



Your quick guide to
My Brolly





How to use My Brolly

My Brolly User Guide – Click on the task you want to complete today.

If you're not yet using My Brolly, please contact your Management Provider.



I want to
make a one-off
payment on
my rent



I need to reset
my My Brolly
password



I want to report
anti-social
behaviour



I want to
set up or
amend my
direct debit



I want to
amend
my personal
details



I want to
move house



I'm struggling
to afford
my rent



I want to make
a complaint



I want to apply
to have a pet
in my home



If you can't find the
answer using the
most popular questions:

FAQs

Visit
My Brolly:

Access

To tell us about
anything else:

Raise a Query



Click the icons to navigate the guide



I want to make a one-off payment on my rent

If you're making a one-off payment or a part payment, you can choose to make a payment in My Brolly by selecting the 'Pay Now' button in the 'Rents & Payment' section.

Useful information

If your balance shows a minus figure, this reflects the amount you currently owe.

Once a payment is made, your 'Account Balance' will update immediately to reflect the new amount. You're welcome to make as many one-off payments as you like throughout the month, each one will reduce your outstanding balance. You can also choose to make an overpayment, which will be credited toward your next month's rent.

Top Tip! If you're using your mobile, tip the phone to landscape to make it easier to navigate.

Step 1

Rent & Payments

Account Balance

-£781.20

Upcoming Charges

£880.02

Pay Now

Step 2


Make a Payment

The outstanding balance on your housing account is **£6,582.55**

Please note, as you have an active payment plan, the outstanding balance you currently need to pay today is **£0**.

The next payment we are expecting from you is **£2043.49** on **1 March 2025**

Please choose the amount(s) that you would like to pay today in the boxes under Payment Amount, and then click Next:

Account	Outstanding Balance	Payment Amount
1 Housing	£6,582.55	£0.00 

Hover over the box to display the pen icon, the box will turn yellow.

Click outside the box to allow for the 'Save' button to appear.

Click the icons to navigate the guide



Step 3

Make a Payment

The outstanding balance on your housing account is **£273.42**

Please choose the amount(s) that you would like to pay today in the boxes under Payment Amount, and then click Next:

Account	Outstanding Balance	Payment Amount
1 Housing	£273.42	0

0
Saved data
1000
100

Enter the amount you would like to pay today, click out of the box until the 'Save' option appears.

Step 4

Make a Payment

The outstanding balance on your housing account is **£273.42**

Please choose the amount(s) that you would like to pay today in the boxes under Payment Amount, and then click Next:

Account	Outstanding Balance	Payment Amount
1 Housing	£273.42	£100.00

Cancel Save Next

Once the save button has appeared, click 'Save' and 'Next'.

Step 5

Make a Payment

Once you have made your payment, you will come back to this page.

You can then click the X in the top right to close this window, refresh the page and your account balance will be updated

[PAY HERE](#)

Click the 'Pay Here' link to input card details and complete the payment.



Click the icons to navigate the guide

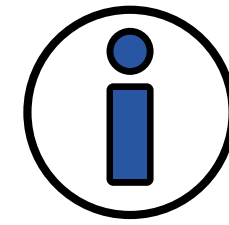


I want to set up a Direct Debit

If you would like to set up a Direct Debit in My Brolly, you can do this in the 'Rents & Payment' section.

Step 1

— Payment Method —
No Payment Method Setup
Add/Manage Direct Debit



Useful information

Direct Debits can be scheduled for any day of the month that best aligns with your financial circumstances.

Once your Direct Debit is set up, payments will be collected within a five-day window around your chosen date. Each month, GoCardless will send you an email confirming the due date and the amount to be collected, helping you stay informed and in control of your payments.

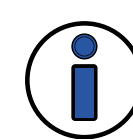
After setup, it typically takes 3–5 business days for the Direct Debit to appear on your bank account. If you've been making manual payments using the 'Pay Now' button in your portal, please ensure your Direct Debit is fully active before discontinuing those payments.

If you anticipate any difficulty in making your monthly payments, please reach out to your management provider, they're here to offer guidance and support.

Step 2

Set up a Direct Debit
We have not identified any active Direct Debits.
To set up a new Direct Debit, select **Yes** and click **Submit** button
*** Set up a Direct Debit?:**
 No
 Yes
Submit

Click 'Yes' to begin creating your Direct Debit, then click 'Submit'.



Useful information

Please be mindful that if you already have a Direct Debit set up on the account and you would like to amend your Direct Debit date, please ensure the change is submitted at least 7 days before the current due date. Any changes made within 7 days of your next payment will not take effect until the following month.

Step 3

Set up a Direct Debit
We have not identified any active Direct Debits.
To set up a new Direct Debit, select **Yes** and click **Submit** button
*** Set up a Direct Debit?:**
 No
 Yes
*** You can specify here the day of the month on which you want the direct debit to be collected:**
1st
Submit

From the drop down, select the day of the month you would like the Direct Debit to be set up.

Click the icons to navigate the guide



Step 4

Set up a Direct Debit

To set up your direct debit, please [complete the secure Direct Debit form](#)

Upon completion, you will be returned to this screen and should click exit to finish.

Exit

Click 'here' to open the Direct Debit Mandate form.

Step 5

Legal & General
AFFORDABLE HOMES

Create/Update authorisation

First name Last name [Use company details](#)

Email

Postcode [Lookup address](#) [Enter address manually](#)

Account name Or [use IBAN](#)

Account number Sort code

More than one person is required to authorise direct debits.

Update authorisation

Complete the highlighted fields on the form.
Click 'Update Authorisation'.

More than one person is required to authorise direct debits.
If more than one person is required to authorise Direct Debits on this account, you will not be able to complete this form. If it's a joint account but you can authorise payments on your own, you should untick this box.

If you tick the above box, please note, you may not be able to complete this form. Please contact your Management Provider.

Step 6

Are these details correct?

Account name Doug Pope
Account number 55779911
Sort code 200000

Confirm Cancel

Click 'Confirm' and 'Finish' to complete the process.

Legal & General
AFFORDABLE HOMES

Thank you

Your direct debit has been confirmed. The name on your bank statement will be CUSTOMER NAME.

Your mandate can be viewed [here](#). Your confirmation email will be sent within 3 business days to confirm your direct debit has been set up.

Finish



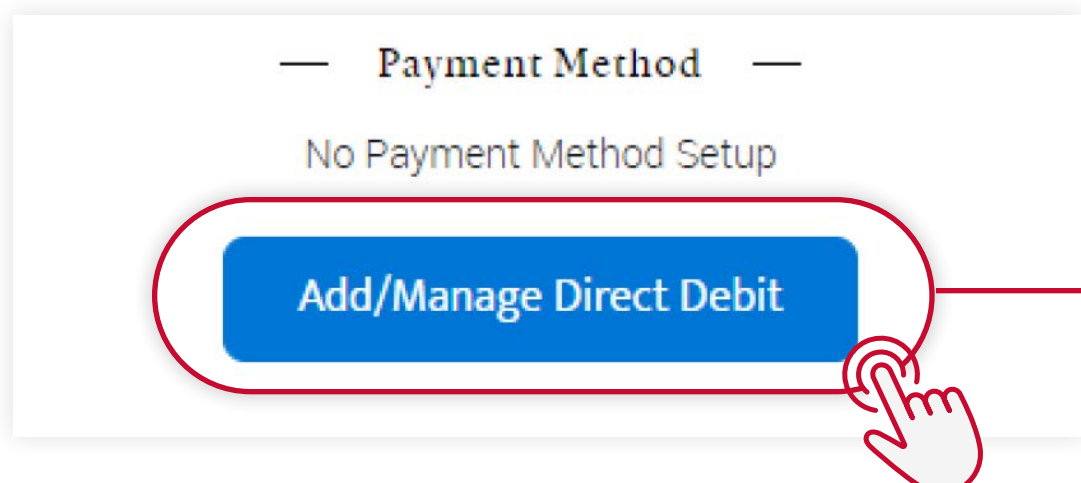
Click the icons to navigate the guide



I want to amend my Direct Debit

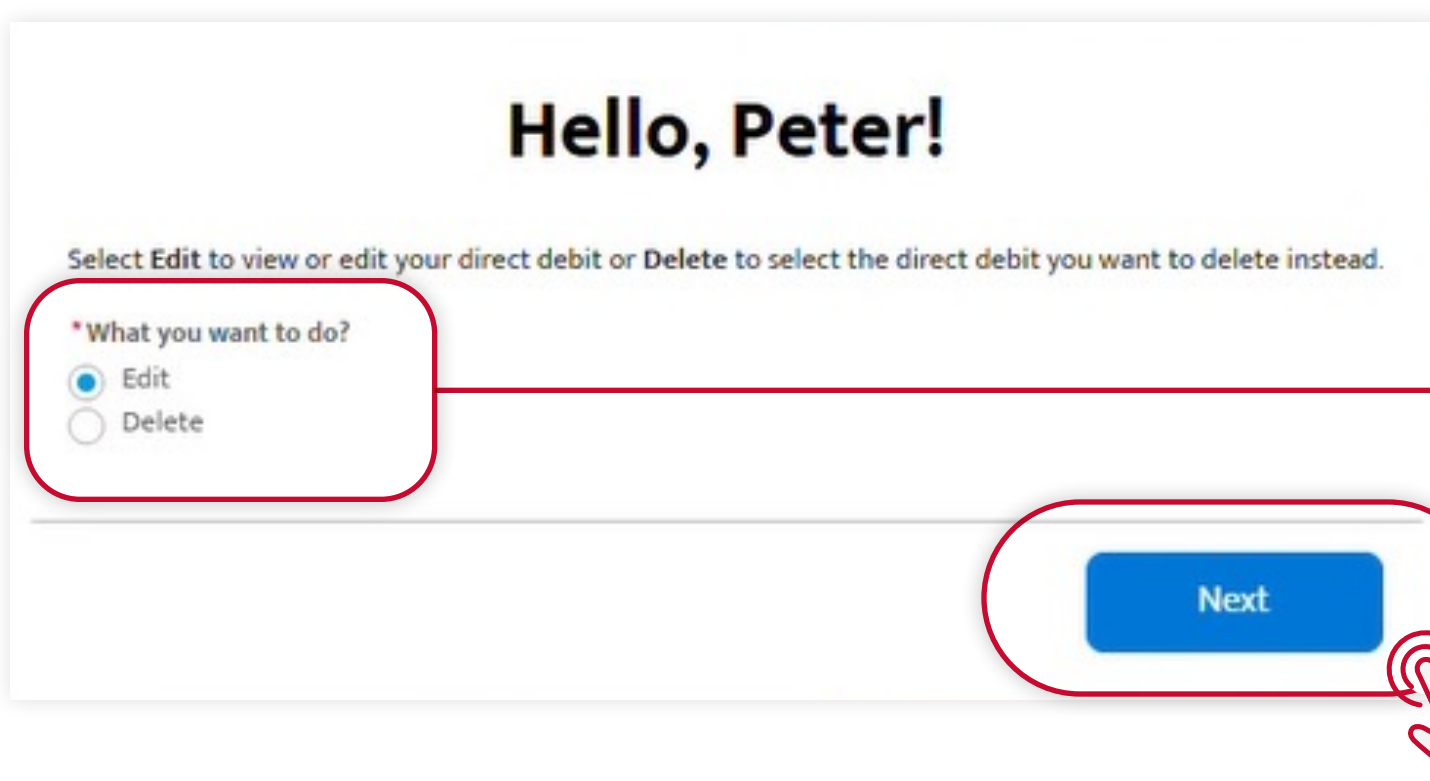
If you would like to amend your Direct Debit in My Brolly, you can do this in the 'Rents & Payment' section.

Step 1



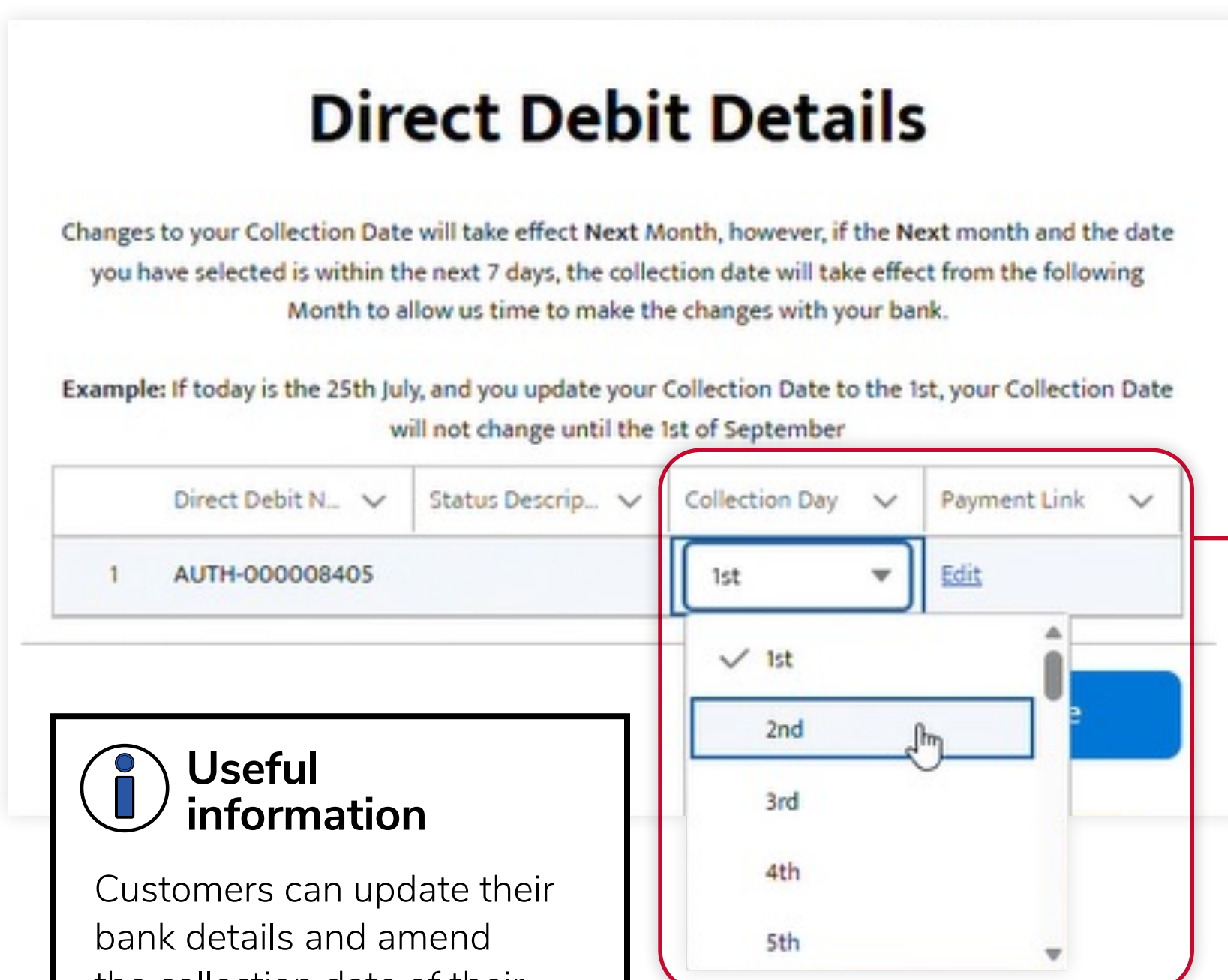
Log into Customer Portal and select the Add/Manage Direct Debit button on the right of the page.

Step 2



Select the 'Edit' option and click 'Next'.

Step 3



Useful information

Customers can update their bank details and amend the collection date of their Direct Debit at any time. If they choose to change their payment date, they can select any day between the 1st and the 28th of the month.

If you would like to change the collections date, use the 'Collection Day' drop down field and select the date you would like the Direct Debit to be taken. Once you have selected the correct date, click 'Save'. Where you would like to change the account from which the Direct Debit is to be taken, click 'Edit' to update the bank details.


Please Note:

If you are happy with the collection date, please don't amend the 'Collection Day' field.

Click the icons to navigate the guide



Step 4


AFFORDABLE HOMES

Create/Update authorisation

First name MISS W	Last name DICKENS	Use company details
Email wdickens10@icloud.com		
Postcode B28 8EQ	Lookup address	Enter address manually
Account name	Or use IBAN	
Account number	Sort code	


More than one person is required to authorise direct debits.

[Update authorisation](#)

Your payments are protected by the direct debit guarantee

Your payment will be processed by
L&GAFFORDABLEHOMES
[Read the privacy notice.](#)

338-346 Goswell Road, London, EC1V 7LQ, United Kingdom. 020 7183 8674. help@lgaaffordable.com



Update the details in the Direct Debit Authorisation form with your updated details and click 'Update Authorisation'.



Click the icons to navigate the guide



I'm struggling to afford my rent

We understand that from time to time, our customers may struggle with their monthly rent payments. To bring your rent arrears back up to date, please see the following steps:

Step 1

Account Balance

Amount
-£6,582.55

Account Status

Pay Now

Setup Payment Plan

In the 'Rents & Payment' section, click 'Setup Payment Plan'.

Step 2

Create or Modify Payment Plan

Please select the type of Payment Plan you would like to create or modify and then click Next.

*Payment Plan Type
Housing

Next

Select the 'Payment Plan Type' in the drop down and click 'Next'.

Click the icons to navigate the guide



Step 3

Create a new Payment Plan

CREATE PAYMENT PLAN

Outstanding Charges: £4220.07
Upcoming Charges for this period: £0
Total Balance: £4220.07
Payment Plan Total: £4220.07

Change the number of months for this Payment Plan (more than 6 months will require further approval)

Select

	<input type="checkbox"/> Due Date	Amount
1	<input type="checkbox"/> 1 Dec 2024	£703.34
2	<input type="checkbox"/> 1 Jan 2025	£703.34
3	<input type="checkbox"/> 1 Feb 2025	£703.34
4	<input type="checkbox"/> 1 Mar 2025	£703.34
5	<input type="checkbox"/> 1 Apr 2025	£703.34
6	<input type="checkbox"/> 1 May 2025	£703.37

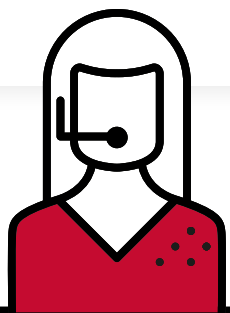
[Previous](#) [Submit](#)

Using the information provided, select over how many months you would like to pay using the drop-down box.

If you would like to amend the amount you're paying each month, hover over the amount to turn the box yellow, type in the amount you would like to pay, and press Enter.

You will need to make sure the amounts you pay, over the period of the Payment Plan amount to the total arrears.

Once you are happy that the amount in each month is affordable, click 'Submit'.



Before clicking 'Submit', please make sure the monthly instalment is affordable.

You can toggle with the month drop-down field and change the amounts each month to make it affordable.

We're here if you need us!

If you would like a plan for longer than 6 months, please contact us on My Brolly in the 'Help & Queries' section, click the 'Raise a Query' tab and select 'Rent & Service Charge' from the drop-down menu.

Step 4

Create or Modify Payment Plan

The Housing Payment Plan has been successfully set up and is now active.

Please note that any changes to charges that are due during the duration of this Payment Plan will automatically be applied. The remaining monthly payments will be adjusted accordingly.
Details of any changes will be sent by email.

[Previous](#) [Finish](#)

Your Payment Plan has gone to your Management Provider to be set up. Please note, your Management Provider may still choose to decline or edit the proposed plan. To complete, click 'Finish'.

Failure to meet the agreed payment plan may result in eviction proceedings.



Click the icons to navigate the guide

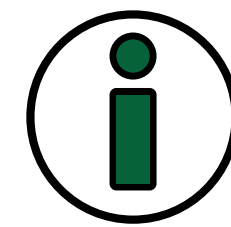


I need to reset my My Brolly password

I am locked out of My Brolly and would like to reset my password.

Step 1

Select the 'Forgot Your Password' link.



Useful information

Your My Brolly username will always be your email address.

If you cannot access your emails in order to reset your password, please contact your Management Provider, who will be able to assist you further.

PLEASE NOTE: If, after trying this process, you are still experiencing problems, please contact your Management Provider.

Step 2

Type your email address into the 'Username' field & click 'Continue'.

Step 3

Once on this page, an email will be sent to you to reset your password. Please go to your inbox and follow the instructions on the email.



Click the icons to navigate the guide



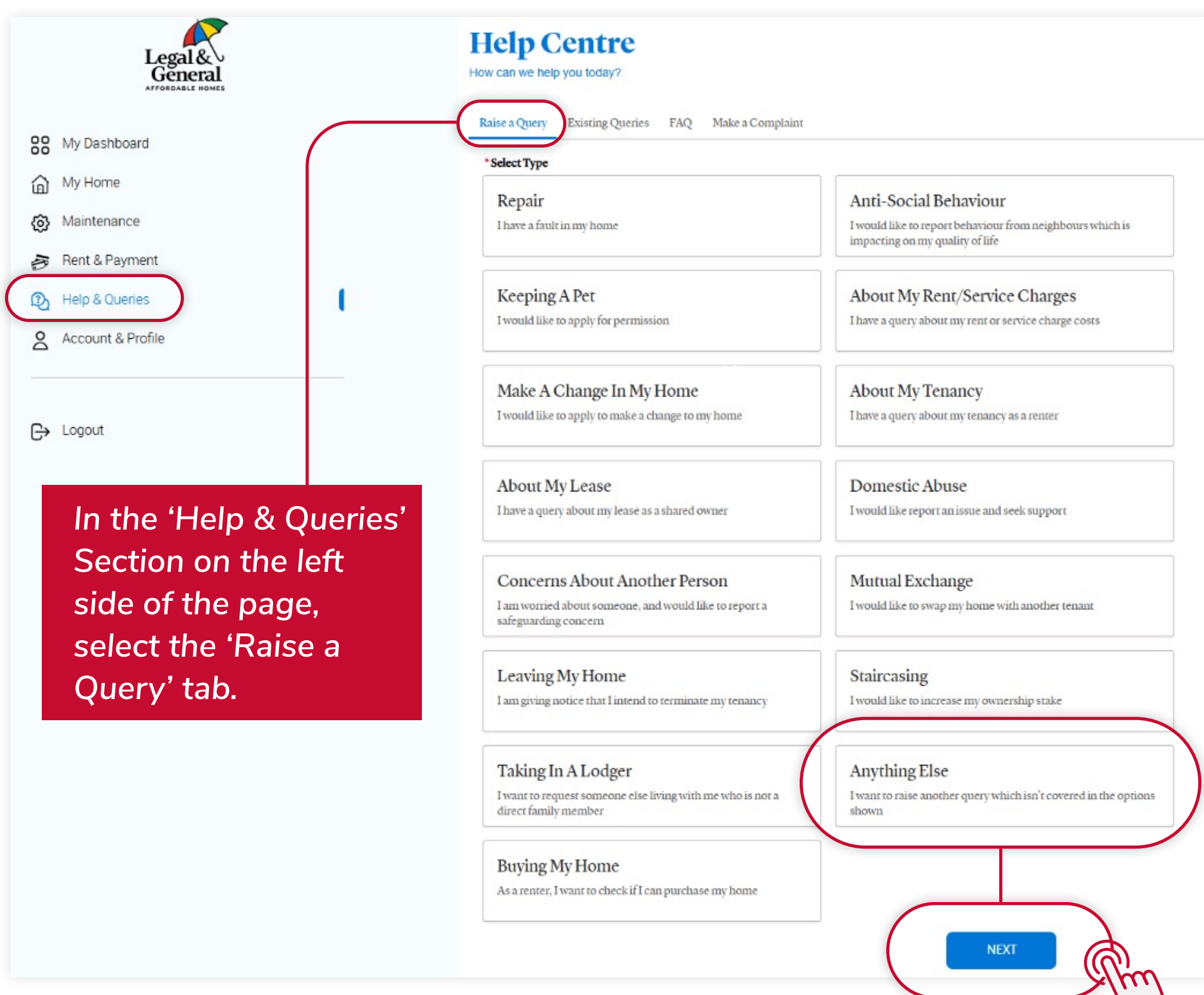
I would like to amend my personal details

Due to a change in circumstances, I would like to update my personal details.

Useful information

If you have raised a query, your Management Provider will be in touch within 3 working days. Dependant on the change, you may be asked to provide documentation, for example, a marriage certificate.

Step 1



Legal & General
AFFORDABLE HOMES

Help Centre
How can we help you today?

Raise a Query Existing Queries FAQ Make a Complaint

*Select Type

Repair
I have a fault in my home

Anti-Social Behaviour
I would like to report behaviour from neighbours which is impacting on my quality of life

Keeping A Pet
I would like to apply for permission

About My Rent/Service Charges
I have a query about my rent or service charge costs

Make A Change In My Home
I would like to apply to make a change to my home

About My Tenancy
I have a query about my tenancy as a renter

About My Lease
I have a query about my lease as a shared owner

Domestic Abuse
I would like to report an issue and seek support

Concerns About Another Person
I am worried about someone, and would like to report a safeguarding concern

Mutual Exchange
I would like to swap my home with another tenant

Leaving My Home
I am giving notice that I intend to terminate my tenancy

Staircasing
I would like to increase my ownership stake

Taking In A Lodger
I want to request someone else living with me who is not a direct family member

Anything Else
I want to raise another query which isn't covered in the options shown

Buying My Home
As a renter, I want to check if I can purchase my home

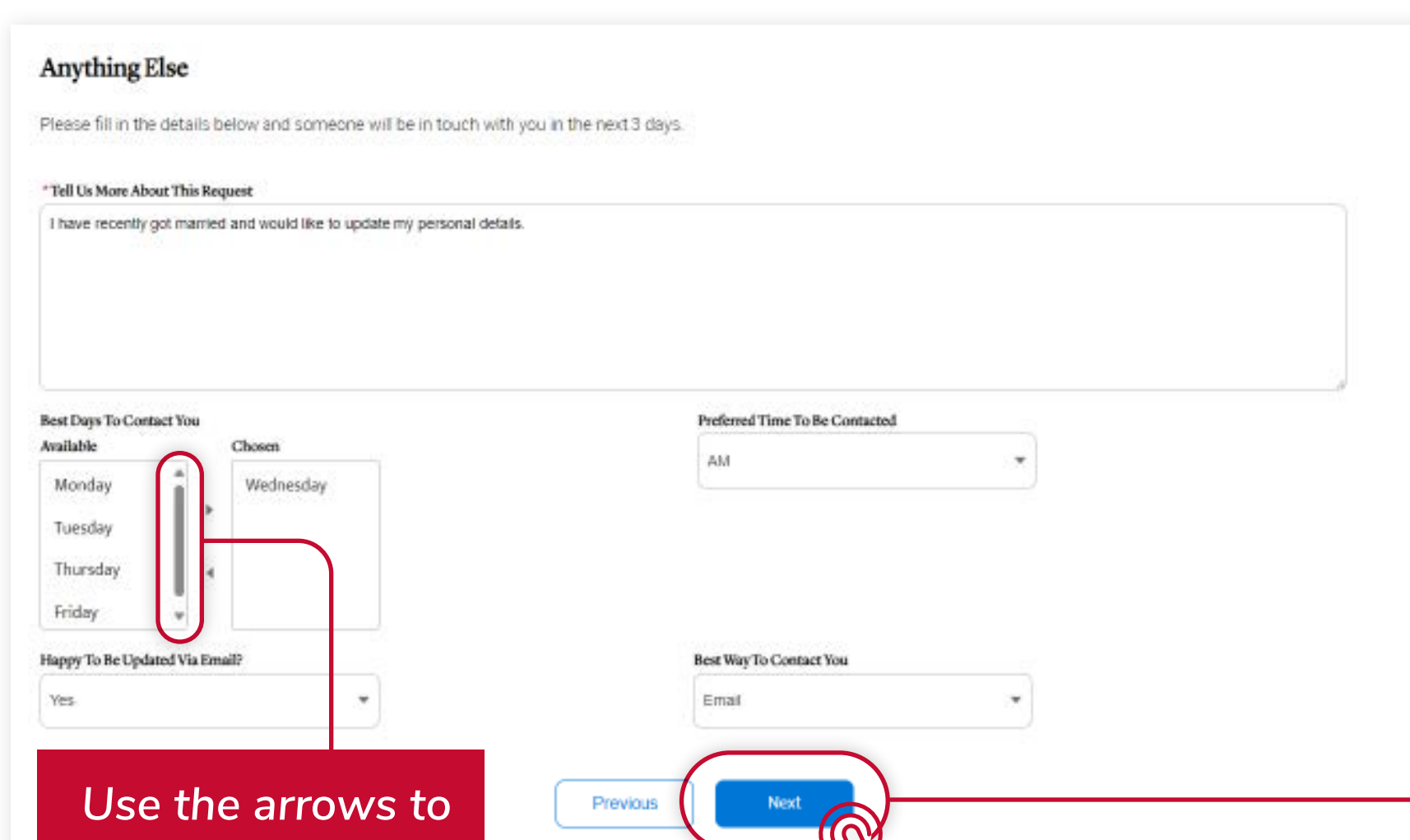
Logout

My Dashboard
My Home
Maintenance
Rent & Payment
Help & Queries
Account & Profile

In the 'Help & Queries' Section on the left side of the page, select the 'Raise a Query' tab.

Select 'Anything Else' and click 'Next'.

Step 2



Anything Else

Please fill in the details below and someone will be in touch with you in the next 3 days.

*Tell Us More About This Request

I have recently got married and would like to update my personal details.

Best Days To Contact You

Available Chosen

Monday Tuesday Thursday Friday Wednesday

Preferred Time To Be Contacted

AM

Happy To Be Updated Via Email?

Yes

Best Way To Contact You

Email

Previous Next

Use the arrows to select availability.

Complete the form, making sure you fill in all the boxes with an asterisk (*) as a minimum.

Top Tip! Place as much detail as possible in the free type boxes to help us deal with the issue as effectively as we can for you.

Click 'Next' to continue.

Click the icons to navigate the guide



Step 3

If you would like to attached any files linked to this case, please use the option below.

Upload Files

Or drop files

If you have any supporting information you would like to attach, please either drag and drop or upload here. Please note, if you have nothing to add, you can move straight to the next page.

Click 'Next' once we have everything you would like to share.

Step 4

Thanks. Your form has been submitted and your case number is 00019315.

You can review your cases by going to the [Existing Queries Tab](#)

You have now completed logging your query. Please click 'Finish' to return to the My Brolly homepage.



Click the icons to navigate the guide



I want to make a complaint

If you're unhappy with the **standard of service or lack of action** by either L&G Affordable Homes or your Management Provider, please follow the steps below to log a formal complaint.

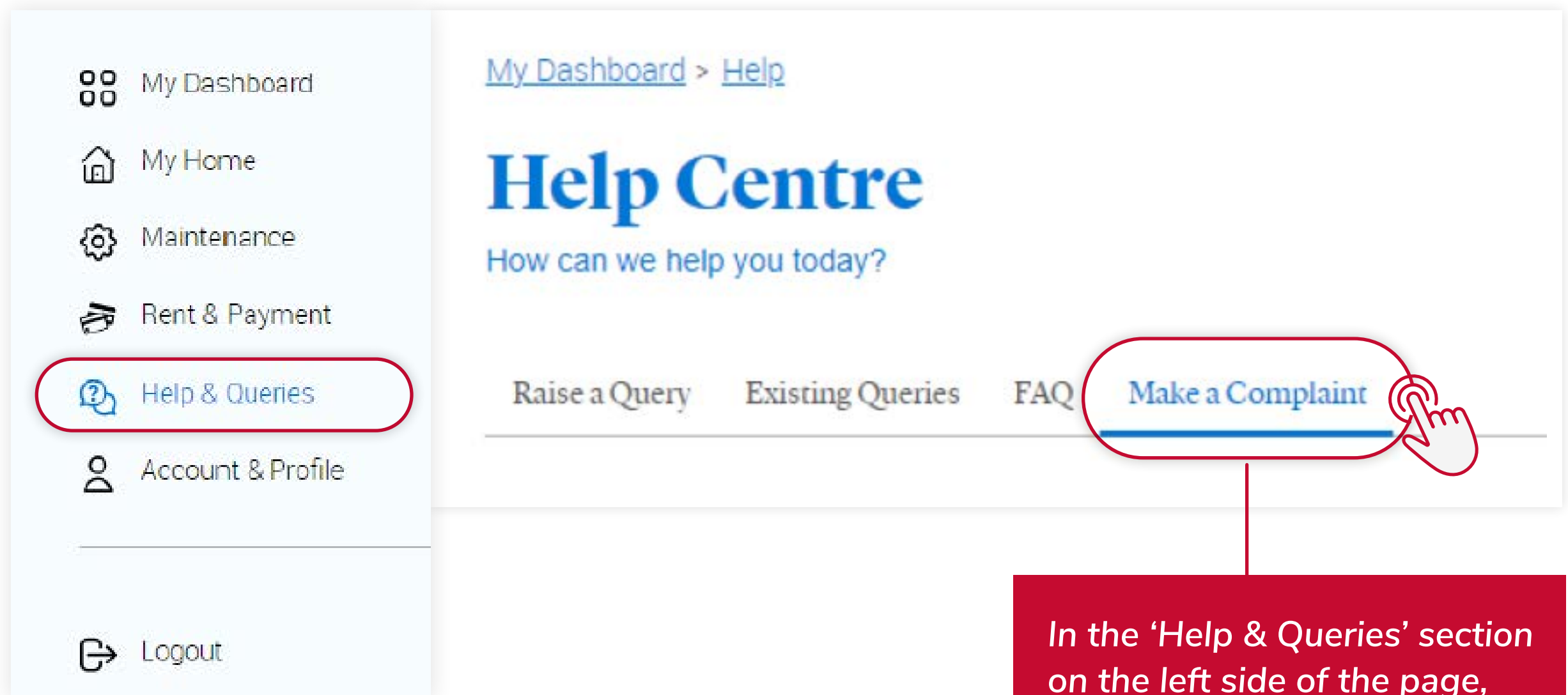
Please read the 'Useful Information' below before logging your complaint.

Useful information

If you want to raise a request such as a repair to your home, log anti-social behaviour, pet in your home or chase an existing request, this can be done clicking on this link '[Raise a Query](#)'.

If you have already logged a complaint, please be assured that we are looking into this for you, and it may take up to 5 working days before we respond.

Step 1



The screenshot shows a user interface for a Help Centre. On the left is a navigation menu with the following items: My Dashboard, My Home, Maintenance, Rent & Payment, Help & Queries (highlighted with a red rounded rectangle), Account & Profile, and Logout. The main content area shows the breadcrumb 'My Dashboard > Help', the title 'Help Centre', and the question 'How can we help you today?'. Below this are four links: 'Raise a Query', 'Existing Queries', 'FAQ', and 'Make a Complaint' (highlighted with a red rounded rectangle and a hand cursor icon). A red callout box with a line pointing to the 'Make a Complaint' link contains the text: 'In the 'Help & Queries' section on the left side of the page, select 'Make a Complaint'.'

Click the icons to navigate the guide



Step 2

Complaints

We are sorry that you are having to complain to us. We take all complaints seriously and you will be given a case officer who will work with you to resolve any issues you have. Please fill in the form below and they will be in touch within the next 24 hours to discuss the issue further with you.

What Does This Relate To?
Property Condition

*When Did This Happen?
14 Nov 2024

*Tell Us More About What Happened
The property has had mould now for over a month and I don't seem to have had a response or date from my management company to come and look into this issue. This is causing a smell of dampness and I have small children who need to sleep in the room.

How Can We Make This Right?
I would like someone to take responsibility for the issue, come and visit the property and make a plan of action of how we can permanently avoid this issue in the future.

Best Days To Contact You

Available	Chosen
Monday	Tuesday
Wednesday	Thursday
Friday	

Best Time To Contact You
Anytime

Happy To Be Contacted By Email
Yes

Best Way To Contact You
Phone

Is Anyone Else Involved That We Should Know About?
Yes

Other Parties Involved

Next

Use the arrows to select availability.

Complete the form, making sure you fill in all the boxes with an asterisk (*) as a minimum.

Top Tip! Place as much detail as possible in the free type boxes to help us deal with the issue as effectively as we can for you.

Click 'Next' to continue.

Step 3

If you would like to attached any files linked to this case, please use the option below.

Upload Files

Upload Files Or drop files

Previous Next

If you have any supporting information you would like to attached, please either drag and drop or upload here.

Please note, if you have nothing to add, you can move straight to the next page.

Click 'Next' once we have everything you would like to share.

Step 4

Thanks. Your form has been submitted and your case number is 00019315. You can review your cases by going to the [Existing Queries Tab](#)

Finish

Now you have successfully logged your complaint

Please click 'Finish' to return to the My Brolly homepage.

Please wait 5 working days for a response before making further contact.

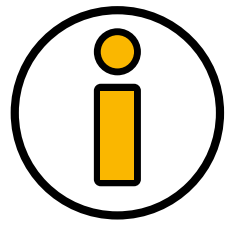


Click the icons to navigate the guide



I want to report anti-social behaviour

If you're having problems with a neighbour which you believe is anti-social behaviour, please tell us by following the steps below:



Useful information

Reporting of anti-social behaviours is where a resident/s inform their landlord of one of the following:

- Dog fouling, uncontrolled and noisy pets, inconsiderate or dangerous parking and abandoned cars
- Noise nuisance at high levels or unreasonable hours
- Environmental health issues such as rubbish dumping
- Vandalism and graffiti
- Drug misuse, alcohol-related nuisance and prostitution
- Hate incidents motivated by someone's age, disability, faith, sexual orientation or race
- Harassment, including verbal and physical abuse and threats
- Acts of violence

Please note:

If you are experiencing threats of violence or have had threats to your safety or someone else's, you must first report to the police and secondly, to L&G Affordable Homes.

Step 1

Legal & General
AFFORDABLE HOMES

Help Centre
How can we help you today?

[Raise a Query](#) Existing Queries FAQ Make a Complaint

*Select Type

Repair I have a fault in my home	Anti-Social Behaviour I would like to report behaviour from neighbours which is impacting on my quality of life
Keeping A Pet I would like to apply for permission	About My Rent/Service Charges I have a query about my rent or service charge costs
Make A Change In My Home I would like to apply to make a change to my home	About My Tenancy I have a query about my tenancy as a renter
About My Lease I have a query about my lease as a shared owner	Domestic Abuse I would like to report an issue and seek support
Concerns About Another Person I am worried about someone, and would like to report a safeguarding concern	Mutual Exchange I would like to swap my home with another tenant
Leaving My Home I am giving notice that I intend to terminate my tenancy	Staircasing I would like to increase my ownership stake
Taking In A Lodger I want to request someone else living with me who is not a direct family member	Anything Else I want to raise another query which isn't covered in the options shown
Buying My Home As a renter, I want to check if I can purchase my home	

NEXT

In the 'Help & Queries' section on the left side of the page, select 'Raise a Query'.

From the drop-down menu, select 'Anti-Social Behaviour' and click 'Next'.

Click the icons to navigate the guide



Step 2

Anti-Social Behaviour

Sorry to hear that you are having an issue with anti-social behaviour. To report this into us please complete the form below, including as much information as you can. Once submitted, this will be reviewed by a case officer who will then be in touch to discuss it further.

What Does This Relate To? * When Did This Happen

Harrasment 16 Nov 2024

* Tell Us More About What Happened

On the date provided my neighbour (insert name) at xx address has been xxxx. The impact of this has been XXXX

How Can We Make This Right?

I would like

Best Days To Contact You Preferred Time To Be Contacted

Available Chosen

Monday Tuesday

Wednesday

Thursday

Friday

Happy To Be Updated Via Email? * Best Way To Contact You

Yes Phone

Any Agencies Involved? Please Select The Relevant Agencies?

Yes

Available Chosen

Probation Police

Mental Health

Adult Social C...

Children Socia...

* Can We Contact The Agency As Part Of This Report? Who Is Causing The Issue?

Yes Joe Bloggs

Have You Spoken To The Other Party? * Is It Safe To Contact You?

No/yes --None--

Consent To Contact Other Party? * Is It Safe To Contact You?

--None-- --None--

Previous Next

Complete the form, making sure you fill in all the boxes with an asterisk (*) as a minimum.

Top Tip! Place as much detail as possible in the free type boxes to help us deal with the issue as effectively as we can for you.


Use the arrows to select availability.

Click 'Next' to continue.

Step 3

If you would like to attached any files linked to this case, please use the option below.

Upload Files

 Or drop files

Previous Next

Click 'Next' once we have everything you would like to share.

If you have any supporting information you would like to attach, please either drag and drop or upload here.

Please note, if you have nothing to add, you can move straight to the next page.

Step 4

Anti-Social Behaviour

Thanks. Your form has been submitted and your case number is 00019375. You can review your cases by going to the [Existing Queries Tab](#).

You have completed logging the anti-social behaviour.

Finish

Please click 'Finish' to return to the My Brolly homepage.

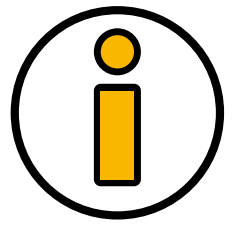


Click the icons to navigate the guide



I want to move house

If you would like to tell us you are moving out of your property, please follow the steps below:



Useful information

If you would like to move out of your home, please consult your contract to understand your notice period and terms of moving out of your property.

Step 1

Legal & General
AFFORDABLE HOMES

Help Centre
How can we help you today?

[Raise a Query](#) Existing Queries FAQ Make a Complaint

***Select Type**

Repair I have a fault in my home	Anti-Social Behaviour I would like to report behaviour from neighbours which is impacting on my quality of life
Keeping A Pet I would like to apply for permission	About My Rent/Service Charges I have a query about my rent or service charge costs
Make A Change In My Home I would like to apply to make a change to my home	About My Tenancy I have a query about my tenancy as a renter
About My Lease I have a query about my lease as a shared owner	Domestic Abuse I would like to report an issue and seek support
Concerns About Another Person I am worried about someone, and would like to report a safeguarding concern	Mutual Exchange I would like to swap my home with another tenant
Leaving My Home I am giving notice that I intend to terminate my tenancy	Staircasing I would like to increase my ownership stake
Taking In A Lodger I want to request someone else living with me who is not a direct family member	Anything Else I want to raise another query which isn't covered in the options shown
Buying My Home As a renter, I want to check if I can purchase my home	

NEXT

In the 'Help & Queries' section on the left side of the page, select 'Raise a Query'.

From the drop-down menu, select 'Leaving My Home' and click 'Next'.

Click the icons to navigate the guide



Step 2

Leaving My Home

Please fill in the details below and someone will be in touch with you in the next 3 days.

***Tell Us More About This Request**

I have found an alternative property to move into. I would like to move out at the end of January 2023

Best Days To Contact You

Available: Monday, Tuesday, Wednesday, Friday
Chosen: Thursday

Preferred Time To Be Contacted

PM4

Happy To Be Updated Via Email?

Yes

Best Way To Contact You

Email

Previous Next

Complete the form, making sure you fill in all the boxes with an asterisk (*) as a minimum.

Top Tip! Place as much detail as possible in the free type boxes to help us deal with the issue as effectively as we can for you.

Click 'Next' to continue.

Use the arrows to select availability.

Step 3

Leaving My Home

If you would like to attached any files linked to this case, please use the option below.

Upload Files

Upload Files Or drop files

Previous Next

If you have any supporting information you would like to attach, please either drag and drop or upload here.

Please note, if you have nothing to add, you can move straight to the next page.

Click 'Next' once we have everything you would like to share.

Step 4

Leaving My Home

Thanks. Your form has been submitted and your case number is 00019382. You can review your cases by going to the [Existing Queries Tab](#).

Finish

You have completed the steps. Please click 'Finish' to return to the My Brolly homepage.

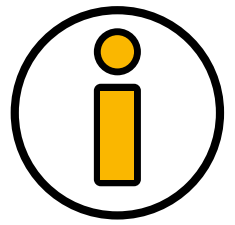


Click the icons to navigate the guide



I want to apply to have a pet in my home

If you would like to apply to have a pet in your home, please follow the steps below:



Useful information

If you're thinking about getting a pet, the first place to look is your tenancy agreement and our pet policy, which you will find in the 'Help & Queries' section, under the 'Documents' tab.

This will outline whether you can apply to have a pet in your home or not. If you are unsure or have any further questions, please contact your Management Provider, who will be able to assist you further.

Step 1

Legal & General
AFFORDABLE HOMES

Help Centre
How can we help you today?

[Raise a Query](#) Existing Queries FAQ Make a Complaint

*Select Type

- Repair
I have a fault in my home
- Anti-Social Behaviour
I would like to report behaviour from neighbours which is impacting on my quality of life
- Keeping A Pet**
I would like to apply for permission
- About My Rent/Service Charges
I have a query about my rent or service charge costs
- Make A Change In My Home
I would like to apply to make a change to my home
- About My Tenancy
I have a query about my tenancy as a renter
- About My Lease
I have a query about my lease as a shared owner
- Domestic Abuse
I would like to report an issue and seek support
- Concerns About Another Person
I am worried about someone, and would like to report a safeguarding concern
- Mutual Exchange
I would like to swap my home with another tenant
- Leaving My Home
I am giving notice that I intend to terminate my tenancy
- Staircasing
I would like to increase my ownership stake
- Taking In A Lodger
I want to request someone else living with me who is not a direct family member
- Anything Else
I want to raise another query which isn't covered in the options shown
- Buying My Home
As a renter, I want to check if I can purchase my home

[NEXT](#)

In the 'Help & Queries' section on the left side of the page, select 'Raise a Query'.

From the drop-down menu, select 'Keeping a Pet' and click 'Next'.

Click the icons to navigate the guide



Step 2

[Raise a Query](#) [Existing Queries](#) [FAQ](#) [Make a Complaint](#)

Keeping A Pet

Please fill in the details below and someone will be in touch with you in the next 3 days.

***Tell Us More About This Request**

I would like to get a dog for my family. We have already found a dog we would like to adopt. The dog is a 5 year old Yorkshire Terrier. She has house trained and has already lived with a young family previously.

Best Days To Contact You

Available: Tuesday, Wednesday, Thursday, Friday. Chosen: Monday.

Preferred Time To Be Contacted: PM

Happy To Be Updated Via Email?: Yes

Best Way To Contact You: Email

[Previous](#) [Next](#)

Use the arrows to select availability.

Complete the form, making sure you fill in all the boxes with an asterisk (*) as a minimum.

Top Tip! Place as much detail as possible in the free type boxes to help us deal with the issue as effectively as we can for you.

Click 'Next' to continue.

Step 3

[Raise a Query](#) [Existing Queries](#) [FAQ](#) [Make a Complaint](#)

Keeping A Pet

If you would like to attached any files linked to this case, please use the option below.

Upload Files

[Upload Files](#) Or drop files

[Previous](#) [Next](#)

If you have any supporting information you would like to attach, please either drag and drop or upload here. Please note, if you have nothing to add, you can move straight to the next page.

Click 'Next' once we have everything you would like to share.

Step 4

[Raise a Query](#) [Existing Queries](#) [FAQ](#) [Make a Complaint](#)

Keeping A Pet

Thanks. Your form has been submitted and your case number is 00019378. You can review your cases by going to the [Existing Queries Tab](#)

[Finish](#)

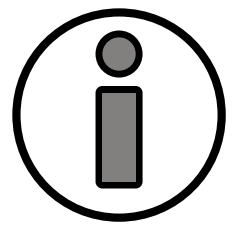
You have logged your request to keep a pet in your home. Please click 'Finish' to return to the My Brolly homepage.

Click the icons to navigate the guide



Raise a Query

If you would like to contact us about anything else, please follow the steps below to 'Raise a Query'.



Useful information

If your query is regarding reporting a new fault or defect that requires a repair, please use the digital assistant on My Brolly who will ask you all the necessary questions and log the repair for you.

Step 1

Legal & General
AFFORDABLE HOMES

Help Centre
How can we help you today?

Raise a Query Existing Queries FAQ Make a Complaint

*Select Type

Repair I have a fault in my home	Anti-Social Behaviour I would like to report behaviour from neighbours which is impacting on my quality of life
Keeping A Pet I would like to apply for permission	About My Rent/Service Charges I have a query about my rent or service charge costs
Make A Change In My Home I would like to apply to make a change to my home	About My Tenancy I have a query about my tenancy as a renter
About My Lease I have a query about my lease as a shared owner	Domestic Abuse I would like to report an issue and seek support
Concerns About Another Person I am worried about someone, and would like to report a safeguarding concern	Mutual Exchange I would like to swap my home with another tenant
Leaving My Home I am giving notice that I intend to terminate my tenancy	Staircasing I would like to increase my ownership stake
Taking In A Lodger I want to request someone else living with me who is not a direct family member	Anything Else I want to raise another query which isn't covered in the options shown
Buying My Home As a renter, I want to check if I can purchase my home	

NEXT

In the 'Help & Queries' section on the left side of the page, select 'Raise a Query'.

Select the type of query to you want to raise. If you can't find the exact reason, please use the 'Anything Else' option. Click 'Next'.

Step 2

Anything Else

Please fill in the details below and someone will be in touch with you in the next 3 days.

*Tell Us More About This Request

Best Days To Contact You

Available	Chosen
Monday	
Tuesday	
Wednesday	
Thursday	

Preferred Time To Be Contacted

--None--

Happy To Be Updated Via Email?

--None--

Best Way To Contact You

--None--

Previous Next

Use the arrows to select availability.

Complete the form, making sure you fill in all the boxes with an asterisk (*) as a minimum.

Top Tip! Place as much detail as possible in the free type boxes to help us deal with the issue as effectively as we can for you.

Click 'Next' to continue.

Click the icons to navigate the guide



Step 3

The screenshot shows a web form with a navigation bar at the top containing 'Raise a Query', 'Existing Queries', 'FAQ', and 'Make a Complaint'. The main heading is 'Anything Else'. Below the heading is a text prompt: 'If you would like to attached any files linked to this case, please use the option below.' Underneath is a section labeled 'Upload Files' containing a button with an upload icon and the text 'Upload Files', and a dashed box with the text 'Or drop files'. To the right of this section are two buttons: 'Previous' and 'Next'. A red circle highlights the 'Next' button, and a hand icon is shown clicking it.

If you have any supporting information you would like to attach, please either drag and drop in the designated box or upload here.

Please note, if you have nothing to add, you can move straight to the next page.

Click 'Next' once once you've uploaded the relevant files you would like to share.

Step 4

The screenshot shows the same 'Anything Else' form, but now with a confirmation message: 'Thanks. Your form has been submitted and your case number is 00019417. You can review your cases by going to the [Existing Queries Tab](#).' Below the message is a blue button labeled 'Finish'. A red circle highlights the 'Finish' button, and a hand icon is shown clicking it.

You have completed your query. Please click 'Finish' to return to the My Brolly homepage.

Your Management Provider will be in touch within 3 working days.

Click the icons to
navigate the guide



My Brolly FAQ

I need information from you
or to tell you something.

I need help with my payments

I need information from you or to tell you something

Q. I would like a copy of my contract

A. You can contact your Management Provider for a copy of your contract. This can be done in My Brolly by logging a query under 'Anything Else'.

Q. I need a statement

A. You can get a copy of the statement in the 'Accounts & Profiles' section in the 'Statements' tab. Click on the 'Generate Account Statement' button, add your start & end date, click 'Next'. A PDF will show via a green box which you can access by the 'View PDF' link on screen. The statement will show on your screen via pop up box.

Q. I have raised a fault/defect for repair via My Brolly, where can I find an update?

A. If you have told us about a property fault or defect using the My Brolly digital assistant, it has been logged. You can find any updates in the 'Maintenance' section under 'My Repair Cases'.

Q. I logged a defect or fault requiring a repair, but I have not heard anything back

A. Defects and faults that require repairs go directly to our defect partner or your Management Provider to arrange. We assure you; they are working through your request. Please check My Brolly for an update, as we may have added a comment to your case. If you have not heard anything back within 7 working days, please request an update via My Brolly and 'Raise a Query'.

Q. Where can I see my repair appointment?

A. If we have scheduled a repair appointment, the details of this can be viewed in 'My Dashboard' in the 'Repair Appointments' section on My Brolly. If you can no longer make the scheduled time or date, please contact your Management Provider or follow the guidance on the appointment confirmation email, if provided. Please note, defect repairs appointments will not be added to My Brolly, our partner will reach out to you via phone or email to arrange the repair.

Q. I have made a complaint but not heard anything back

A. We are sorry that you are not happy with the service that we have provided. If you have logged a complaint with us, rest assured, our team will be working on this in the background, you don't need to log a further complaint, we will be in touch within 5 working days.

Q. Who is my Management Provider?

A. Legal and General Affordable Homes work with a number of Management Providers. Please click on the link to take you to the list and access their [website](#) for contact information.

Click the icons to navigate the guide



I need help with my payments

Q. I need help affording my rent. The payment plan option in My Brolly is not suitable for my circumstances

- A. We're sorry to hear that you're experiencing difficult circumstances. If you're not in a position to set up a 1–6-month payment plan in My Brolly, using the Rents & Payment section, please contact your Management Provider in My Brolly using the 'Help & Queries' section, **'Raise a Query'** tab and select 'Rent & Service Charge' from the option drop-down box. Complete the form, attaching any supporting documents and submit the query. Someone from your Management Provider will be in touch within 3 working days to discuss your circumstances and provide further support. You can also reach out to **Citizens Advice** and/or **Shelter** who will also be able to provide guidance.

Q. I have been in my home for less than 3 months and have missed a rent payment

- A. We're sorry to hear that you are struggling to pay your rent. We do want to help you as much as we can. As you have been in your home for less than 3 months, you will need to have a conversation with your Management Provider to discuss the options available to you. You can do this in My Brolly under the 'Help & Queries' section in the **'Raise a Query'** tab and selecting 'Rent & Service Charge'. Complete the form and someone will be in touch within 3 working days. You can also reach out to **Citizens Advice** and/or **Shelter** who will also be able to provide guidance.

Q. What happens if I miss a payment on my Payment Plan?

- A. If you have chosen to bring your account arrears up to date by setting up a Payment Plan in My Brolly it is important that you keep up to date with the agreement. If you miss a payment, you are in breach of your plan and your Management Provider may begin eviction proceedings. Please contact your Management Provider urgently to discuss your circumstances. You can also reach out to **Citizens Advice** and/or **Shelter** who will also be able to provide guidance.

Q. When will my direct debit be taken from my account?

- A. You can choose to have your rent and other charges collected on any day of the month that best suits your financial circumstances. If your Direct Debit is currently set to the 1st of the month and you wish to make changes, please ensure these are submitted at least 7 days before the current due date. Any changes made within 7 days of your next payment will not take effect until the following month.

Q. I need to make changes to my Direct Debit, how can I do this in the My Brolly Portal?

- A. You can update these details by selecting the Add/Manage Direct Debit option on the homepage. From there, customers can adjust the date and account information as needed. If the changes are made at least 7 days before the payment due date, they will automatically apply from the following month.