

My Home Portal For Tenants

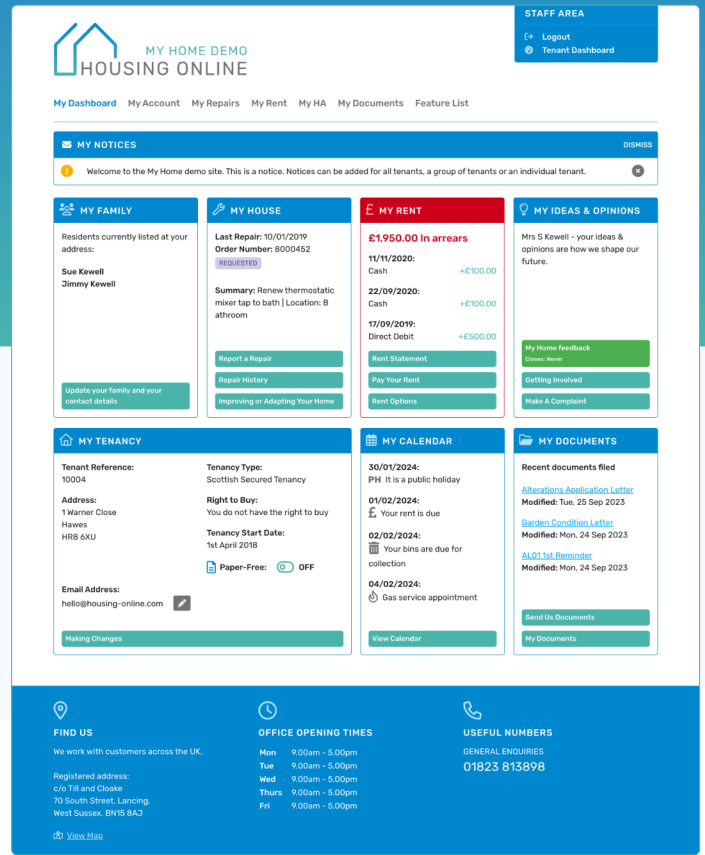
Our digital self-service solution enables 24 hour-a-day, 365 days a year access for tenants to the information they need and empowers landlords with unparalleled access to their tenants.

Key Features For Tenants

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

"My Home provides a 24 hour service to tenants and has enabled us to communicate with them more efficiently and to receive valuable tenant feedback"

—Linda McLaren, Director of Housing Services, Ochil View HA



My Home Account & Tenancy

Provides tenants with easy access to the key information relating to their tenancy, to confirm household details and securely view and send documents.

Paperfree

Opt to have an entirely paperfree tenancy with all documents and correspondence readily available through My Home.

Calendar

Access to a tenant specific calendar module showing targeted, tenant specific events e.g. rent due, bin collection, repairs appointments etc.

Mobile Access

Access account information and all My Home functionality 24x7 on a wide variety of devices, including mobile phones and tablets.

Rent Management

Provides tenants with the ability to view rent statements and to pay rent via an online payment gateways, including Worldpay and SagePay.

Proxy Users

Allows users other than the tenant themselves to access accounts (with the tenant's permission) to facilitate digital inclusion.

Tenant Onboarding

Bring new tenants onboard quickly with access to new tenancy information, leaflets and videos to learn about tenant services.

Repairs

Report repairs using a graphical picker; book and manage repair appointments and provide feedback; view repairs history for property and common areas.

Factored Owners

Enables factored owners to see a dashboard panel with specific bespoke pages and content and enables online factored payments.

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.