

**Welcome to your  
myR+L Portal**

## What is myR+L?

myR+L is Ross + Liddell's online portal which provides you with everything you need to know about your development- at your fingertips. Our web portal gives clients full, secure access to their account and enables you to:-

- View and download current and previous insurance certificates
- Update your main contact details, such as your telephone and email address defaults
- Make online payments
- View, vote and pay for any live Proposed Works
- Download your invoices and available contractor estimates, and invoices
- Change your electronic communication preferences

We encourage all of our clients to register to the portal, to allow quick access to all of the above actions. Our portal can be accessed via our website [www.ross-liddell.com](http://www.ross-liddell.com).

## How to Register

Registering for a myR+L account could not be easier.

1. Simply click the myR+L button in the top right hand corner of our website, as shown below:



2. Once you have clicked this link it will take you through to the portal login page.

A screenshot of the myR+L portal login page. The page has a white background. In the top right corner, the 'Ross + Liddell' logo is shown in purple, with 'Since 1854' in smaller text below it. Below the logo, the text 'Log On' is displayed in purple. Underneath, there is a line of small text: 'Please enter your Username and Password. [Register](#) if you do not have an account.' followed by 'Forgotten your Password? [Reset My Password](#)' and 'Forgotten your Username? [Retrieve My Username](#)'. Below this is a section titled 'Account Information' in purple, followed by a horizontal line. Under the line, there are two input fields: 'Username' and 'Password'. Below the 'Password' field is a blue 'Log On' button. At the bottom center of the page, there is a small copyright notice: '© CPL Software 2025'.

3. If you do not already have an account set-up, please click on the 'Register' button.

## Log On

Please enter your Username and Password. [Register](#) if you do not have an account.

Forgotten your Password? [Reset My Password](#)

Forgotten your Username? [Retrieve My Username](#)

### Account Information

---

Username

Password

Log On

4. Once you have clicked on 'Register', you will be taken through to the 'Create a New Account' page. You should complete all of the required information, and select a username and password. Your account number can be found on any of your Ross + Liddell invoices, or communication. This will allow us to link your portal account to the correct property. Once you have completed all of the required information, please click 'Register' at the bottom of the page. Our team will then approve and activate your account registration within 48 hours, following which you will be able to access your account.



### Create a New Account

Use the form below to create a new account.

Choose a new username and password. You will use this to log in once your account has been activated.

Passwords are required to be a minimum of 6 characters in length.

#### Account Information

---

Choose User name

Email address

Choose Password

Confirm password

Surname

Account Number

Address

Post Code

Telephone Number

☐ I'm not a robot

reCAPTCHA  
Privacy - Terms

Register

## Logging Into your myR+L Account

1. Once you have registered your account and this has been activated, you can log in through the 'Log On' page shown below. Once you have entered your username and password (selected by you when registering), you should click the 'Log On' button at the bottom. If you have forgotten your username and/or password, you should click on 'Reset My Password' or 'Reset My Username' to recover these.



### Log On

Please enter your Username and Password. [Register](#) if you do not have an account.  
Forgotten your Password? [Reset My Password](#)  
Forgotten your Username? [Retrieve My Username](#)

#### Account Information

Username

Password

[Log On](#)

© CPL Software 2025

2. You will then be taken through to the home page of your myR+L account, as seen below:



Currently viewing property: [REDACTED]

Add Property

Home

Accounts

Documents

Proposed Work

Switch On Paperless Billing?

One or more of your accounts do not have paperless billing and correspondence switched on.  
Would you like to switch this on?  
[Yes](#) [No](#)

Your Outstanding Balance

Current Balance: £641.68  
[Make Payment](#)

Development Information

Development Name  
[REDACTED]

Property Manager Information

Glasgow Team  
Phone Number  
[REDACTED]  
Email Address

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## Adding Another Property Managed by R+L

If you have 2 or more properties that are managed by us, or if you are a consortium site, with separate account numbers for your property, and the consortium grounds, you can easily link your additional accounts. This will allow you to easily navigate between your multiple properties. To add an additional property or account, please follow the steps below:

1. On any page of the portal, you can click the 'Add Property' box , in the top right hand corner, underneath our logo.

**Ross + Liddell**  
Since 1854

Currently viewing property: [redacted] [Add Property](#)

Home Accounts Documents Proposed Work

**Home** [redacted]

Welcome to your Web Portal

**Development News** [Archives](#)

**Written Statement of Services (WSS)** 27 March 2025  
We would also take this opportunity to advise you that we recently carried out a full review of our Service Level Agreement. This is now referred to as our Written Statement of Services (WSS). We would encourage all homeowners to read our new WSS. The current version, and any future amended versions will always be available on our website. ... [View Post](#)

**New Paper Communication Charge - Deadline 8th April** 27 March 2025  
Ross and Liddell encourage owners to sign up to our digital communications. This ensures that owners receive our communications quickly, whilst also benefitting the environment. If homeowners would prefer to receive hard copies of our communications and invoices via post, a fixed annual fee of £10.00 plus VAT will apply to cover the additional administration and increasing costs arising from... [View Post](#)

**2024 Insurance Newsletter, The Journal and Service Level Agreement** 30 April 2024  
The Journal Insurance Newsletters Service Level Agreement ... [View Post](#)

**Your Outstanding Balance**  
Current Balance: £641.68  
[Make Payment](#)

**Development Information**  
Development Name: [redacted]

**Property Manager Information**  
Glasgow Team  
Phone Number: 0141 221 9266  
Email Address: [redacted]

2. This will then take you to the 'Add Property' page, which asks you to complete the account information for the additional property/account number that you would like to link to your myR+L account. Once completed, the newly added property should appear within your myR+L portal, allowing you to select which property/account number you would like to view. You can identify which property/account number you are viewing under the 'Currently viewing property: \_\_\_\_\_'.

**Ross + Liddell**  
Since 1854

Currently viewing property: [redacted] [Add Property](#)

Home Accounts Documents Proposed Work

**Add Property**

Enter your account number below to link your property to your web account.

**Account Information**

Account Number: [input]  
Address: [input]  
Post Code: [input]

☐ I'm not a robot

[Add Property](#)


**Your Outstanding Balance**  
Current Balance: £641.68  
[Make Payment](#)

**Development Information**  
Development Name: [redacted]

**Property Manager Information**  
Glasgow Team  
Phone Number: 0141 221 9266  
Email Address: [redacted]

## Making a Payment

If you do not have a Direct Debit in place to make payments towards your account, you can make a payment towards your outstanding balance by selecting 'Make Payment' underneath your current balance. This can also be made to make an additional 'one-off' payment towards your account when a Direct Debit is in place, if this is deemed necessary.



Currently viewing property: [REDACTED] [Add Property](#)

[Home](#) [Accounts](#) [Documents](#) [Proposed Work](#)

### Home [REDACTED]

Welcome to your Web Portal

#### Development News

**Written Statement of Services (WSS)** 27 March 2025

We would also take this opportunity to advise you that we recently carried out a full review of our Service Level Agreement. This is now referred to as our Written Statement of Services (WSS). We would encourage all homeowners to read our new WSS. The current version, and any future amended versions will always be available on our website. ...

[View Post](#)

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[View Post](#)

#### Archives

### Your Outstanding Balance

Current Balance: £0.00

[Make Payment](#)

You are currently paying by Direct Debit for a Monthly amount of [REDACTED]

### Development Information

Development Name

[REDACTED]

### Property Manager Information

Glasgow Team

Phone Number

0141 221 9266

Email Address

Once you have clicked on 'Make Payment' you will be asked to complete your personal details and specify the amount that you would like to pay towards your outstanding balance. Following submission of these details, you will be taken through to Sagepay, which is a secure site for payment, and the final payment will be processed. If you experience any issues with submitting payment, you can contact our team via telephone or Live Chat, who will be happy to assist.

### Payment

Please enter your personal details below and you will then be redirected to a secure Sagepay site for payment.

Payments allocated in the following order: Float, Account.

Amount To Pay \*

[REDACTED] 0.00

#### Card Billing Information

First Names \*  
[REDACTED]  
Surname \*  
[REDACTED]  
Address Line 1 \*  
[REDACTED]  
Address Line 2  
[REDACTED]  
City \*  
[REDACTED]  
Post Code \*  
[REDACTED]  
Telephone Number  
[REDACTED]  
Email Address \*  
[REDACTED]

[Process Payment](#)

### Your Outstanding Balance

Current Balance: £0.00

[Make Payment](#)

You are currently paying by Direct Debit for a Monthly amount of [REDACTED]

### Development Information

Development Name

[REDACTED]

### Property Manager Information

Glasgow Team

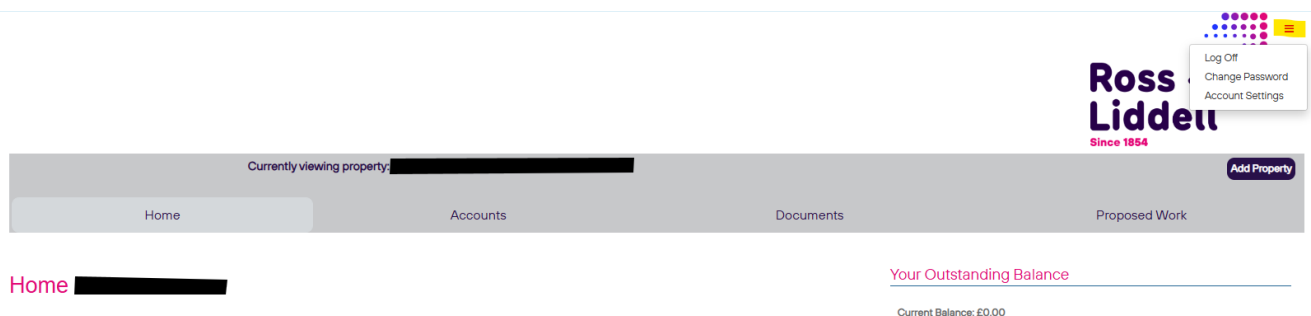
Phone Number

0141 221 9266

Email Address

## Account Settings

To access your account settings, select the three pink lines at the top right-hand corner of the screen, highlighted below.



Then click on 'Account Settings', which will take you through to your account settings page.

## Account Info

### Account Information

Client Email  
[Redacted]

Telephone Number  
[Redacted]

Please send my account by email  
☒

Please send my correspondence by email  
☒

[Save](#)

On this page you can update your email address, contact telephone number and your communication preferences. By ticking the two boxes regarding email communication, you will change your primary communication method to email, which allows you to receive any communications from us quickly, whilst also benefitting the environment.

Please ensure that you click 'Save' after updating your account information, to ensure that your account is updated.

## Changing your Password

To change your password, you should again select the three pink lines at the top right corner of the screen, and select 'Change Password'

### Change Password

Use the form below to change your password.

New passwords are required to be a minimum of 6 characters in length.

#### Account Information

Current password

New password

Confirm new password

Change Password

You will then be asked to enter your existing password, and to select a new password. Once you have completed the required fields, you should select 'Change Password' to update your account.

## Navigating your myR+L portal


### 1. Home Page

The screenshot shows the Ross + Liddell myR+L portal Home page. At the top right is the Ross + Liddell logo with the tagline 'Since 1864'. Below the logo is a navigation bar with links: 'Currently viewing property: [redacted]', 'Home', 'Accounts', 'Documents', and 'Proposed Work'. There is an 'Add Property' button in the top right corner. The main content area is divided into two columns. The left column has a 'Home [redacted]' header and a 'Welcome to your Web Portal' message. Below this is a 'Development News' section with three articles: 'Written Statement of Services (WSS)' dated 27 March 2025, 'New Paper Communication Charge - Deadline 8th April' dated 27 March 2025, and '2024 Insurance Newsletter, The Journal and Service Level Agreement' dated 30 April 2024. Each article has a 'View Post' link. The right column has a 'Your Outstanding Balance' section showing a 'Current Balance: £641.68' and a 'Make Payment' link. Below this is a 'Development Information' section with a 'Development Name' field (redacted). At the bottom is a 'Property Manager Information' section with fields for 'Glasgow Team', 'Phone Number' (0141 221 9266), and 'Email Address'.

The Home Page is the first page displayed when you login to your portal, and displays the main summary of your account such as your name, account number, property address, current account balance and development news, which provides updates from us, relevant to your development.



## 2. Accounts



Since 1854

Currently viewing property: 

Add Property

HomeAccountsDocumentsProposed Work

Statement of Account

Download Statement

Your Outstanding Balance

Transaction Date	Description	Invoice No	Type	Amount	Balance	View Invoice
02/06/2025	Payment Through Bank		Credit	-£7.26	£0.00	
06/05/2025	Invoice for Charges to 15/05/2025		Debit	£64.19	£7.26	Download Invoice
30/10/2024	Invoice for Charges to 11/11/2024		Debit	£63.95	-£56.93	Download Invoice
14/07/2024	Direct Debit Payment		Credit	-£13.00	-£120.88	
14/06/2024	Direct Debit Payment		Credit	-£13.00	-£107.88	
14/05/2024	Direct Debit Payment		Credit	-£13.00	-£94.88	
10/05/2024	Invoice for Charges to 15/05/2024		Debit	£47.29	-£81.88	Download Invoice
14/04/2024	Direct Debit Payment		Credit	-£13.00	-£129.17	
14/03/2024	Direct Debit Payment		Credit	-£13.00	-£116.17	
14/02/2024	Direct Debit Payment		Credit	-£13.00	-£103.17	

Current Balance: £0.00

Make Payment

Development Information

Development Name

Property Manager Information

Glasgow Team

Phone Number

0141 221 9266

Email Address

Through the Accounts tab, you are able to view the activity on your property account, with a Statement of Account. Within your Statement, you can print or download your common charge invoices, by clicking the 'Download Invoice' button, next to the invoice that you would like to view. You can also view all payments made towards your account and how these have influenced your account balance . Within the this tab, you can also access copies of the original invoices.

You can also view your invoice by clicking the drop down arrow on the left hand side of the date in the 'Transaction Date' column. This will show an additional table displaying the items included within that specific invoice. Within this drop down table, you can also view the contractor's original invoice by clicking 'Download PL Invoice'.

Statement of Account

Download Statement

Your Outstanding Balance

Transaction Date	Description	Invoice No	Type	Amount	Balance	View Invoice
02/06/2025	Payment Through Bank		Credit	-£7.26	£0.00	
06/05/2025	Invoice for Charges to 15/05/2025		Debit	£64.19	£7.26	Download Invoice

Current Balance: £0.00

Make Payment

Development Information

Development Name

Property Manager Information

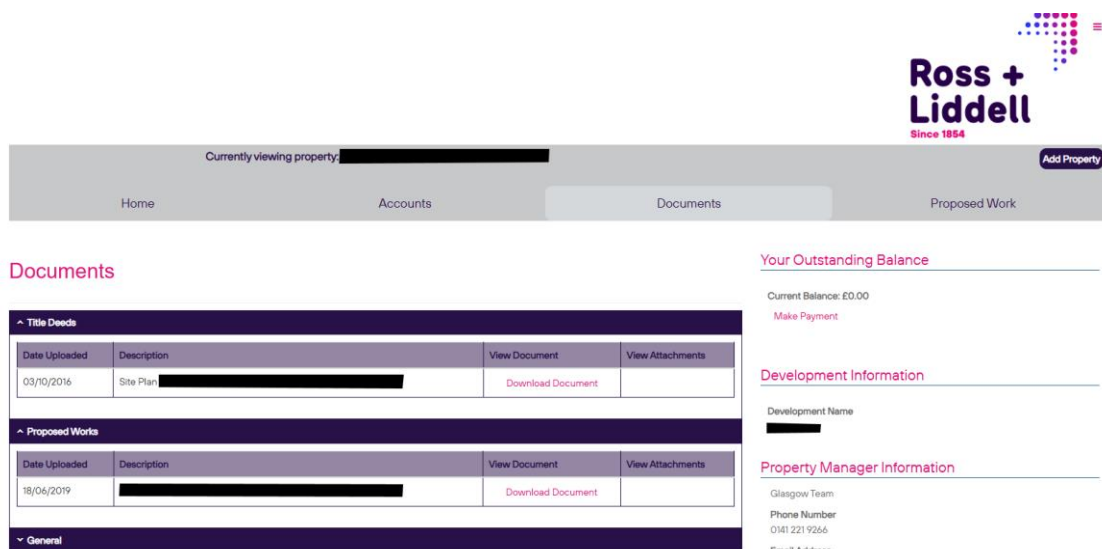
Glasgow Team

Phone Number

0141 221 9266

Email Address

### 3. Documents



Currently viewing property: [REDACTED]

Home Accounts Documents Proposed Work

**Documents**

**Title Deeds**

Date Uploaded	Description	View Document	View Attachments
03/10/2016	Site Plan [REDACTED]	Download Document	

**Proposed Works**

Date Uploaded	Description	View Document	View Attachments
18/06/2019	[REDACTED]	Download Document	

**General**

**Your Outstanding Balance**

Current Balance: £0.00  
Make Payment

**Development Information**

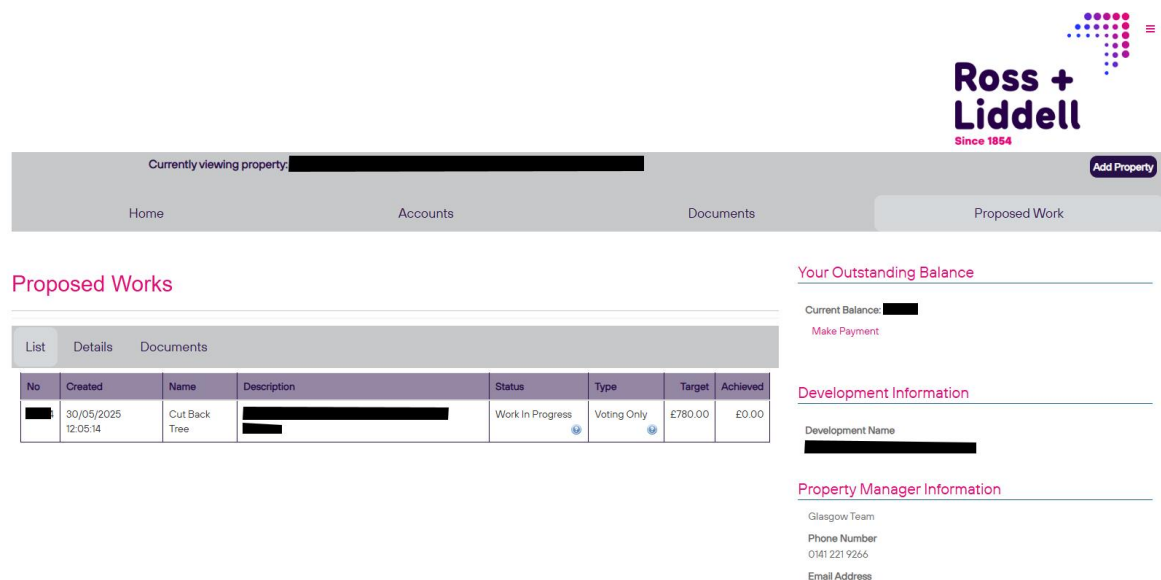
Development Name: [REDACTED]

**Property Manager Information**

Glasgow Team  
Phone Number: 0141 221 9266  
Email Address:

Under the Documents tab you will find any relevant property factoring information such as your Insurance Policy, property inspection reports, our Written Statement of Statements etc. To access these documents, simply click the drop down arrow to the left of the relevant section heading. This will show you all relevant documents under that section. To view an individual document, click 'Download Document'.

### 4. Proposed Work



Currently viewing property: [REDACTED]

Home Accounts Documents Proposed Work

**Proposed Works**

List Details Documents

No	Created	Name	Description	Status	Type	Target	Achieved
[REDACTED]	30/05/2025 12:05:14	Cut Back Tree	[REDACTED]	Work In Progress	Voting Only	£780.00	£0.00

**Your Outstanding Balance**

Current Balance: £0.00  
Make Payment

**Development Information**

Development Name: [REDACTED]

**Property Manager Information**

Glasgow Team  
Phone Number: 0141 221 9266  
Email Address:

In this tab, you can view any current proposed works for your development. A list of all proposed work for the development can be found under the 'List' tab, as seen above, which shows a summary of the type of work proposed, the total cost of the works, the funds ingathered from owners so far, what type of proposed work it is (i.e. is it only a vote that is required from owners, or is both a vote and payment required) and the status of the proposed work (i.e still ingathering funds, work in progress etc.). You can also find the proposed work number here, which can be useful when raising queries with our team, to help us locate the relevant work in a timely manner.

To view further details on a specific proposed work, simply click on the desired proposed work from the list. This will take your through to the 'Details' tab.

Proposed Works

ListDetailsDocuments

Please vote on whether you would agree for this proposed work to go forward:

FORAGAINST

Proposed Work No

Proposed Work Name

Created Date

Status

Description

Proposed Work Type

Live Date

Target Amount

Achieved Amount

Your Share

Amount Due

Amount Outstanding

Voting For

Voting Against

Voting Properties

Total Votes Received

Out Back Tree

30 May 2025

Work In Progress

Voting Only

19 June 2025

£780.00

£0.00

1/157

£780.00

£497

2

10

157

12

Your Outstanding Balance

Current Balance

Make Payment

Development Information

Development Name

Property Manager Information

Glasgow Team

Phone Number

0141 221 9266

Email Address

Once in the 'Details' tab, you can view more detailed information about the proposed work, including your share of the proposed work, the total number of voting properties, and the number of votes for and against the proposed work. This allows you to monitor the progression of the proposed work as votes are submitted by your fellow owners.

You can also log your vote towards the proposed work within this tab, by clicking either 'For' or 'Against' in the top box. Once completed, this will register your vote.

Please vote on whether you would agree for this proposed work to go forward:

FORAGAINST

If a payment is required towards the proposed work, to ingather funds in advance of the work being completed, this can also be provided through this tab, by clicking 'Make Proposed Work Payment', as seen below.

Please vote on whether you would agree for this proposed work to go forward:

FORAGAINST

£632.67 share outstanding to be paid.

MAKE PROPOSED WORK PAYMENT

To view any documents that have been uploaded to the proposed work, first click on the desired proposed work number from the 'List' tab, and then select the 'Documents' tab. This will populate a table with any relevant documents for you to view, such as the quotation submitted by contractors for the work being proposed.

Proposed Works

ListDetailsDocuments

Number: [REDACTED]

Upload Date	Description	Download
29/05/2025	[REDACTED] Quote	Download Document
29/05/2025	[REDACTED] Quote	Download Document

Your Outstanding Balance

Current Balance: £0.00  
Make Payment

[REDACTED]

Development Information

Development Name  
[REDACTED]

Property Manager Information

Glasgow Team  
Phone Number  
0141 221 9266  
Email Address

These can be viewed, downloaded and printed by clicking 'Download Document' in the column on the right-hand side.

Logging Off

To log out of your myR+L portal, you should click the menu icon (three pink lines) in the top right corner of the screen, and click 'Log Off'.

Currently viewing property: [REDACTED]

HomeAccountsDocumentsProposed WorkAdd Property

Change Password

Your Outstanding Balance

Ross Liddell  
Since 1854

Log Off  
Change Password  
Account Settings