

Welcome to your **myR+L Portal**

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**

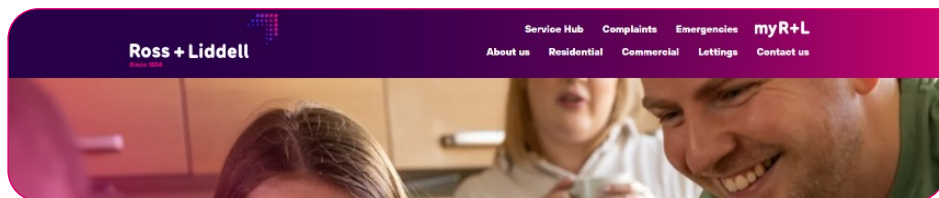
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How to Register

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. It has a white background with a blue header. The header contains the text 'Log On' and a link to 'Register if you do not have an account'. Below the header are links for 'Forgot your Password?' and 'Forgot your Username?'. There are two input fields for 'Username' and 'Password', and a blue 'Log On' button. At the bottom, there is a small copyright notice: '© 2019 Ross + Liddell'.

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

A screenshot of the myR+L portal login page, similar to the previous one, but with the 'Register' button highlighted in yellow. The 'Register' button is located next to the text 'if you do not have an account'.

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.

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.

A screenshot of the myR+L portal login page, identical to the one in the previous block.

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

A screenshot of the myR+L portal home page. It has a white background with a blue header. The header contains the 'Ross + Liddell' logo and a link to 'Add Property'. Below the header is a navigation bar with links: 'Home', 'Accounts', 'Documents', and 'Proposed Work'. The main content area is divided into two columns. The left column contains a 'Switch On Paperless Billing?' section with a question and a 'Yes' button. The right column contains a 'Your Outstanding Balance' section with a 'Current Balance' of £641.68 and a 'Make Payment' button. Below these are sections for 'Development Information' and 'Property Manager Information'.

Adding Another Property Managed by R+L

If you have two 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:

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

The screenshot shows the top of the Ross + Liddell portal. The header includes the company logo 'Ross + Liddell Since 1854' and a navigation bar with 'Accounts', 'Documents', and 'Proposed Work'. A blue 'Add Property' button is located in the top right corner, below the logo.

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: _____'**.

The screenshot shows the 'Add Property' page. It has two main sections: 'Account Information' on the left and 'Your Outstanding Balance' on the right. The 'Account Information' section includes fields for 'Account Number', 'Address', and 'Post Code', along with a CAPTCHA and an 'Add Property' button. The 'Your Outstanding Balance' section shows a current balance of £641.68 and a 'Make Payment' button. Below this are sections for 'Development Information' (with a 'Development Name' field) and 'Property Manager Information' (with fields for 'Glasgow Team', 'Phone Number', and 'Email Address').

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.

The screenshot shows the 'Your Outstanding Balance' section of the portal. It displays a 'Current Balance: £0.00' and a yellow 'Make Payment' button. Below this, it states 'You are currently paying by Direct Debit for a Monthly amount of' followed by a redacted value. The 'Development Information' section is also visible at the bottom.

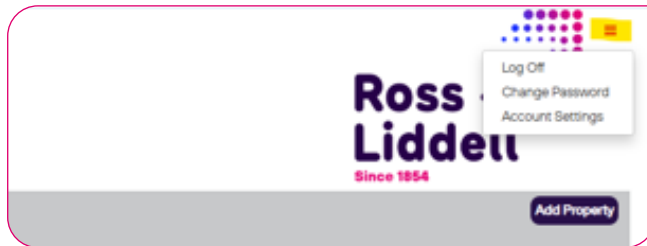
Once you have clicked on **'Make Payment'** you will be asked to complete your personal details and specify the amount that you would like to pay towards your outstanding balance. Following submission of these details, you will be taken through to Sagepay, which is a secure site for payment, and the 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.

The screenshot shows the 'Payment' page. It has two main sections: 'Payment' on the left and 'Your Outstanding Balance' on the right. The 'Payment' section includes a 'Please enter your personal details below and you will then be redirected to a secure Sagepay site for payment' message, a 'Payments allocated in the following order: First Account' note, and a 'Amount To Pay' field set to 0.00. Below this is the 'Card Billing Information' section with fields for 'First Name', 'Surname', 'Address Line 1', 'Address Line 2', 'City', 'Post Code', 'Telephone Number', and 'Email Address'. A 'Process Payment' button is at the bottom left. The 'Your Outstanding Balance' section shows a current balance of £0.00 and a 'Make Payment' button. Below this are sections for 'Development Information' (with a 'Development Name' field) and 'Property Manager Information' (with fields for 'Glasgow Team', 'Phone Number', and '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
[Redacted]

New password
[Redacted]

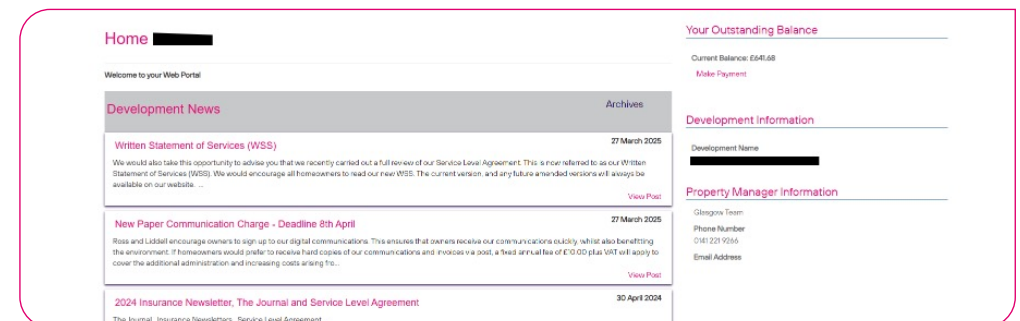
Confirm new password
[Redacted]

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

Home Page



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.



Navigating your myR+L Portal (Continued)

Accounts

Currently viewing property: [REDACTED]

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

[Add Property](#)

Statement of Account

[Download Statement](#)

Transaction Date	Description	Invoice No	Type	Amount	Balance	View Invoice
02/04/2025	Payment Through Bank		Credit	-£7.26	£0.00	
04/05/2025	Invoice for Charges to 15/05/2025	[REDACTED]	Debit	£64.19	£7.26	Download Invoice
30/10/2024	Invoice for Charges to 1/11/2024	[REDACTED]	Debit	£63.95	-£56.93	Download Invoice
14/07/2024	Direct Debit Payment		Credit	-£10.00	-£120.88	
14/04/2024	Direct Debit Payment		Credit	-£10.00	-£107.88	
14/05/2024	Direct Debit Payment		Credit	-£10.00	-£194.88	
10/05/2024	Invoice for Charges to 15/05/2024	[REDACTED]	Debit	£47.29	-£181.88	Download Invoice
14/04/2024	Direct Debit Payment		Credit	-£10.00	-£129.07	
14/03/2024	Direct Debit Payment		Credit	-£10.00	-£116.17	
14/02/2024	Direct Debit Payment		Credit	-£10.00	-£103.17	

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

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'**.

Currently viewing property: [REDACTED]

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

[Add Property](#)

Statement of Account

[Download Statement](#)

Transaction Date	Description	Invoice No	Type	Amount	Balance	View Invoice
02/04/2025	Payment Through Bank		Credit	-£7.26	£0.00	
04/05/2025	Invoice for Charges to 15/05/2025	[REDACTED]	Debit	£64.19	£7.26	Download Invoice

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

Charge Date	Description	Invoice No	Full Amount	Share Divide	Share Amount	View PL Invoice
15/05/2025	Material Damage		£75.23	1/66	£1.14	
15/05/2025	Property Owners Liability		£240.90	1/66	£3.65	
15/05/2025	Management Fee		£32.24	1/1	£32.24	
15/05/2025	Paper Fee		£12.00	1/1	£12.00	
01/03/2025	Ground Maintenance Contract		£237.60	1/66	£3.60	
01/02/2025	Ground Maintenance Contract		£237.60	1/66	£3.60	
01/01/2025	Ground Maintenance Contract		£237.60	1/66	£3.60	
31/12/2024	Ground Maintenance Contract	2469	£144.00	1/66	£2.18	Download PL Invoice
30/11/2024	Ground Maintenance Contract	2415	£144.00	1/66	£2.18	Download PL Invoice

Documents

Currently viewing property: [REDACTED]

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

[Add Property](#)

Documents

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

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
18/04/2019	[REDACTED]	Download Document	

General

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'**.



Navigating your myR+L Portal (Continued)

Proposed Work

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 you through to the '**Details**' tab.

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.

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.



Navigating your myR+L Portal (Continued)

Proposed Work

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

List Details Documents

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](#)

Development Information
Development Name: [Redacted]

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

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'**.

Ross Liddell
Since 1854

[Log Off](#)
[Change Password](#)
[Account Settings](#)

[Add Property](#)

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

Your Outstanding Balance

If you have any problems with MyR+L please get in touch via Live Chat on our website or by calling:

Glasgow 60 St Enoch Square, Glasgow, G1 4AW
0141 221 9266

Letting Office 89 Byres Road, Glasgow, G11 5HN
0141 334 3670

Edinburgh 6 Clifton Terrace, Edinburgh, EH12 5DR
0131 346 8989

Dundee Unit 21A City Quay, Camperdown Street, Dundee, DD1 3JA
01382 201 535