



**MORGAN
SINDALL**

Property Services

Resident Portal

Resident Portal URL

Below is the URL for the resident portal, once access is approved I suggest saving to your favourites on your internet browser

<https://basildonportal.morgansindall.com/>

Requesting A New Account

User creates request for an account in 3 easy step:

- Step 1: Creating your own login details
- Step 2: Providing contact details including preferred method of contact
- Step 3: Providing property details including the Tenant/Leaseholder Debtor Number

Registration step 1 - Provide your login details

Step 1 of 3

Do you have access to an invitation code? Redeem it [here](#).

Create a new account

Username *

Password *

Confirm Password *

Email *

Security Question *

Security Answer *

Your Postcode *
Format must include space (e.g SS14 1DL)

By signing up you are indicating that you have read and agree to our [terms and conditions](#)

Please click *

Registration step 2 - Provide your contact details

Step 1 complete Step 2 of 3

Your Information

First Name Last Name *

Email Phone Number

Please provide your contact details so we can keep you updated about the status of your reported repairs. You may also receive an optional survey via SMS to provide feedback on our services. We will ask you to confirm these details each time you log a repair, but please remember your feedback is valuable for us to deliver better services and allows you to alert us to any problems.

Preferred Method of Contact *

Steps 1 & 2 Complete Step 3 of 3

Tenant Number / Leaseholder Debtor Number *

Tenants: Please provide your Tenancy Reference Number from your tenancy agreement. This will be a 10-digit number and may include leading zeroes. You can find it on your rent account.
Leaseholders: Please provide your Customer Number. This will be an 8-digit number and may include leading zeroes.

Site address

[Click here to create a new account](#)

Sign In

Remember me?

[Sign in](#)

[Forgot Your Password?](#)

Do you have access to an invitation code? Redeem it [here](#), or [sign up](#) for a new account.



Resident Portal

Email Confirmation

Once a user has either been authorised or rejected for access to the portal an email will automatically send out with the outcome

Authorised

Your portal access application 📧 Inbox x 🗑️ 🔗

DoNotReplyPortal <DoNotReplyPortal@morgansindall.com> 13:39 (0 minutes ago) ☆ ↩️ ⋮

to me ▾

Thank you for requesting an account for Basildon Council's Tenant Portal. We are pleased to confirm your account has now been confirmed and you can now raise repair requests online. The portal provides some simple FAQ's to help you use it, so please check these out if you have any concerns. Please note, if you have additional locations you need to add to your account, e.g. a garage, you can do this through your account management screen in the portal.

.....

Rejected

Your portal access application 📧 Inbox x 🗑️ 🔗

DoNotReplyPortal <DoNotReplyPortal@morgansindall.com> 13:46 (0 minutes ago) ☆ ↩️ ⋮

to me ▾

We're afraid that your request for an account on the Basildon Council Tenant Portal has not been successful this time. This could be due to incorrect details entered or you may not be eligible for this service. If you feel this may be due to incorrect details you can re-enter your details and re-submit your account request, alternatively you can call our helpdesk on 01268 533 333 who will be able to assist you further.

Welcome Screen

User is presented with a welcome screen providing them with the following:

- Property Address
- Next Appointment Reminder
- Contact Guidance
- Repair History
- Booking a repair

The screenshot displays the MSI Resident Portal interface. At the top, there are logos for Morgan Sindall Property Services and Basildon Council. The user's name, Daniel Carle, is shown in the top right corner. A dark blue banner reads "Welcome Daniel Carle". Below this, there are three main sections: 1. "Please select your property" with a dropdown menu showing "7 Brooke House - SS14 1HX". 2. "Reminder" stating "You have no future appointments scheduled". 3. "Contact Guidance" providing instructions on how to use the portal for reporting repairs. To the right of these sections are buttons for "Report Repair" and "Frequently Asked Questions". At the bottom, there is a table with the following data:

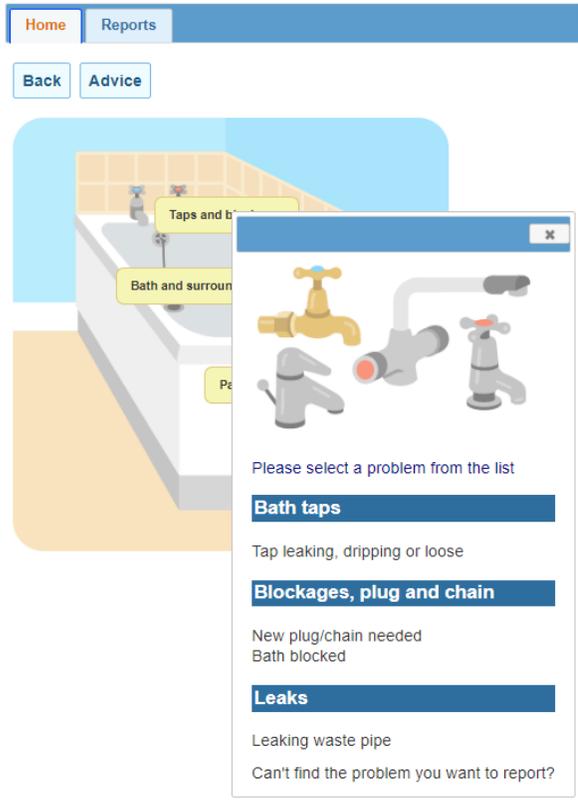
Reference number	Incident type	Status	Appointment time
W2085164	WC - Repair	Completed	19/07/2021 Morning
W2086312	WC - Repair	Completed	19/07/2021 Morning
W2063705	Multi Skilled - Plumbing	Completed	16/07/2021 Afternoon
W2082219	Multi Skilled - Plumbing	Completed	16/07/2021 Morning
W2082058	Multi Skilled - Plumbing	Completed	16/07/2021 Morning

Raising A New Repair

The user can raise a new repair by following 3 simple steps:

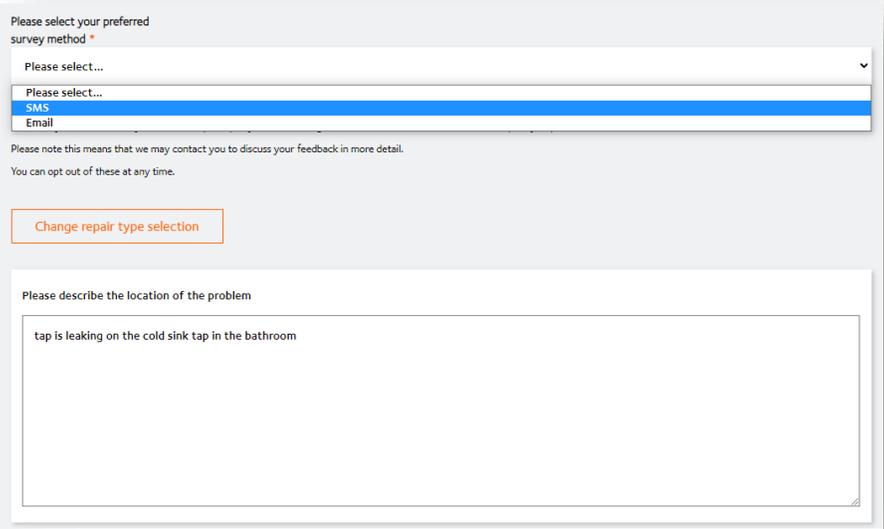
Step 1

Identify the type of repair using Locator Plus



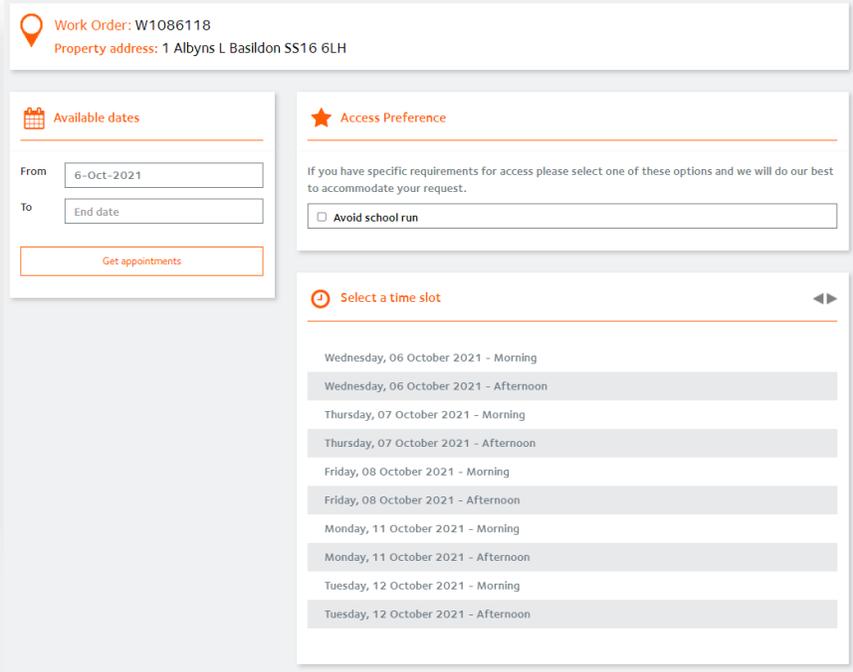
Step 2

Option to opt in to participate in to receive a survey and to provide information about the location of the repair



Step 3

Select an appointment date including avoiding school runs



Appointment Booked Confirmation

Once appointment select a confirmation is displayed which is also visible on the reminder section in the welcome screen

Process complete

 Appointment booked

Thursday, 07 October 2021 - Morning

Your appointment has been booked and will be listed on your appointments page, linked to below. You will need to contact us if you wish to make any changes to your appointment.

This portal should only be used to report non-urgent repairs. If you have an urgent repair, please call our contact centre on 01268 533 333.

Remember if you smell gas please call National Grid on 0800 111 999 first.

If you have a garage, or live in a flat and want to report communal repairs to the block, you can register this as a separate property to make your repairs easier to manage. This will also help us ensure that repairs are logged against the correct address. Use the [manage account](#) area of the website to add a new property.

If you have any questions about using this service please visit our [FAQs page](#) or call 01268 533 333 for further assistance.

Welcome Daniel Carle

 Your property

1 Albans - SS16 6LH

 Reminder

Your next appointment is on **Thursday, 7/10/2021 - Morning Slot**

[Report Repair](#)

[Frequently Asked Questions](#)

Reference number	Incident type	Status	Appointment time
W1086118	Taps	Scheduled	07/10/2021 Morning