



Your New Customer Portal

<https://atrium.myhome-portal.com/>

Choice Places has signed up for a new customer portal powered by Housing Online – My Home. The portal is fully integrated with our new Housing Management software and updated in live time.

The first time you access the portal

You will need to register your account

Log In

Your username
This is usually your email address

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

Register

I am a..

Tenant Owner

Your reference

Your surname

Your postcode

Your email address

Register

Your reference
This is your factored **account** number; If you do not have an active email address registered with us, please call us for help.

Your surname and post code
These details must match the information we hold for you on our system and the post code is for the property we factor.

We need to have your email address on our system for you to be able to register
If there is a problem, please call us for help

✓ We have sent you an email with details to complete your registration

You will receive an email with a link in it. This email is from **Atrium Homes My Home**.
 If you can't see the email in your inbox, please check your junk / spam mailbox.
 Please click on the link or copy it and paste it into your browser.

This completes your registration and asks you to choose a password as well as entering your date of birth to prove that it is you setting the password for your account.

Please remember that your password needs to be at least 12 characters long.

We do not hold accurate dates of birth for many owners and so we will confirm the detail we hold when we send you your account number.

If you are a joint account holder with another person, you can both use the same account number combined with your own personal details to set up access to the portal.

If you register for the portal on your phone, you should now see a new icon



If you can't remember the portal site address, you can go to our website and the myPlace button will take you to the new portal.

Please delete the myPlace app from your phone as this has been disabled.






Your New Customer Portal

Customers will be able to log in to the system which provides a Dashboard showing:

My Details

This tile provides information about your relationship with us:

-  Your account Reference
-  The Address of your factored property
-  Your account Start Date

You can opt to go paper-free which means that, unless you are legally required to receive a printed letter from us on a subject, we will communicate with you by email or text the majority of the time.




You can also view your email address and contact phone numbers that we hold for you in **My Details** and ask us to change them using the edit button.



My Area Repairs

This tile provides information about repairs carried out in your estate. On the dashboard you will see a brief summary of the latest repair requested for your estate and its current status.

From here you can click to view:

-  Your Repairs History for the block your house is in (e.g. roof repairs to a block of flats)
-  Your Repairs History for your Estate or the wider District in which you live
-  Please note that the ground maintenance contract is not recorded as a repair and you can **Request a Repair**.

For factored owners, repairs will be issues which are in your wider estate and not within the boundaries of your private property.

These might include uplift of rubbish fly-tipped near your home, path repairs etc.

We will ask you to give us a description of the repair that is needed. Where possible we would ask you to add a **picture or video** of the item that needs to be repaired before you **Submit the Request**.




We will call you or arrange to visit if we need more information to instruct the works.



Useful Numbers

My Account

This tile shows:

-  Your current balance owed on your account
-  If you have a credit or nil balance on your account, it will be **green**
-  If you owe us money (in arrears) this will be in **red**

Due to an issue with the data in our old software, unfortunately old payments received by us show as "Rent Payment Market Rent" but this description will be correct for all new payments recorded by us.

You can view the last three transactions on your account or you can click on **My Account Statement** to view more historic transactions.

You can also click **Make a Payment** to be redirected to our Allpay site. Your **Allpay Reference** for payments is also shown here.

My Documents

If we have shared any documents with you in the portal, you will be able to access them here.

You can also navigate around the portal by clicking on the links below which show above the tiles

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

You can check our contact details and opening times at the bottom of the portal page, and you can email us by clicking on the email address shown at the bottom of the page