

My Home Portal For Contractors

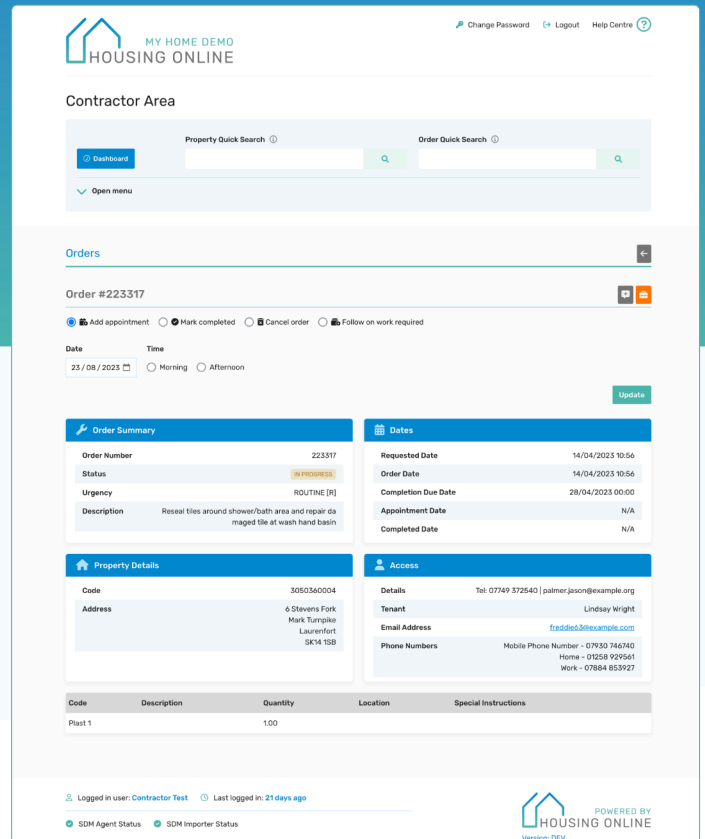
Empowering contractors to manage and update work orders whilst allowing Housing Associations to retain full control over the permissions and access of each contractor.

Key Features For Contractors

My Home Portal for Contractors enables landlords to delegate the management of key tasks directly to authorised contractors whilst retaining overall control of access and permissions on a contractor-by-contractor basis.

“The Housing Online Contractor Portal has enabled the Association to offer an automated job management solution that is easy to use and provides efficiencies to both the repairs contractors and Association staff.”

–Ewan Barr, Cloch Housing Association



Individual Sign-Ons

Set up My Home logins for individuals at each contractor. Empower your contractors to provide their teams with on the go access to My Home.

Manage Work

Individual contractors can filter and view work order information assigned to them, including access details, job lines, works description, etc.

Download Orders

Contractors can download work orders assigned to an individual so they always have access to the most up-to-date job information on the go.

Updating Orders

Contractors can easily update, complete and cancel jobs from within the portal. This includes the ability to upload supporting photos as needed.

Send Notifications

Mark attendance, flag no access, highlight follow-on work or other notes for the HA. Trigger email or diary entries as required.

Manage Appointments

Contractors can add and update repair appointments, each triggering My Home diary entries and emails to the tenant as required.

Customisable Dynamic Forms

Configure forms to support specific work by a contractor, e.g. for uploading gas certificates, carrying out stock condition reports, etc.

Report Repairs

Contractors can use a specified repair picker to report a new job. Landlords have control over the creation and configuration of the repair decision tree.

Fully Customisable

All features can be customised and turned on or off for all contractors, with different contractors accessing different functionality.

CONTACT US

Email info@housing-online.com
Telephone 01823 813898

ABOUT HOUSING ONLINE

Housing Online design and build digital solutions for Housing Associations across the UK and beyond. Our My Home Tenant Portal is live in 25 organisations across Scotland, Northern Ireland and England, many with fully integrated websites designed and developed by our team. In April 2021, in collaboration with seven Scottish Housing Associations, we successfully launched These Homes, a Choice Based Lettings web solution.