

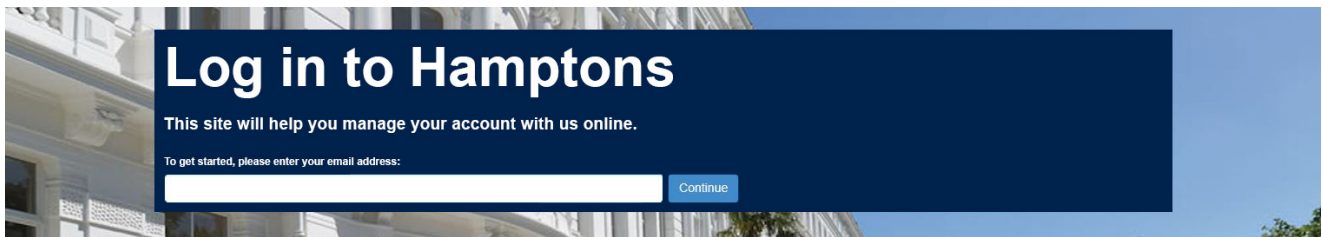


MyHAMPTONS
ONLINE SERVICE

Hamptons

THE HOME EXPERTS

CONTENTS



Your account, anywhere

Our online agency services allows you to view the status of your account from wherever you happen to be on desktop, tablet and phone devices.

Any problems getting logged in? Please contact us.

Update your details

Landlord or tenant, find details about your property quickly and easily and update your details with us online.

Download documents

Need to download your lease agreement or appliance manual? Find them for your property here.

PLEASE CLICK ON EACH SECTION TO FIND OUT MORE:

[Dashboard](#)

[Messages](#)

[Property \(Landlords Only\)](#)

[Tenancy \(Tenants Only\)](#)

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[User Account Details](#)

DASHBOARD

After logging in, and clicking 'Dashboard', you will be presented with the homepage, see below.

Mr George Hampton

Hamptons

Dashboard Messages Property Documents Activity Contact us

Profile

Mr George Hampton

> Edit Profile

Messages

Please sign the AST v11.18s 28-02-2019 for Hamptons Cottage, Main Street, New Town, Surrey, A1 1AA

There is a payment request (testing for a hamlet query Sarah Owen) of £500.00 for Hamptons House, Main Street, New Town, Surrey, A1 1AA

[Make a Payment](#)

Recent Statements

	Statement date	Remittance amount	
Hamptons House Main Street	Property statement up to 15/08/2017	£0.00	PDF

Recent activity

11/11/2020 Hamptons House Main

From here you can review the various aspects of your letting account. The dashboard screen will look slightly different for Landlord and Tenants and some content is specific to each roll.

Messages:

This area shows any relevant messages for you.

Recent Activity:

This area shows any recent activity on your properties.

Recent Statements:

This shows the most recent statements that have been created as a quick link for you to go straight to without having to delve into the property details to find them.

MESSAGES

Types of messages that are shown to you (and the circumstances under which they appear) in your account are as follows:

- Notice of documents that require electronic signature.
- Notice of payments which may be made using our secure payment provider
- Notice of maintenance (works) requests awaiting your approval (Landlord only).


Each message will contain a link to the correct page where further information can be found or action taken.

The screenshot displays the MyHamptons user interface. At the top right, the user is identified as 'Mr George Hampton' with a profile icon, a settings gear, and a help icon. Below this is a navigation bar with six blue buttons: 'Dashboard', 'Messages' (with a red notification badge showing '2'), 'Property', 'Documents', 'Activity', and 'Contact us'. The 'Messages' button is highlighted. On the left, there is a 'Profile' section for 'Mr George Hampton' with a placeholder profile picture and an '> Edit Profile' link. The main content area is titled 'Messages' and contains two message items. The first message reads: 'Please sign the AST v11.18s 28-02-2019 for Hamptons Cottage, Main Street, New Town, Surrey, A1 1AA'. The second message reads: 'There is a payment request (testing for a hamlet query Sarah Owen) of £500.00 for Hamptons House, Main Street, New Town, Surrey, A1 1AA' and includes a blue button labeled 'Make a Payment'.

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PROPERTY (LANDLORDS ONLY)




On clicking "Property", you will either see a list of all the properties you have under management (see the screen shot below) or, where you only have one property it will go straight to that property record.

Profile	Property	Search: <input type="text"/>	Tenancy Status: All ▼
Mr George Hampton  > Edit Profile	Address	Rent 	Tenancy Status
	Hamptons House Main Street New Town Surrey A1 1AA	£0.00	Active (Periodic)
	Hamptons Cottage Main Street New Town Surrey A1 1AA	£0.00	No Current Tenancy
	The Coach House Main Street New Town Surrey A1 1AA	£0.00	No Current Tenancy

Note:

For larger portfolios, the properties can be searched by name, using the search box at the top right, or filtered by tenancy status using the "Tenancy Status" drop down also at the top right.

On clicking on one of the property names, you will then go to that record, see example below:

 Mr George Hampton  

Hamptons

Dashboard



Messages 2

Property

Documents

Activity

Contact us

Profile	Property
Mr George Hampton  > Edit Profile	<div style="display: flex; justify-content: space-between;"> ← Property </div> <div style="display: flex; align-items: flex-start;">  <div style="margin-left: 10px;"> <p>Hamptons House, Main Street, New Town, Surrey, A1 1AA</p> <p>Marketing: Inactive Tenancy: Active (Periodic)</p> </div> </div> <div style="display: flex; justify-content: space-between; margin-top: 10px;"> <div style="background-color: #d3d3d3; padding: 5px; text-align: center;"> 08/02/2017 <small>Tenancy Start</small> </div> <div style="background-color: #d3d3d3; padding: 5px; text-align: center;"> Ongoing <small>Tenancy End</small> </div> </div> <div style="background-color: #008000; color: white; text-align: center; padding: 5px; font-weight: bold; margin-top: 5px;">Rent Not Yet Due</div> <div style="margin-top: 10px;"> <ul style="list-style-type: none"> <li style="display: flex; justify-content: space-between; align-items: center; padding: 5px;"> ➤ Online marketing (0) show detail <li style="display: flex; justify-content: space-between; align-items: center; padding: 5px;"> ➤ Current tenants show detail <li style="display: flex; justify-content: space-between; align-items: center; padding: 5px;"> ➤ Statements (1) show detail <li style="display: flex; justify-content: space-between; align-items: center; padding: 5px;"> ➤ Property maintenance (29) show detail </div>

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This shows the tenancy details (where there is a current tenancy) and below that a series of detail bars that can be expanded by clicking on them.

▶ Visits (3) show detail		
▼ Compliance certificates (1) hide detail		
Name	Start Date	End Date
EPC (Energy Performance Certificate)	27/03/2017	26/03/2027 i
▶ Other documents (5) show detail		
▼ Messages (1) hide detail		
There is a payment request (testing for a hamlet query Sarah Owen) of £500.00 for Hamptons House, Main Street, New Town, Surrey, A1 1AA Make a Payment		

Expanded views include the following details:

Statements:

lists past statements (up to 36, with 12 to a page) for this property.

Visits:

lists property visits and, where attached, the visit report.

Viewings:

lists viewings for this property where it is being marketed.

Property Maintenance:

lists a history of property maintenance (works jobs) on the property and your status.

Messages:

Lists messages where they are associated with this property.

Documents:

lists important documents, that are associated specifically with this property (such as signed TA for this Tenancy).

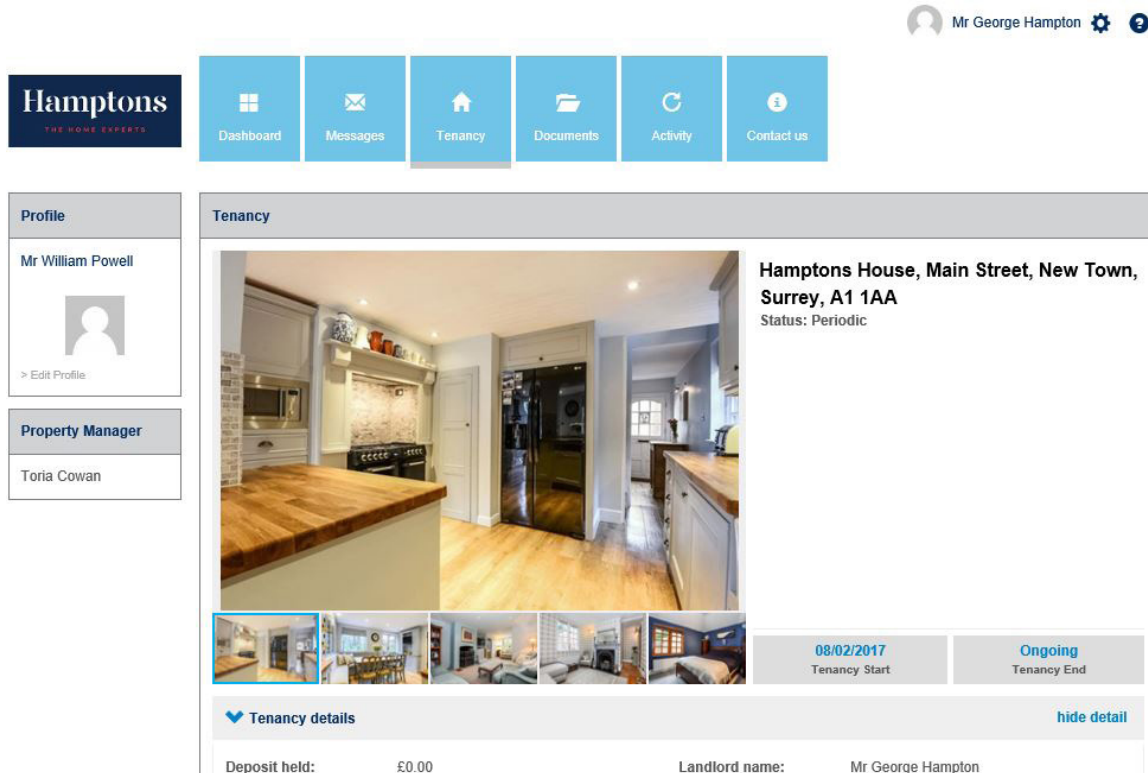
Past Tenancies:

lists all previous tenancies and your dates for this property.

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TENANCY (TENANTS ONLY)

On clicking "Tenancy", you will go to the Tenancy screen, see example below:



This shows the tenancy details (where there is a current tenancy) and below that a series of detail bars that can be expanded by clicking on them.

Expanded views include the following details:

Messages:

Lists messages where they are associated with this property.

Documents:

lists important documents, that are associated specifically with this property (such as signed TA for this Tenancy).

Property Maintenance:

lists a history of property maintenance (works jobs) on the property and your status.

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DOCUMENTS

This section shows different documents that are attached to your property/tenancy. For example this might show Tenancy Agreements or Inventory documents.

Mr George Hampton

Name	Associated with	Category	Date	
Tenancy agreement	Hamptons House, Main Street, New Town, A1 1AA	Tenancy agreement	21/02/2019	PDF
EPC (Energy Performance Certificate)	Hamptons Cottage, Main Street, New Town, A1 1AA	Compliance certificate	04/01/2019	PDF
VISIT	Hamptons House, Main Street, New Town, A1 1AA	Visit report	06/02/2018	PDF
Property statement up to 15/08/2017	Hamptons House Main Street	Statement	15/09/2017	PDF
INVOICE.PDF	Hamptons House, Main Street, New Town, A1 1AA	Supplier Invoice	15/08/2017	PDF
EPC (Energy Performance Certificate)	Hamptons House, Main Street, New Town, A1 1AA	Compliance certificate	28/03/2017	PDF

Note:

This list of documents is searchable (using the search box at the top right).

ACTIVITY (TENANTS ONLY)

This will show just the contents of the “Recent Activity” section, exactly as shown in the dashboard section, but on its own.

The screenshot displays the MyHamptons user interface. At the top right, the user is identified as 'Mr George Hampton' with a profile icon, a settings gear, and a help icon. Below this is a navigation bar with six blue buttons: 'Dashboard', 'Messages' (with a red notification bubble containing the number '2'), 'Property', 'Documents', 'Activity' (which is highlighted with a white underline), and 'Contact us'. On the left side, there is a 'Profile' section for 'Mr George Hampton' with a placeholder profile picture and a '> Edit Profile' link. The main content area is titled 'Recent Activity' and contains a single entry:

Recent Activity	
11/11/2020	Hamptons House Main Street End of Tenancy clean (pending quotes)

The list of recent activity that are shown to you (and the circumstances under which they appear) in the account are as follows:

- Viewings booked for a property (Landlord Only)
- Property visits (attended / booked / completed / cancelled / due).
- Maintenance jobs.
- Statements (Landlord Only).



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PAYMENTS

If a payment is due, clicking on the 'make a payment' icon will take you to our online secure banking portal.

[Make a Payment](#)

Here you will find a full breakdown of fund due.

Mr George Hampton  

Hamptons THE HOME EXPERTS

Dashboard Messages ² Property Documents Activity Contact us

Hamptons House Main Street New Town Surrey A1 1AA



Any amount due can be paid online using most major debit cards by following the steps on this website. Please check your payment summary below. When you are ready to pay online, click "Next".

Payment Summary

Description: testing for a hamlet query Sarah Owen

Payment requested: £500.00	Paid: £0.00	Payment due: £500.00
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[Next >](#)

Mr George Hampton  

Hamptons THE HOME EXPERTS

Dashboard Messages ² Property Documents Activity Contact us

Hamptons House Main Street New Town Surrey A1 1AA

Any amount due can be paid online using most major debit cards by following the steps on this website. Please check your payment summary below. When you are ready to pay online, click "Next".

Payment To Be Made

Pay the balance of: £500.00

Payment method:

Billing Name & Address

Title:

Important Notes:

No personal information is stored and your payment details will not be shared with any member of the team. Payments made using certain card types (credit cards, overseas or company accounts) are subject to banking surcharge which will be clearly shown before payment is taken.

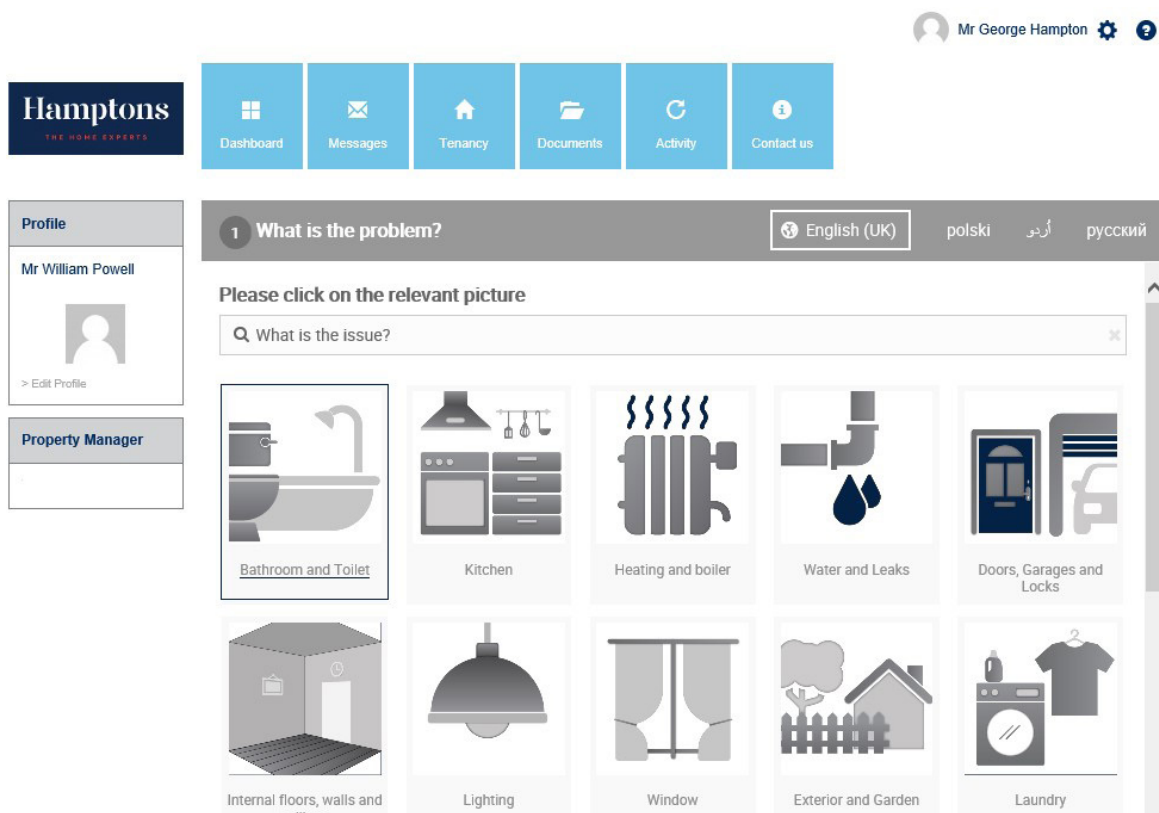
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REPORT AN ISSUE (TENANTS ONLY)

If you are a Tenant of a Hamptons Managed property, you can report maintenance issues using the online reporting tool. Just click 'Report an issue' from either the Dashboard or Tenancy screen.

[Report an issue >](#)

This tool will allow you to clearly report maintenance issues, and check troubleshooting tips. You can even add photographs direct from your smart phone or tablet.



The options in the top right corner allow you to select from a range of languages.



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CONTACT US

Clicking on this main menu link will list at the top the branch and property manager contact details for you, and then following that will show the other local branches.

Mr George Hampton



- Dashboard
- Messages
- Property
- Documents
- Activity
- Contact us

Contact Us

Your Office	Your Contact
Hamptons Property Management Standon House (2nd Floor) 21 Mansell Street London E1 8AA	Name: Simon Wood Office: Mobile: Email:

Below is a list of our offices. Select one to view more information.

Head Office 5th Floor, UK House, 180 Oxford Street London W1D 1NN	Client Account Management 1st Floor, Tower Wharf Cheese Lane, Bristol BS2 0JJ	Property Management 2nd Floor Standon House, 21 Mansell Street London E1 8AA
Client Services Tel - 020 7265 6595 Fax - Email - clientservices@hamptons-int.com	Client Accounts Tel - 0117 901 5617 Fax - 0117 901 5597 Email - clientaccounts@hamptons-int.com	Property Management Tel - 020 7265 6600 Fax - 020 7702 1121 Email - propertymanagement@hamptons-int.com

Clicking on any of the branch names (in bold) will take you to a page that gives more details of that branch and contact numbers, along with a map.

Contact Us

Head Office

5th Floor, UK House, 180 Oxford Street
London
W1D 1NN

Opening Hours:
9am to 6pm Monday to Friday
Customer Care
Tel: 020 7758 8480
Fax: 020 7758 8489
customercare@hamptons-int.com

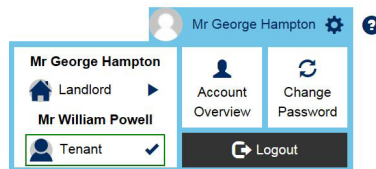
[View all of our branches >](#)

The map shows the Soho district in London, with a red pin marking the location of the Head Office at 180 Oxford Street. Other landmarks include the Langham Hotel, Cavendish Square Gardens, and various shops and restaurants like Vapiano, Marks & Spencer, and The Photographers' Gallery. The map also shows major roads like A5204 and A40.

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USER ACCOUNT FEATURES

By clicking on the cog icon or the name at the top right hand side of the page you can look at your account details and make changes, change your password or logout from the site.



If you both let and rent through Hamptons, or if you are a Landlord with more than one property portfolio, you will be able to switch between these views by clicking on the options shown.

Clicking "Account Overview" will allow you to change your password, update contact information (this will require verification by your home branch) and view any other contacts with access to the Online Service for your account (shared Landlords and Tenants for example)

A screenshot of the Hamptons user account overview page. At the top right, there is a user profile for 'Mr George Hampton' with a settings gear icon and a question mark icon. Below this is a navigation bar with six buttons: 'Dashboard', 'Messages', 'Tenancy', 'Documents', 'Activity', and 'Contact us'. On the left side, there is a 'User menu' with three options: 'Account Overview', 'Change Password', and 'Account Holders'. The main content area is titled 'Account overview' and contains the following information:

Email:	radarfeedback@hamptons-int.com
Account created:	08/02/2017
Last logged in:	23/04/2020

Change password

Mr George Hampton - Landlord

Address	Hamptons International 72 High Street Winchester SO23 9DA UNITED KINGDOM
Email:	woods@hamptons-int.com
Landline:	No landline available
Mobile:	07500 785 271

Change Contact Details

Finally, clicking the 'question mark' icon in the top right corner will take you to our wider website where you can find further advice and information.



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