



# Introducing 'My Cloch'

## my.clochhousing.org.uk

Your digital tenant account where you can manage your tenancy, rent and repairs plus much more 24 hours, 365 days a year!

The laptop screen displays the following content:

My Dashboard My Tenancy My Calendar My Family My House My Account Make a Complaint My Documents Logout Staff - HR Page

### My Surveys

Open Surveys 1 survey

Title	Close Date	Completed
New Home Feedback Survey	Mon, 22 Jul 2016	Not

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MY TENANCY	MY HOUSE	MY ACCOUNT
<p>Account Reference: SCOT18H SECURE TENANCY</p> <p>Email Address: @hotmail.com <input checked="" type="checkbox"/> 23rd September</p> <p>Address: Greenock PA1</p> <p>Greenock PA1</p>	<p>Last Repair: 12/02/2016 Order Number: 11923 Status: Completed</p> <p>Summary: ELECTRICAL FAULT INSPECT TEST RESET IT</p>	<p>£148.46 in arrears</p> <p>01/07/2018: CHARGE £26.45</p> <p>28/06/2018: POST OFFICE F.0001</p> <p>28/06/2018: POST OFFICE F.0001</p>

# Welcome To 'My Cloch'

'My Cloch' is designed to make your life as a Cloch tenant easier by being an online, one-stop shop for organising and accessing all your tenancy services. From paying your rent and booking repairs to viewing, managing and updating all the information we hold about you. Your tenancy is yours to control - 24 hours a day, 365 days a year!



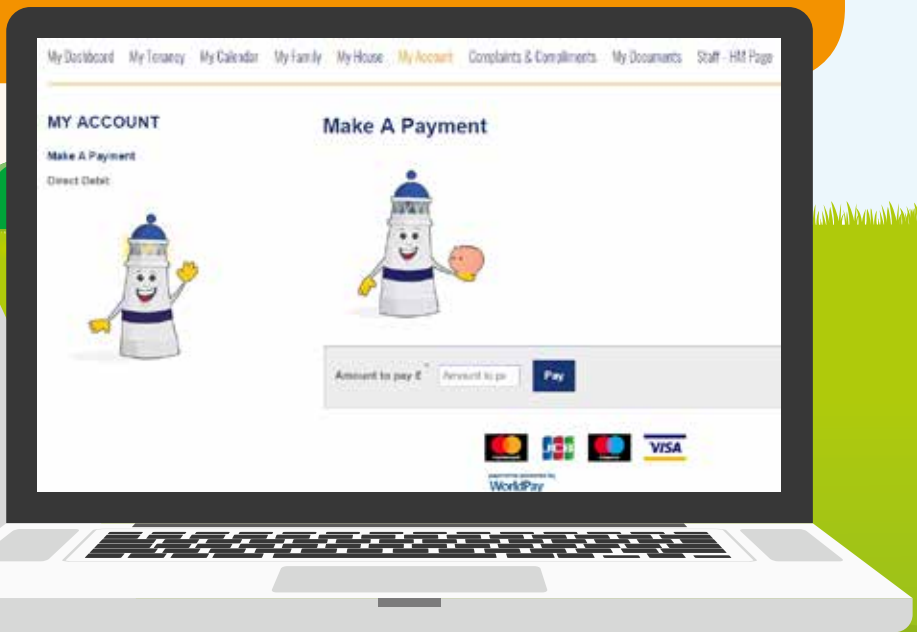
**NEED HELP?**

**We are just a  
click away!**

# What Can I Do With 'My Cloch'?

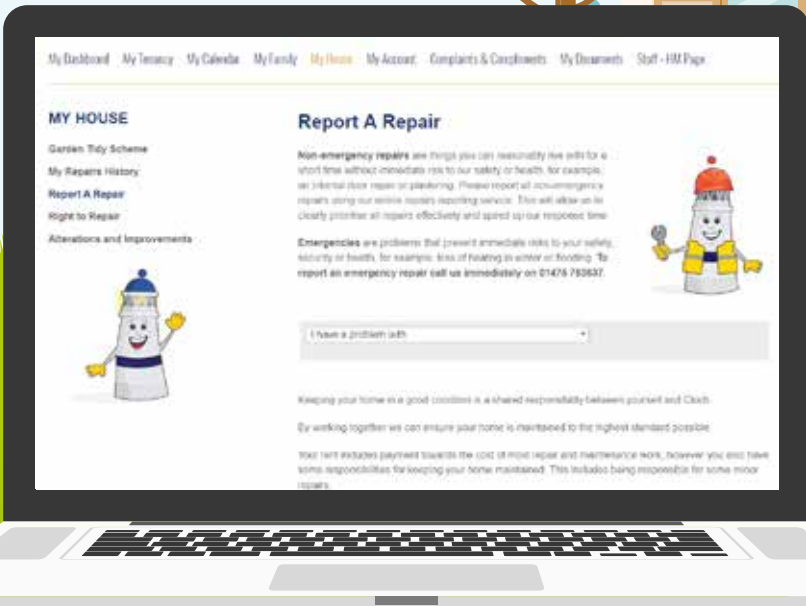
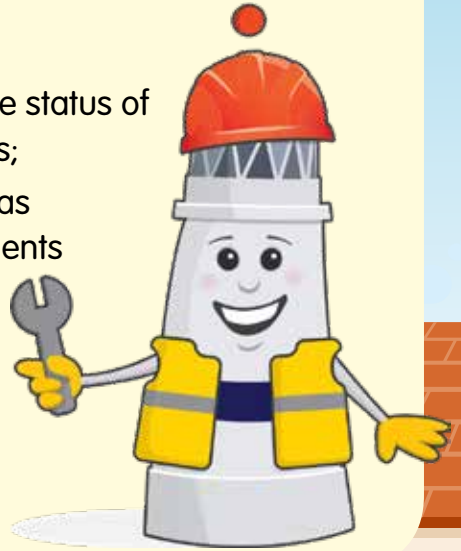
Lots. Here are just a few of the things you can do:

- ✓ Manage all aspects of your tenancy and make applications for changes;
- ✓ Pay your rent, check your rent account and manage payments;
- ✓ Send us letters, photos, feedback, comments and complaints;
- ✓ Access all your tenancy letters and documents;
- ✓ View and update your household and contact details;
- ✓ Get involved with our Tenant Scrutiny Group;
- ✓ Go paper-free and get a faster, greener and more cost-effective service.



# Manage Repairs With 'My Cloch'

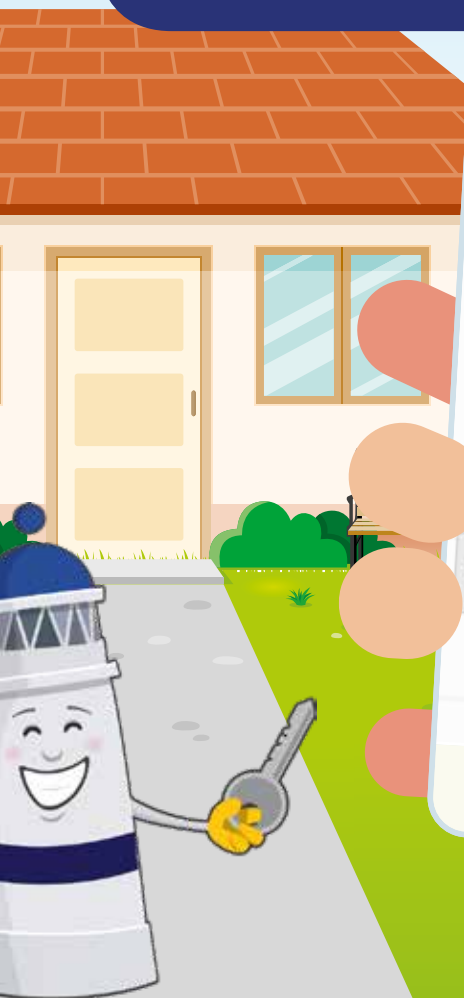
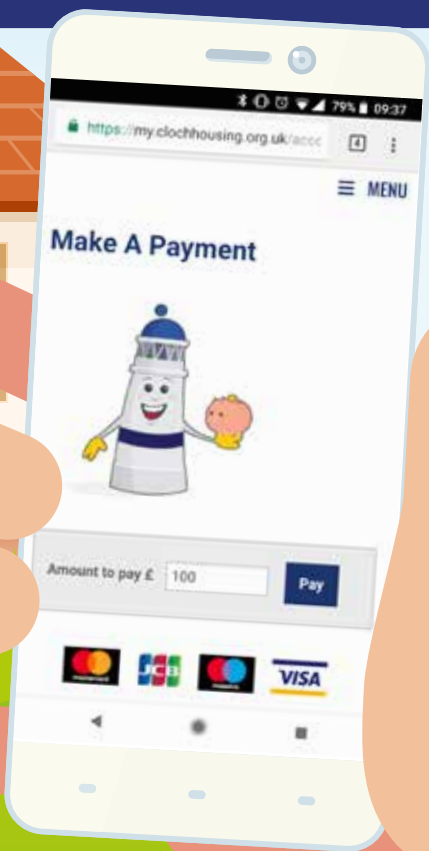
- ✓ Book repairs and check the status of previously reported repairs;
- ✓ Check your calendar for gas servicing, repair appointments and other information.
- ✓ Get practical information about your home and our repairs service.



# How Do I Access 'My Cloch'?

All you need to do is go to: [my.clochhousing.org.uk](https://my.clochhousing.org.uk) click on '**Register**' or '**Log In**' and follow the instructions.

You can also access 'My Cloch' from the blue '**My Cloch Login**' button on our main website [www.clochhousing.org.uk](https://www.clochhousing.org.uk)



## Is 'My Cloch' Secure?



Yes, the security of your personal information is just as important to us as it is to you; for more information about how we use your data please refer to our Privacy Policy which can be found on our website.

Here are some FAQs:

- **What if someone hacks into your systems** – would they be able to take my rent money or end my tenancy? No – we don't hold any payment or bank details in 'My Cloch', and all passwords are encrypted. Even if they managed to get in, we need your actual signature to end a tenancy – it can't be completed online.
- **Could someone register as me?** No – there can only be one login for each account. The registration process asks for personal tenancy details only the tenant and our staff should know.
- **Has anyone ever logged in and got the wrong person's information?** No, never.
- **Can anyone else access my account?** Only if you give them your details. If you think someone else has your login details, you can change them at any time.
- **If my name is on the internet, could people stalk me?** The only person who can see your name on 'My Cloch' is you.

# Now Discover 'My Cloch' For Yourself...

Start enjoying the  
convenience and  
advantages of your  
digital tenant account at  
[my.clochhousing.org.uk](http://my.clochhousing.org.uk)

'MY CLOCH'  
Putting you in  
control 24 hours  
a day, 365  
days a year!



My Dashboard My Tenancy My Calendar My Family My Home My Account Complaints & Compliments My Documents Staff - HM Page

## MY FAMILY

### Emergency Contact Details



## My Family



### Changes to your household

As a Cloch tenant, you have agreed a Scottish S...

It is very important that you tell us about any cha...

If you are reporting a change to a household, ple...

required for any additions to your household. We will contact you to discuss the change when ap...

- To change someone's details (or your contact details) click the pencil icon next to the item y...
- To add a household member click the green + icon next to My Household
- To remove a household member click the red X next to the relevant person.

# 'My Cloch' Help

Don't miss out on all the benefits your 'My Cloch' account has to offer! Our friendly staff can help you access your account, whether you have never used an online service before, or if you're just a little unsure of using new ones.

We're here to help – in our office, over the phone, by web chat or in your own home – just tell us what suits you best.

So, get in touch and we could have you tearing up your online L-Plates and enjoying the convenience of 'My Cloch' in no time!



## **CLOCH HOUSING ASSOCIATION LTD**

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Website: [www.clochhousing.org.uk](http://www.clochhousing.org.uk)

**'My Cloch' Website: [my.clochhousing.org.uk](http://my.clochhousing.org.uk)**

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