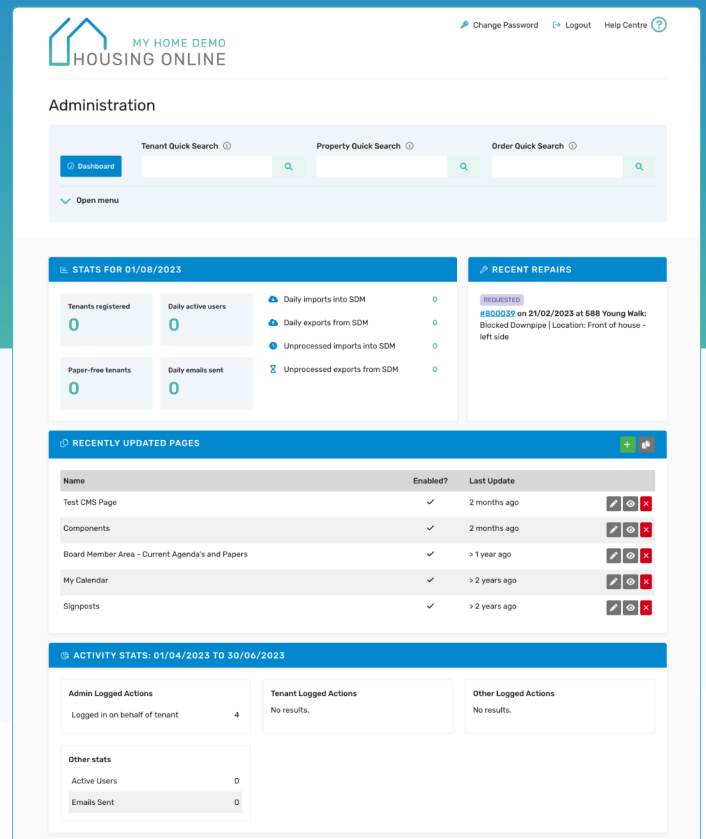# HOUSING ONLINE

My Home Portal For Staff

Providing deep integration with your housing management software (HMS) that empowers staff to access and update the key information relating to properties and tenants on-the-go.

Key Features For Staff

My Home is a feature-rich, affordable portal that enables landlords to provide their staff with easy, mobile access to the information and functionality that they need. With multiple options for customisation and personalisation, My Home is well equipped to grow as you grow.

> *"My Home has been very useful for staff access on-the-go, to make quick checks on tenancy information or to take card payments during arrears visits. The synergy and simplicity of accessing the data is first class"*
>
> **–Brian Pearson, Housing Services Coordinator, Lochaber HA**

Access Key Information

View and update all of the key information on a property or tenancy. Changes will automatically update your HMS on a near-real time basis.

Payments

Support for multiple payment gateways. Take cash or card payments from tenants whilst working away from the office with email and printable receipts.

Reporting

Choose from an extensive suite of prebuilt, downloadable My Home reports or request your own customised reports.

Repairs

View repair history, cancel or reschedule appointments, add diary entries and report more than one repair at a time with Basket of Repairs.

Diary Entries

Staff on the move can use the portal to view / add tenant, property or order diary entries and to securely download and view any attachments.

Workflows

Build custom workflows to automate actions based on data from your HMS e.g. to trigger an email requesting tenant feedback after a repair.

Dynamic Forms

Create forms for remotely updating data in your HMS e.g. pre and post inspections, routine tenant visits, close inspections, pre-void inspections.

Assisted Digital

Authorised administrators (or proxy users) can login, access and use the portal on behalf of tenants to support digital inclusion.

Microsoft 365

Simplify signing in to My Home by enabling Microsoft 365 login. Manage security by adding two factor authentication.

CONTACT US

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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.