



My Service Charges

USER MANUAL

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Introduction

The LRS Service Charge Breakdown web page will allow the public to access to the Service Charge Breakdowns via the Hackney Homes website. These documents are usually sent via post but this web page will allow residents to download the documents 24/7. Residents will be able to log in with their account number and surname and be able to select from one of the following options:

- **Actual Statement** – this summarises the Service Charges to a particular property with the estimated and actual costs incurred.
- **Breakdown of Actual Costs** – this contains the same information as an Actual Statement but in greater detail.
- **Statement of Account** – this lists the transactions and running balance of individual Service Charge accounts. The Overdue figure at the bottom is the current balance less any future instalments of a payment plan

Definitions of Terms Used

Reference is made to certain terms and phrases. Please see below some of the definitions:

Click Press and release the left side of the mouse

Double-click Press and release the left side of the mouse twice in rapid succession.

Right click. Press and release the right side of the mouse.

Toolbar A set of icons (pictures or buttons) usually at the top of the screen.

Accessing the Web Page

Open up Internet Explorer and type www.hackneyhomes.org.uk in the address bar (Please see Figure 1):

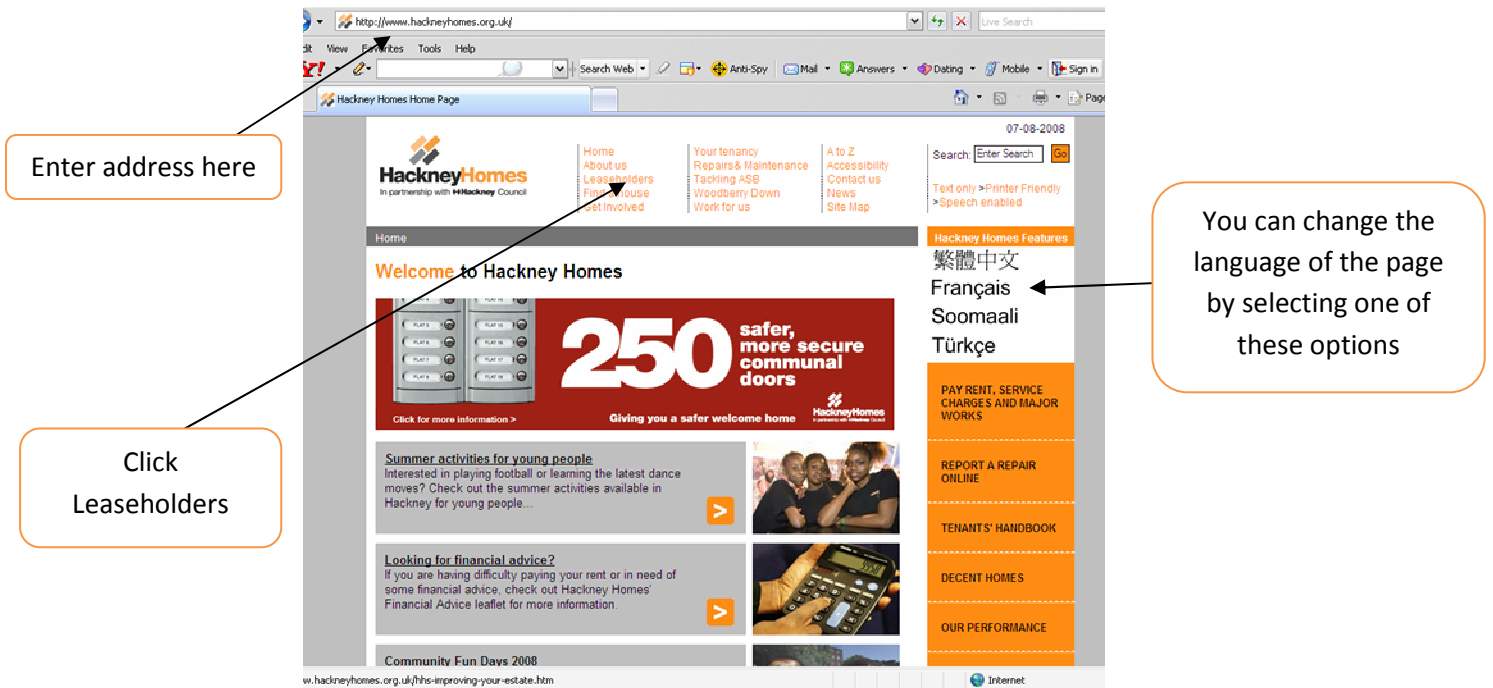


Fig 1: Hackney Homes Home Page

Click the link Leaseholders link (see Fig 1). Then click Service Charges in the left hand menu. Then click the link titled '**NEW Service: Request your service charge documents online here**' which will take you the page below (See Fig2).

Login

You will need to enter a UserName and Password to access your Service Charge details. To initially log in you will need to ring the Leasehold and Right to Buy team on 0208 356 2100 who will provide you with your login details.

Once you have acquired your login details enter them into the corresponding boxes and click the 'Log in' button (circled).

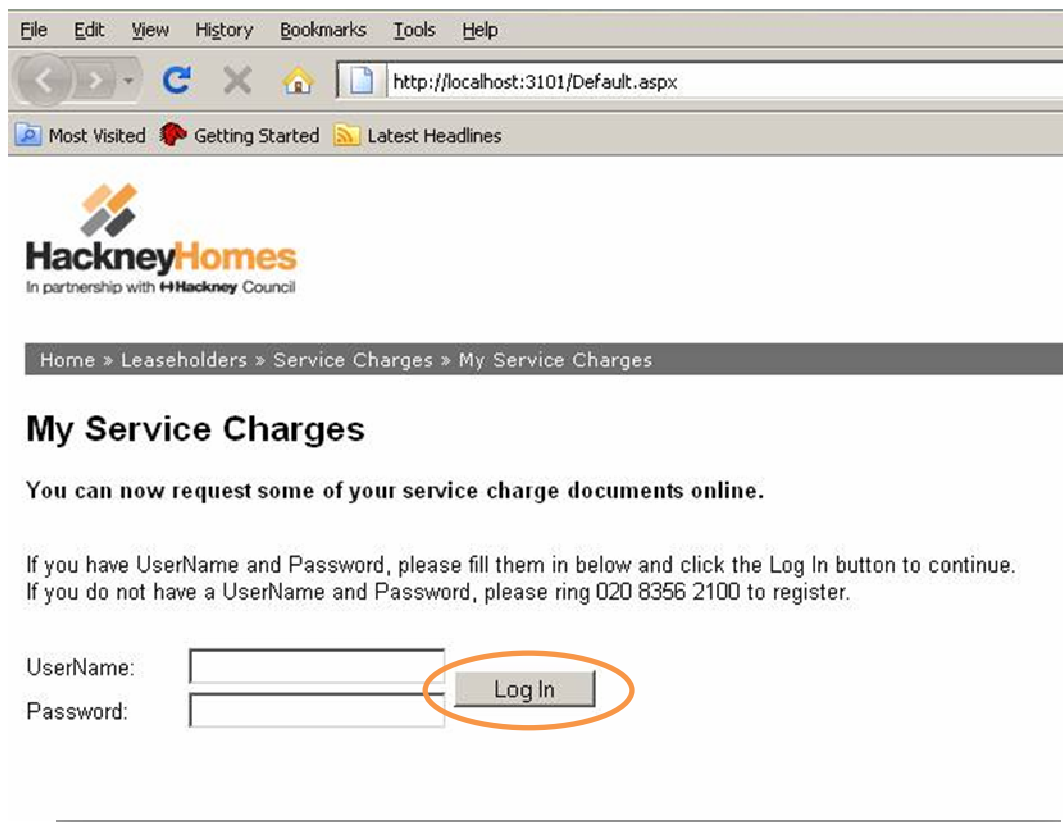


Fig 2: Login Page

Submitting a Request for a document

When you click the Log In button you will enter 'My Service Charges' page.

To select your required document please click on the drop down box under Section 1.

Then select the year of the documents you require by clicking on the drop down box under Section 2.

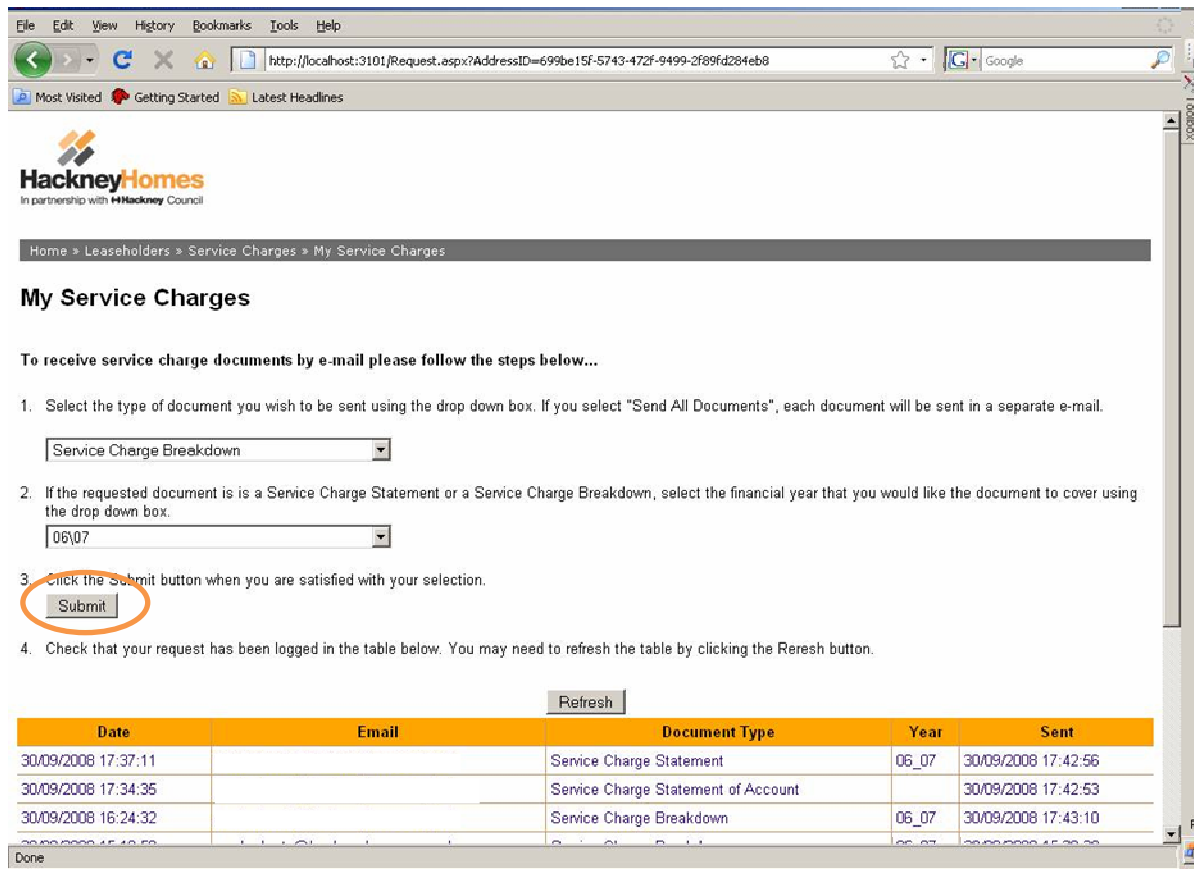


Fig 3: My Service Charges Page

Once you have made the choices Click the 'Submit' button (circled in Fig 3).

Please note you may need to click the refresh button to see your request in the table.

Retrieving the requested documents

Once the forms have been submitted please allow a couple of minutes before accessing your e-mail account. The e-mail account you need to access will be the one you entered when requesting the forms. Once logged in you should see an e-mail from service.charges@hackneyhomes.org.uk.

If the details you submitted were incorrect or the details cannot be found then you will receive an email stating that your request was not successful. If this is the case then please contact the Leasehold and Right to Buy team on 0208 356 2100.

If the details are correct then you will receive an e-mail with the report. Please note the report is not a separate attachment and is contained within the body of the e-mail. (Please see Fig 4). You can view the report as the e-mail or print the e-mail.

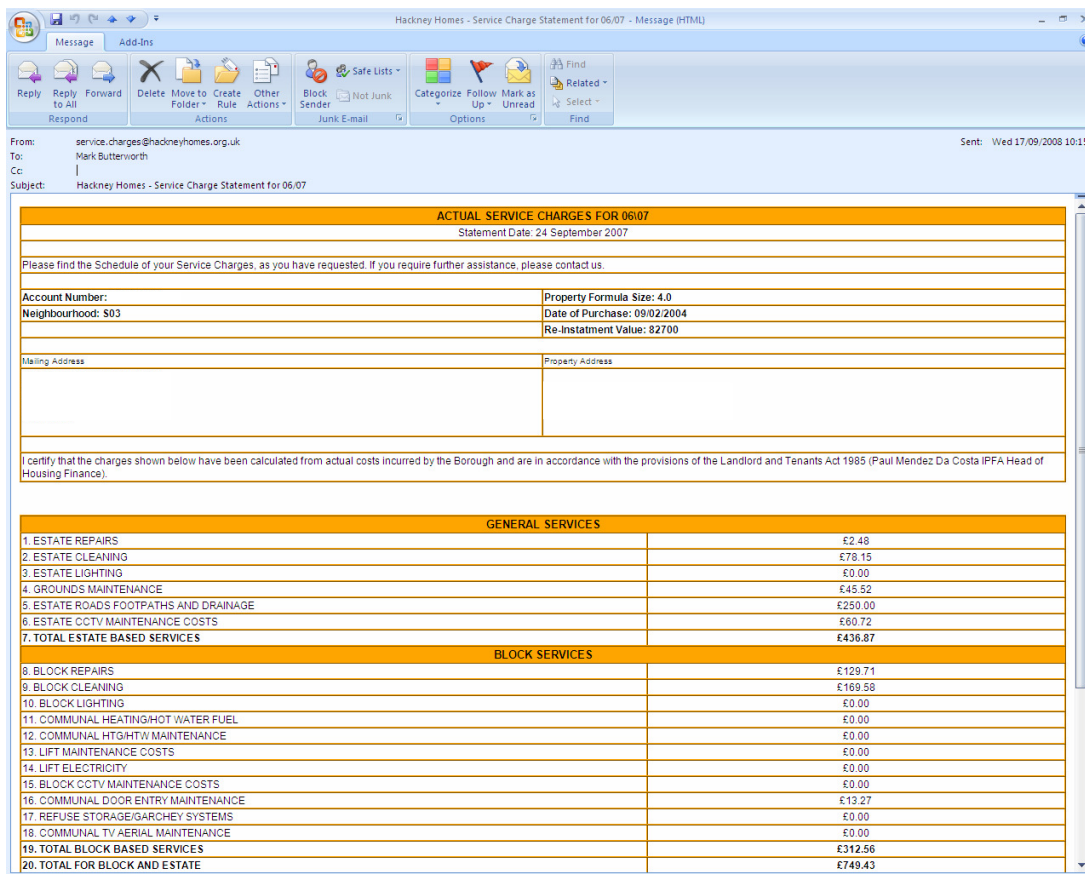


Fig 4: Service Charge Email