



# NRM Portal

## User Guide



# Welcome

Welcome to our step by step guide of how to use the NRM Portal.

Within this document you will be provided with clear instructions on how to use the portal, showing just how quick and easy it is to use.

Feel free to read through or if you have a certain query please click the relevant hyperlink below and this will direct you to the correct section.

## Index

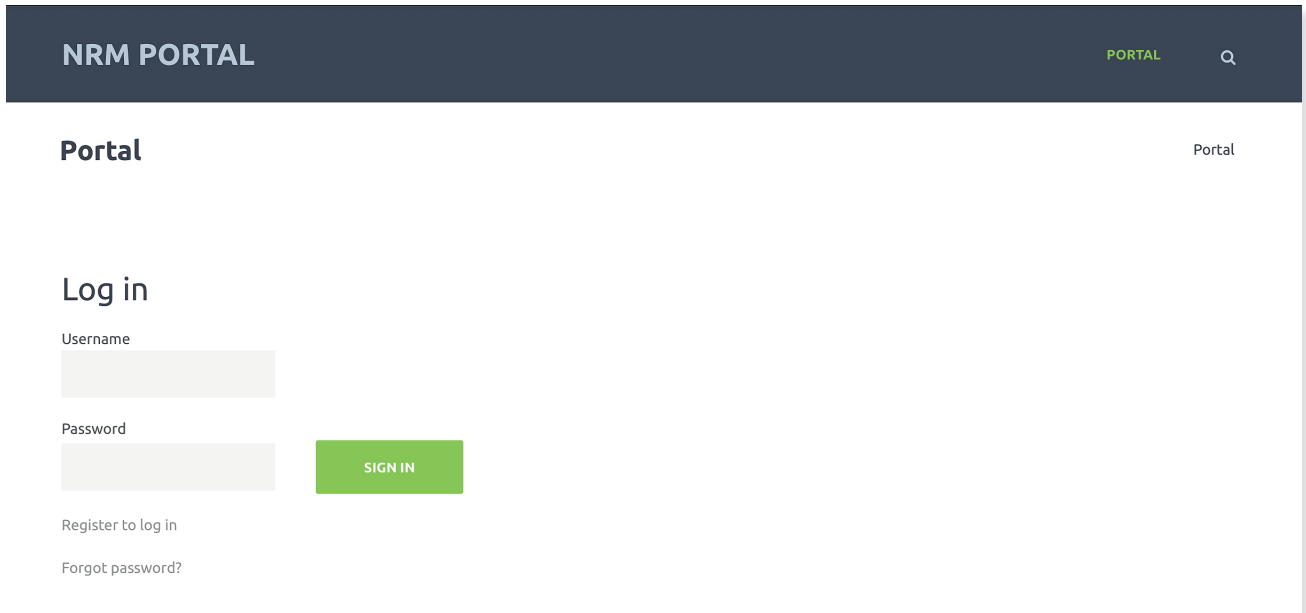
1	Register	Page 3
2	Forgotten password/reset password	Page 5
3	Viewing current balance/other documents	Page 6
4	Report issues/update contact details	Page 11

We trust this guide will assist with any queries you may have however, please do not hesitate to contact us at [enquiries@nrmltd.co.uk](mailto:enquiries@nrmltd.co.uk) should you have any further queries.

**NRM Online Portal Team**

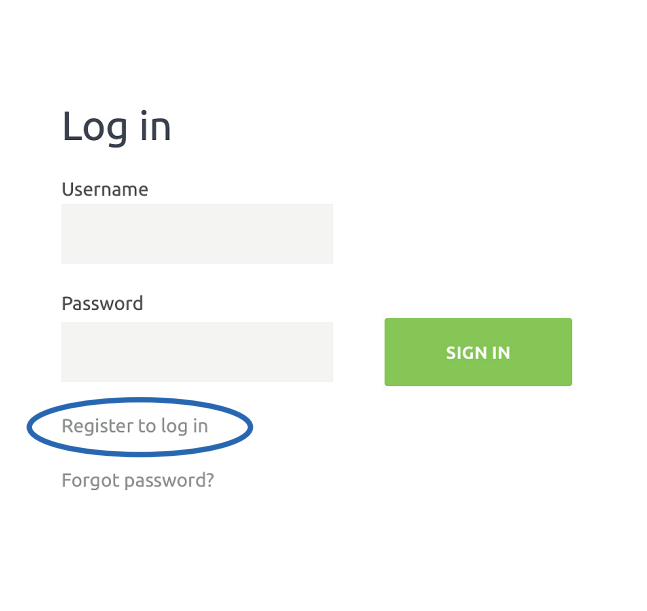
# 1 Register

To register, log onto the NRM Portal website at <https://www.nrmportal.com/>



The screenshot shows the NRM Portal website interface. At the top, there is a dark blue header with 'NRM PORTAL' on the left and 'PORTAL' with a search icon on the right. Below the header, the word 'Portal' is displayed on the left and 'Portal' on the right. The main content area features a 'Log in' section with two input fields: 'Username' and 'Password'. A green 'SIGN IN' button is positioned to the right of the password field. Below the input fields, there are two links: 'Register to log in' and 'Forgot password?'. The 'Register to log in' link is highlighted with a blue circle in the subsequent image.

...or you can register via the NRM Group's homepage: <https://www.nrmltd.co.uk/> Just click on 'NRM Portal' in the menu bar at the top of the page.



This is a close-up view of the login form. It shows the 'Log in' heading, the 'Username' and 'Password' input fields, and the green 'SIGN IN' button. The 'Register to log in' link is circled in blue, indicating the next step in the registration process. The 'Forgot password?' link is also visible below it.

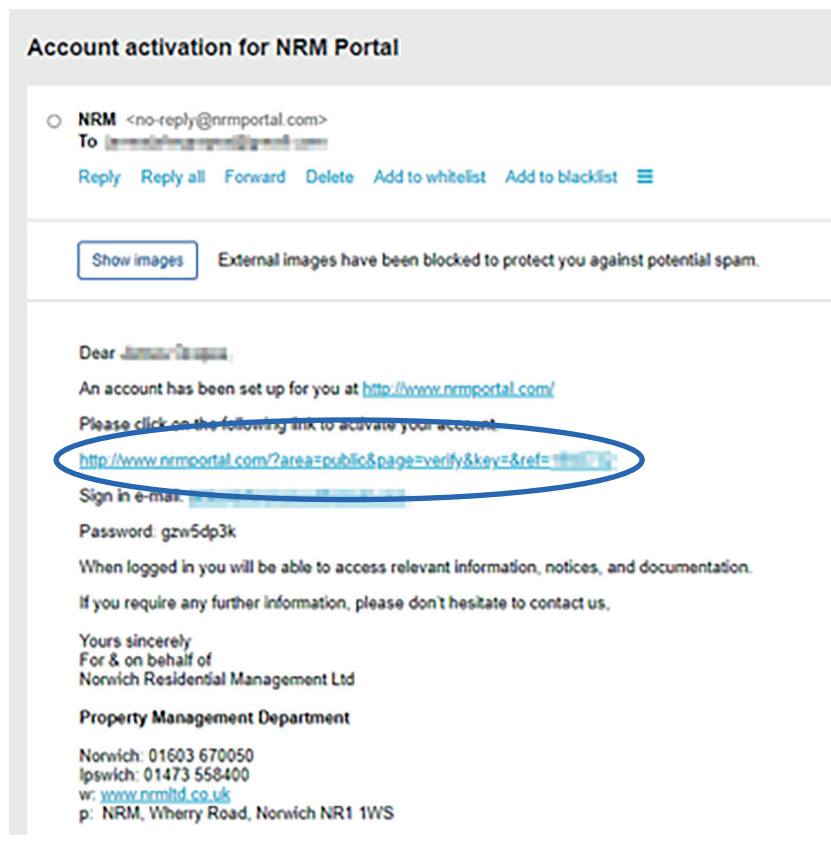
Click on 'Register to log in' and fill in your details.

These will then be checked by the Property Management Department (to ensure access to your account is only granted by approved individuals).

You will receive your username and password via separate email (example email shown below).

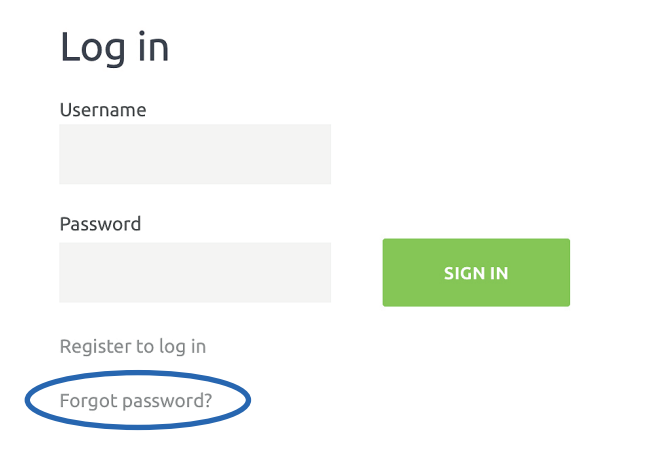
Please add the [no-reply@nrmportal.com](mailto:no-reply@nrmportal.com) email address to your addressbook/whitelist to ensure you continue to receive important emails from us.

Activate your account by clicking on the link and then signing in.



## 2 Forgotten password/reset password

Click on 'Forgot password?' and then enter your sign-in email address.



The screenshot shows a login form titled "Log in". It contains two input fields: "Username" and "Password". To the right of the "Password" field is a green "SIGN IN" button. Below the input fields are two links: "Register to log in" and "Forgot password?". The "Forgot password?" link is circled in blue.

Your password will be reset and you will receive an email showing your new password.

Dear **Mr James Brown**,

Your password has been reset.

Login address: <http://www.nrmportal.com/>

E-mail (Login): [enquiries@nrmltd.co.uk](mailto:enquiries@nrmltd.co.uk)

Password: **12345678**

If you require any further information, please don't hesitate to contact us,

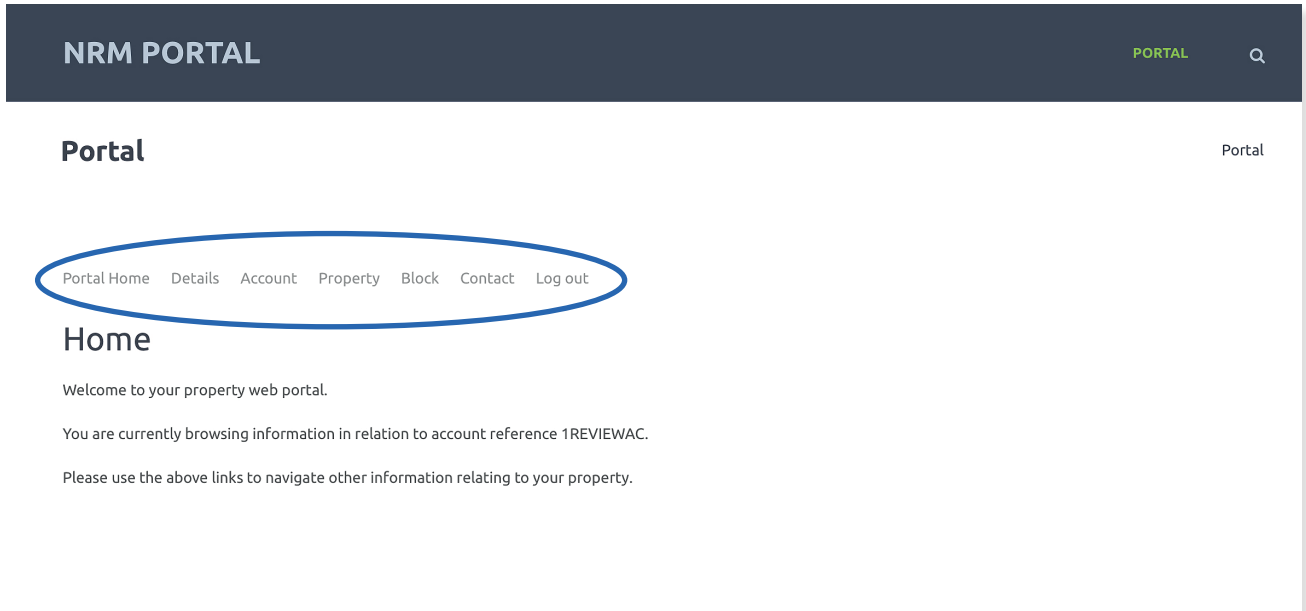
Yours sincerely  
For & on behalf of  
Norwich Residential Management Ltd

### Enquiries Team

Norwich: 01603 670050  
Ipswich: 01473 558400  
e: [enquiries@nrmltd.co.uk](mailto:enquiries@nrmltd.co.uk)  
w: [www.nrmltd.co.uk](http://www.nrmltd.co.uk)  
p: NRM, Wherry Road, Norwich NR1 1WS

### 3 Viewing current balance/other documents

From the Home page you can navigate around under the various headings shown below:



**Details tab**

To view your details click on 'Details'.

Your correspondence and contact details are shown, please ensure these are up to date.

You can also change your password from here.

**NRM PORTAL** PORTAL

**Portal** Portal

Portal Home Details Account Property Block Contact Log out

**Details**

Name	Abbie Smith
E-mail	abbiesmith@myemailaddress.co.uk
Phone (mobile)	07998 765 152
Phone 1	01603 999 888
Phone 2	07998 777 258 (Emergency contact)
Address1	1 Review House
Address2	Review Street
Address3	
City	Norwich
County	Norfolk
Post code	NR99 9PB
Country	

If you wish to change your password then please enter your new password below and click Submit.

password

### Account tab

To view your account click on 'Account'. You can download your statement by clicking on the PDF icon under 'Statement'.

NRM PORTAL
PORTAL

## Portal

Portal

[Portal Home](#)
[Details](#)
[Account](#)
[Property](#)
[Block](#)
[Contact](#)
[Log out](#)

## Account

Account reference	1REVIEWAC
Account balance	0.00
Property	1 Review Block
Block	Block A
Company	Test Company Ltd
Credit Control status	Normal

## Statement

[Click here to view account statement](#)

Your statement of account includes all Service Charge Demands (and Ground Rent Demands where applicable) along with receipt of funds (via bank transfers / Direct Debit payments). We do not issue separate invoices. You will be issued with an Application for Payment (in the post / via email) whenever payment is due in line with lease / TP1 terms.

## Documents

Date	Document title	Size	
25/02/2020	Service Charge Accounts Update Yr End 31.12.19	58.1kB	
12/12/2019	Welcome to New Owner	57.7kB	

The Documents section shows letters sent to the correspondence address and also via email.





### Property tab

This area shows your property address and any issues and correspondence in relation to your specific property.

The **Issues** section shows issues directly linked to your property (you may have requested a replacement permit or be looking for consent). This will provide you with the NRM reference and summary.

The **Documents** section shows letters sent to the property and emailed. If you rent your property you can see letters that have been sent to your tenant with updates or issues.

NRM PORTAL
PORTAL

## Portal Portal

[Portal Home](#)
[Details](#)
[Account](#)
Property
[Block](#)
[Contact](#)
[Log out](#)

### Property

Address	1 Review Block
	Review Street
Post town	Norwich
Post code	NR99 9PB
County	Norfolk
Management Company	Test Company Ltd
Block / Estate	Block A

### Issues

Issue Reference	Created Date	Status	Summary
2121605	05/02/2020	Current	Fob Request

### Documents

Date	Document title	Size	
25/02/2020	Cycle Store - Code Change	57.0kB	
18/02/2020	Fire advise to all Residents in large blocks	57.6kB	

**Block tab**

This area shows your property address and any issues and correspondence in relation to your specific property.

The **Notices** section shows notices for both the whole development and your specific block.

From the **Documents** section, you can download any documents that are available for your development such as year end accounts and buildings insurance documents (if applicable).

The **Issues** section shows issues relating to the development or your block (so you can see whether an issue has already been reported by your neighbours).

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**Portal**
Portal

Portal Home   Details   Account   Property   Block   Contact   Log out

## Block

Click on one of the links below to scroll down to the corresponding section:

**Notices**   **Documents**   **Issues**

Information about Block A.

### Notices

Date	Title	
Window Cleaning on 12/1/20	10/01/2020	<a href="#">Read more...</a>
Xmas opening hours	18/12/2019	<a href="#">Read more...</a>

### Documents

Date	Document title	Size	
13/12/2019	User guide for Blk A Intercom	518 bytes	
20/10/2019	Block Insurance	14 bytes	

### Issues

Issue Reference	Created Date	Status	Summary
2112243	07/01/2020	Current	Storm Damage to Block



## 4 Report issues/update contact details

To contact us via the portal click on the 'Contact' tab from the Home screen.

This brings up a form to complete and submit.

You can select the type of enquiry from the drop-down list.

**NRM PORTAL** PORTAL

**Portal** Portal

Portal Home Details Account Property Block Contact Log out

### Contact

Type of enquiry

- Fault
- Update contact details
- Maintenance issue
- Other

Message

Any further enquiries can be sent via email to [enquiries@nrmltd.co.uk](mailto:enquiries@nrmltd.co.uk) or letters can be sent to:

NRM  
Wherry Road  
Norwich  
Norfolk  
NR1 1WS



# Welcome to NRM

The home of property management & maintenance in East Anglia



[NRM PORTAL](#)

[PROPERTY MANAGEMENT](#)

[GASSAFE WORK](#)

[ELECTRICAL WORK](#)

[MAKE A PAYMENT](#)

## Welcome to NRM

The home of property management & maintenance in East Anglia



Welcome to the Domain Homepage of [www.nrmltd.co.uk](https://www.nrmltd.co.uk) which incorporates the various services of NRM.

Please select from the below to transfer to the relevant website best suited to your needs.

**VISIT <https://www.nrmltd.co.uk/>**

