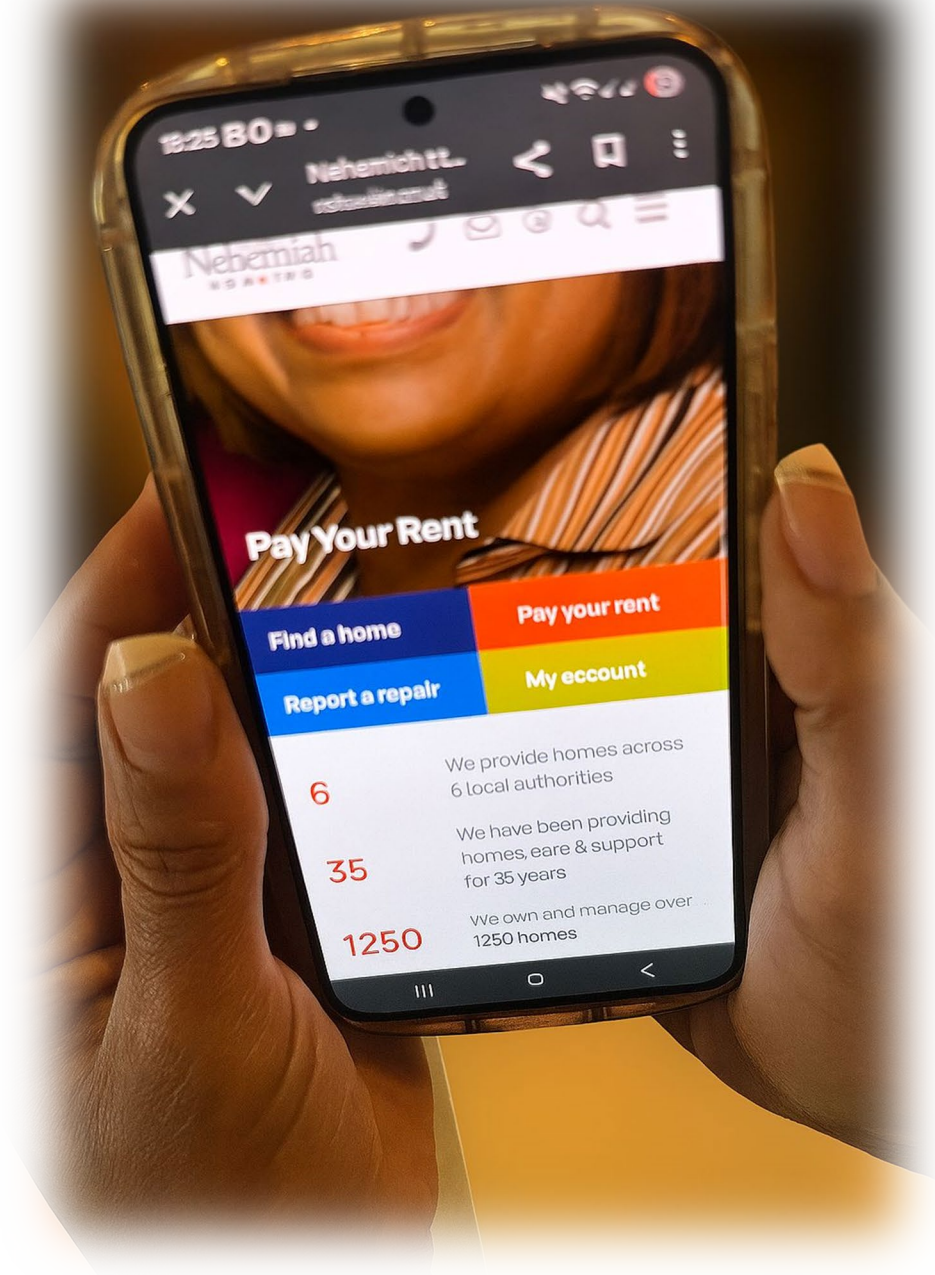


How to Access your Tenant Portal



Login and Registration

- **Log In:** If you have an account (including on the previous HomeMaster tenant portal), log in using your username (usually your email address) and password. If you haven't registered yet, click the "Register" button.

Log In

Your username

This is usually your email address

marcia.cunnison@nehemiah.co.uk

Your password

.....

Show

Using a private computer or device?

☐ Stay logged in for 6 months

Log in

[Forgotten Password?](#)

Have not registered for an account yet?

Register



Login and Registration

After completing the registration, this page will appear.
This will need to be completed accurately with details that match the details that have been supplied to Nehemiah Housing Association Homemaster.

After this, you will receive an email in your inbox (you will also be required to check spam or junk folders)

The email will arrive from the following address:

“Nehemiah Housing My Home no-reply@myhome-portal.com” It takes a few minutes to arrive

Register

I am a..

☒ Tenant ☐ Owner

Your tenant number

Your surname

Your date of birth

dd	mm	yyyy
----	----	------

Your postcode

Your email address

Register



Registration Confirmation Email

Thank you for registering for Nehemiah Housing My Home



Nehemiah Housing My Home <no-reply@myhome-portal.com>

To ○ Finance Admin



This sender no-reply@myhome-portal.com is from outside your organization.

Reply

*The email you will receive will contain a link that users need to click to access the portal, **and this link will only be active for 48 hours.** This is an example of what you will see in the email*

Dear financeadmin@nehemiah.co.uk,

You have successfully registered to access Nehemiah Housing My Home!

To complete your registration and set your password, please click on the link below or carefully copy and paste the URL into your browser:

<https://nehemiah-d2cad581-45cf-421f-8392-4eb32531167d.staging.myhome-portal.com/auth/set?r=dashboard&token=3d4dea75991c4a77306626b5d3b6faf7aa15be29b7504c93802d61fdb6b34eda>

[please note this link will only work for 48 hours]

Yours sincerely,

Nehemiah Housing My Home admin team



Nehemiah Housing Dashboard

1. After logging in, you'll see your dashboard. This provides an overview of your tenancy, including your tenancy reference, address, tenancy type, and start date.

2. It also displays your current account balance, the latest repair status, the last filed document, and upcoming inspections.

3. You can also toggle "**Paper-Free**" on or off. This will give you the ability to make a paper-free copy of the following: Rent statements and letters

4. From the dashboard, you can click "**My Details**," "**My Account Statement**," "**Pay My Rent**," "**My Household**," "**My Repairs History**," "**My Area Repairs History**," and "**My Documents**" to navigate to those sections.

You are logged in on behalf of Mr Nehemiah Housing (1000245): Flat 29, Penhurst Avenue - Assured Rent

Dashboard My Details My Account My Household My Repairs My Documents

My Tenancy

Tenant Reference 1000245	Tenancy Type Assured Rent
Address Flat 29, Penhurst Avenue Perry Barr Birmingham West Midlands B20 3BS	Tenancy Start Date 19th May 2025
Email Address audreymsmall@yahoo.co.uk	Paper-Free <input checked="" type="checkbox"/> ON

My Details

My Account

£100.93 In arrears

19/05/2025
Rent Charge **£100.93**

Allpay Reference: 1000245

My Account Statement

Pay My Rent

My Household

Residents listed at this address:

Mr Nehemiah Housing

My Household

My House

Latest Repair: 28/05/2025
Order Number: WKO0136458
IN PROGRESS

Due: 16/06/2025

Summary: Leaking tap in bathroom

My Repairs History

My Area Repairs History

My Documents

Last document filed

[Standard Rent Increase Letter](#)
Date: Wed, 28 May 2025

My Documents

My Inspections

Future inspections due at your property:

Feb 2030
Electrical Periodic Check
Frontier Property Services Ltd




My Details

Mr Nehemiah Housing

Date of birth	Gender	National Insurance Number
1 May 1999	Not provided	

Contact Details

Email address: nehemiah@yahoo.co.uk

Phone numbers: 

Mobile

Home

Work

My Details Tab

1. Accessing My Details: Click on the "My Details" tab.

2. Viewing Personal Information:

Here you can view your name, date of birth, gender, and National Insurance Number (if provided).



Updating Contact Details

Updating Contact Details: Under "Contact Details," you'll see your email address. To update your phone numbers, click the pencil icon next to "Phone numbers".

Entering Phone Numbers: You can enter your mobile, home, and work phone numbers. For international numbers, ensure they start with a "+44 and omit the 0" and the international country code (e.g., +1 202 456 1414).

Saving Changes: Click "Save phone numbers" to save your updates or "Cancel" to discard changes.


N.B If you need to update sensitive information, please contact your housing officer

Mr Nehemiah Housing

Date of birth	Gender	National Insurance Number
1 May 1999	Not provided	

Contact Details

Email address: nehemiah@yahoo.co.uk uk

Phone numbers: 

Telephone Numbers

Please note: for international numbers, please ensure the number starts with + and the international country code, e.g. +1 202 456 1414

Mobile

Home

Work

Cancel

Save phone numbers

Mobile

Home

Work



My Account Tab

1. Accessing My Account: Click on the "My Account" tab.

2. Viewing Account Statement: This section displays your account statement, showing any arrears and your Allpay Reference. You'll see details such as eligible service charges and rent charges per week, along with transaction dates, types, charges, payments, and balances.

3. Paying Rent: To pay your rent, click the "Pay My Rent" button. This will redirect you to the Internet Payments portal – (Allpay), where you will need to sign in with your email address and password.

4. Printing Statement: To print your account statement, click the printer icon

You are logged in on behalf of Mr Nehemiah Housing (1000245), Flat xxx Penhurst Avenue – Assured Rent

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

My Account Statement

£ Pay My Rent

In arrears: **£100.93**

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

Allpay Reference: 1000245

ELIGIBLE SERVICE CHARGE

£5.10 weekly

RENT CHARGE

£95.83 weekly

Transaction Date	Transaction Type	Charges	Payments	Balance
19/05/2025	Rent Charge 19/05/2025 to 25/05/2025	£100.93		£100.93 in arrears



My Household Tab

1.Accessing My Household: Click on the "My Household" tab.

2.Viewing Household Members:

This tab displays information about your current household, including the name, move-in date, gender, relationship, and date of birth of each resident at your address.

3.Number of Bedrooms: You can also see the number of bedrooms for your property.

My Household

You are logged in on behalf of Mr Nehemiah Housing (1000245), Flat xxx Penhurst Avenue – Assured Rent

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

My Household

Current Household

Name	Moved in	Gender	Relationship	Date of birth
Mr Nehemiah Housing Main Account Holder	19 May 2025	Not provided		1 May 1999

Number of bedrooms: 1

My Repairs

You are logged in on behalf of Mr Nehemiah Housing (1000245), Flat xxx Penhurst Avenue – Assured Rent

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

My Repairs History

 [My Area Repairs History](#)

Order Number	Request Date	Description	Status
WK00136458	28/05/2025	Leaking tap in bathroom Contractor: P.R Building	IN PROGRESS Due: 16/06/2025

My Repairs Tab

1.Accessing My Repairs: Click on the "My Repairs" tab.

2.Viewing Repair History: This section shows your repair history, including the order number, request date, description of the problem, and the current status of the repair. For example, a "Leaking tap in bathroom" might show a status of "IN PROGRESS" with a due date.

3.Viewing Area Repairs History: To see repairs in your wider area, click the "My Area Repairs History" button. This will show a list of communal repairs with their order number, request date, description, and status (e.g., "COMPLETED").



My Area Viewing Repairs History

My Area Repairs History

🏠 My Repairs History

Clarendon Gardens 23-37 - Block 1 (Block)

📄 No recent repairs

Birchfield Road - Scheme (Scheme)

Order Number	Request Date	Description	Status
WKO0135951	24/04/2025	Communal light near the bin area does not work Contractor: Oaks Electrical Services	COMPLETED 30/04/2025
WKO0134552	11/02/2025	3x Renew SON(50-70W) PL(11W) - Benjamin Gardens External lights (MI) Contractor: Oaks Electrical Services	COMPLETED 11/02/2025
WKO0133820	10/01/2025	remove fly tipped rubbish Contractor: De-Land Garden Maintenance	COMPLETED 11/01/2025
WKO0133364	18/12/2024	CUSTOM SIGN "Private Parking Unauthorised" Contractor: Value Products Limited	COMPLETED 18/12/2024
WKO0131970	18/10/2024	to attend to guttering at front which is leaking- possible displaced joint. Contractor: Frontier Property Services Ltd	COMPLETED 22/10/2024
WKO0130726	22/08/2024	3 out of 4 of the lampposts have not been working for months, I know another resident reported this Contractor: Frontier Property Services Ltd	COMPLETED 02/09/2024



My Documents

My Documents Tab

1.Accessing My Documents:


Click on the "My Documents" tab.

2.Viewing Documents: Here you can find various documents related to your tenancy, listed by title, category, and date. For example, you might see a "Standard Rent Increase Letter" under the "Rent Increase" category

You are logged in on behalf of Mr Nehemiah Housing (1000245), Flat xxx Penhurst Avenue – Assured Rent

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

My Documents

Title	Category	Date
 Standard Rent Increase Letter	Rent Increase	Wed, 28 May 2025



If you need more information

Email: haveyoursay@nehemiah.co.uk

Tel: 0121 358 0966

