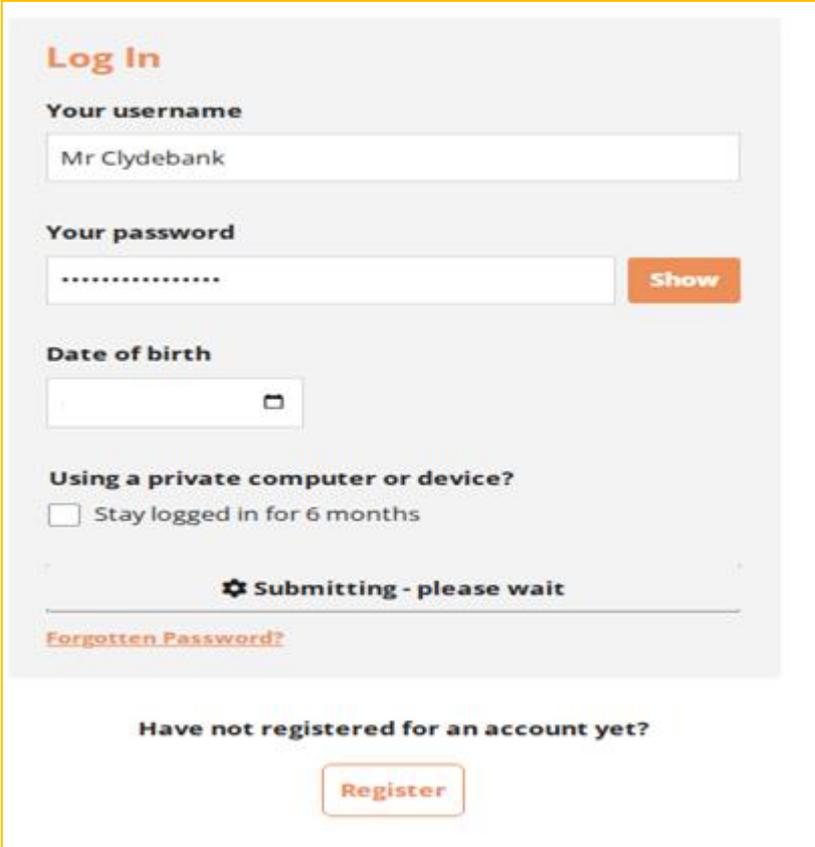
HomeMaster Tenants Portal

1. Introduction to the Tenants Portal

The HomeMaster Tenants portal is a web-based system allowing access to tenant's information from any location, from any device as long the device has a web browser. The Tenants Portal allows the updating of personal information including mobile number, e-mail address and emergency contact. Additionally, tenants can report a repair and make enquiries.

2. Accessing the Tenants Portal

Visit our website at <https://clydebank-ha.org.uk/> select the Tenant Portal Link and enter your User Name Password and Date of birth. To stop being asked login information tick Stay logged in for 6 months.



The screenshot shows a login form with the following fields and options:

- Log In** (Section Header)
- Your username**: Text input field containing "Mr Clydebank".
- Your password**: Password input field with a "Show" button to toggle visibility.
- Date of birth**: Date selection input field.
- Using a private computer or device?**: A checkbox labeled "Stay logged in for 6 months".
- Submitting - please wait**: A loading indicator with a star icon.
- Forgotten Password?**: A link for password recovery.
- Have not registered for an account yet?**: A link with a "Register" button.

If you require any help logging in please contact Clydebank Housing Association

Tel: 0141 941 1044

E-mail: info@clydebank-ha.org.uk

3. Customer Dashboard

When you first login to the Tenants portal you will be presented with the customer dashboard which allows you to select any current or former accounts using the top left drop-down menu. Then below the account menu is the navigation menu which takes you to different sections of the portal. Finally the dashboard itself is divided into tiles; each tile holds specific information regarding the selected account including any upcoming or recent inspections.

The screenshot displays the Tenant Portal Customer Dashboard for Mr Clydebank Housing (KH2330): 999 - Other. The dashboard is organized into several sections:

- Navigation:** Dashboard, My Details, My Account, My Household, My Repairs, My Documents.
- My Tenancy:** Tenant Reference: KH2330; Tenancy Type: Other; Address: 999, 999, 999; Tenancy Start Date: 1st January 1990; Paper-Free: ON; Email Address: scott@clydebank-ha.org.uk.
- My Account:** £2.77 In credit; Transactions: 05/08/2024 Rent Charge Debit (+£186.85), 05/08/2024 Rent Payment CBRA - LSVT (-£186.85), 12/03/2024 Rent Payment CBRA - LSVT (£84.95); Allpay Reference: 9999999999.
- My Household:** Residents listed at this address: Mr Clydebank Housing.
- My House:** Latest Repair: 10/08/2023; Order Number: WK00115169 (CANCELLED); Summary: Joint visit with CHA to assess metal pergola bird netting.
- My Documents:** No recent documents.
- My Inspections:** No future inspections are due at your property.

4. My Details

The My Details menu allows you to update some personal information instantly to our system including, telephone numbers and e-mail address. To update simply select the pencil icon 

My Details

Mr Clydebank Housing

Date of birth **Gender** **National Insurance Number**
 1 Jan 1980 Male

Contact Details

Email address: scott@clydebank-ha.org.uk 

Phone numbers: 

Mobile 07494 759607
 Home
 Work

5. My Account

The Account tile displays information regarding your account including your current balance, Account Reference, recent transactions and print your rent statement. You can also press the **Pay My Rent** button to pay your rent via the Allpay website.

My Account Statement

£ Pay My Rent

In credit: -£2.77

Allpay Reference: 9999999999

To print this page, please click on the printer icon. 

Transaction Date	Transaction Type	Charges	Payments	Balance
05/08/2024	Rent Adjustment	£186.85		-£2.77 in credit

6. My Household

My Household members display all the current residents living at the property.

My Household

Current Household

Name	Moved in	Gender	Relationship	Date of birth
Mr Clydebank Housing Main Account Holder	29 Apr 2008	Male		

7. My Repairs

My Repairs displays your recent repairs and allows you to request a repair.

My Repairs History				Request A Repair
Order Number	Request Date	Description	Status	
WKO0115169	10/08/2023	Joint visit with CHA to assess metal pergola bird netting. Contractor: Pestguard Services (Scotland) Ltd Cancellation reason: Duplicate Order	CANCELLED 23/08/2023	

7.1 Report a Repair

Pressing the Request A Repair button and completing a repair request will automatically enter the repair into our system allowing our Maintenance Team to fix your repair as quickly as possible. The system even allows you to upload images and video of the repair.

Request A Repair

[← Back to My Repairs History](#)

Repair Details

Location of repair
999

Main contact person
Mr Clydebank Housing

Description of repair
Kitchen sink leak

Access details (optional)
any time Monday and Tuesday

Images or Videos
[Add file](#)

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

8. My Documents

The Documents Tile allows you to download copies of any letters that has been sent to you.

My Documents

[Balance Letter](#)

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