



Your Residents' Portal User Guide

A step-by-step guide for reporting
Defects in your new home.

Scan to access your Residents' Portal

Once you've received your invitation from your Customer Care Team.



Welcome to *your* Residents' Portal

Welcome to your Residents' Portal - a simple, convenient way to manage key information about your new home.

Your Resident Portal makes it easy to report any issues with your new home and access important documents and information about your property, all in one place.

This guide has been created to help you understand how to use the portal, find the information you need, and report a Defect if something requires attention. Inside, you'll find simple step-by-step guidance, helpful tips for logging an issue, and clear explanations of what counts as a Defect, what may be classed as an emergency, and what is considered routine.

Everything is designed to be easy to access and simple to use, all from your mobile phone.



Understanding Defects in Your New Home

[DOWNLOAD GUIDE](#)



Top tip: Add a shortcut on your mobile device

iPhone/iPad

Step 1.

Open www.myresidentsportal.com/ login in your Safari browser

Step 2.

Tap the share button at the top of the page

Step 3.

Select "Add to Home Screen from the options available



Android

Step 1.

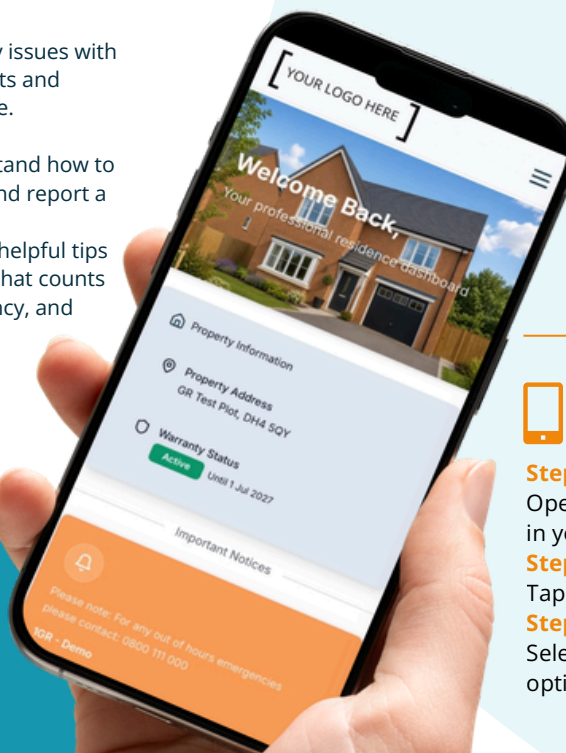
Open www.myresidentsportal.com/login in your Chrome browser

Step 2.

Tap the 3 dots menu option

Step 3.

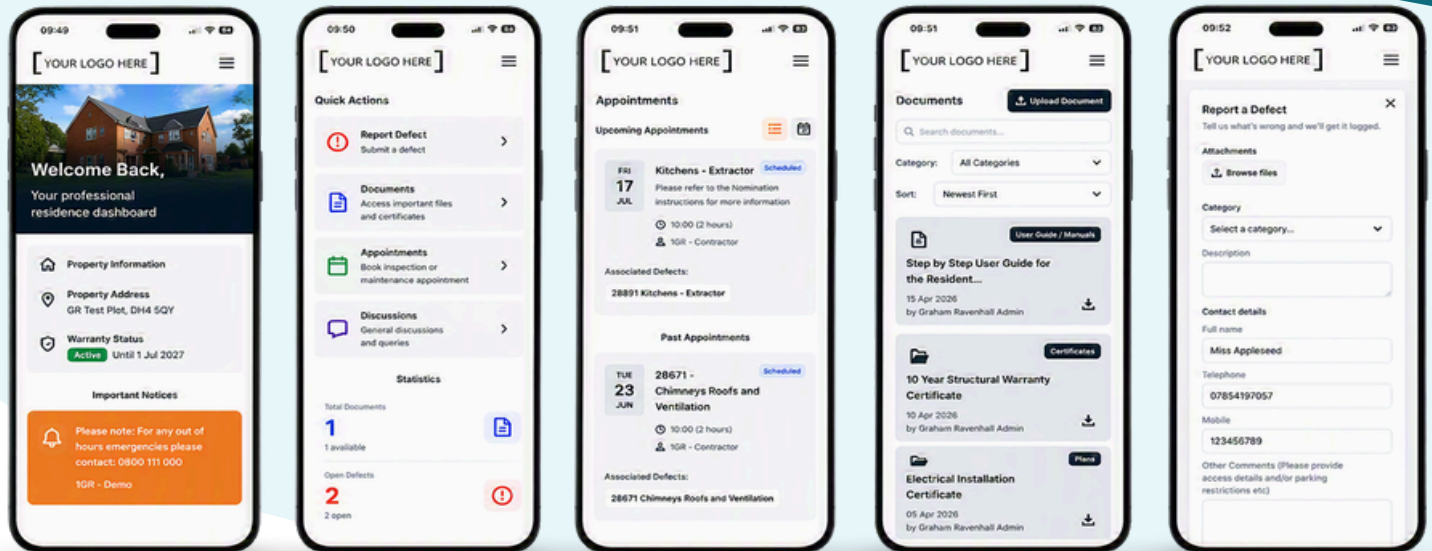
Select "Add to Home Screen from the options available



Getting Started

Scan to access your Residents' Portal

Once you've received your invitation from your Customer Care Team.



Your Residents' Portal provides a simple way to stay connected with your Customer Care Team and manage information relating to your home. From reporting Defects and tracking progress to viewing documents and appointments, everything you need is available in one convenient place.

This guide will help you get started and show you how to make the most of the portal's key features.

1. Accessing Your Portal

You can access your portal from any Device with an internet connection using a web browser.

Once you have received your invitation, follow the link to set your password which will take you to www.myresidentsportal.com/login

2. Your Dashboard

Your dashboard provides a central overview of your home, giving you quick access to reported defects, appointments, documents and other important information.

3. Reporting a Defect

If you notice an issue with your home, you can report it quickly and easily through the portal by selecting + Report Defect.

To help your Customer Care Team investigate and resolve the issue as efficiently as possible, please provide:

- A clear description of the defect
- Supporting photos where possible

All reported Defects can be viewed and tracked within the Defects section of the portal.

4. Comments

The comments feature allows you to communicate directly with the Customer Care Team about a specific Defect. When you add a comment, the team will be notified immediately. They may also use comments to provide updates and keep you informed of progress.

5. Appointments

Any appointments arranged by the Customer Care Team will appear in both your calendar and the relevant Defect record. You'll also receive an email notification with the appointment details.

6. Attachments

You can upload photos, documents and other files relating to a Defect using the Attachments feature.

Providing supporting information can help the Customer Care Team understand and resolve issues quicker.

7. Discussions

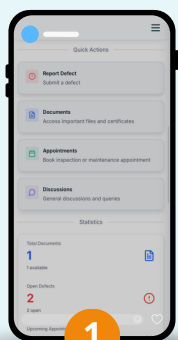
Need to contact the Customer Care Team about something that's not Defect-related? Use Discussions to submit general enquiries and receive responses directly through the portal.

8. Announcements

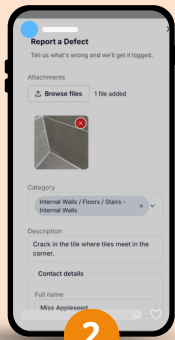
The Announcements section contains important updates from your Customer Care Team. These may include information about your property, your development, upcoming works or other important notices, so we recommend checking this area regularly.

Reporting a Defect

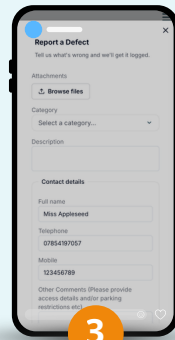
Reporting a Defect on the Residents' Portal is quick and easy. The platform enables residents to report issues, receive updates and communicate directly with our team, whilst ensuring contractors and customer care teams remain aligned throughout the process.



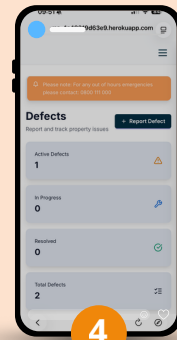
STEP 1: Open the Residents' Portal and select "Report Defect."



STEP 2: Upload a photo/video of the defect and confirm the category and description (generated by AI)



STEP 3: Provide contact details and any other information needed (access or parking).



STEP 4: Once you have reported the Defect, it will show on your overview page.

What we need to know

Category	Helpful information to include
Windows and doors	Room or external location, whether it opens/closes/locks, draughts or leaks, damaged handles, hinges, seals, glazing or frame, and whether the issue affects security.
Plumbing	Exact location, whether the leak is active or contained, hot or cold supply, water pressure concerns, staining, affected rooms and any steps already taken to isolate the water.
Heating and hot water	Whether heating, hot water or both are affected, fault messages, pressure readings if visible, whether the issue affects the whole home or one area, and when it started.
Walls, floors & ceiling	Room location, size and position of cracks or marks, whether the issue is changing, signs of damp, movement, staining, loose finishes or safety concerns.
Electrical	Which room, fitting, circuit, or consumer unit is affected, what areas (if any) have tripped, and whether you've noticed any burning smells, heat, sparks, or exposed wires.
External areas	Location, affected boundary, path, drainage point, garden area, fence, gate, driveway, terrace, balcony, or external finish, including photos from more than one angle.

What happens next?

Once you've submitted your report, our Customer Care team will review the information provided and assess the next steps. If we need any additional details, we'll contact you directly.

Where an inspection or repair visit is required, a member of the team will be in touch to arrange a convenient appointment. To help us resolve the issue as quickly as possible, please ensure the area is accessible and let us know as soon as possible if you need to reschedule.

Using the Residents' Portal means everything is managed in one place, giving you clear visibility of your defects, any updates, planned actions and completed works throughout the process.



