

My Home Portal

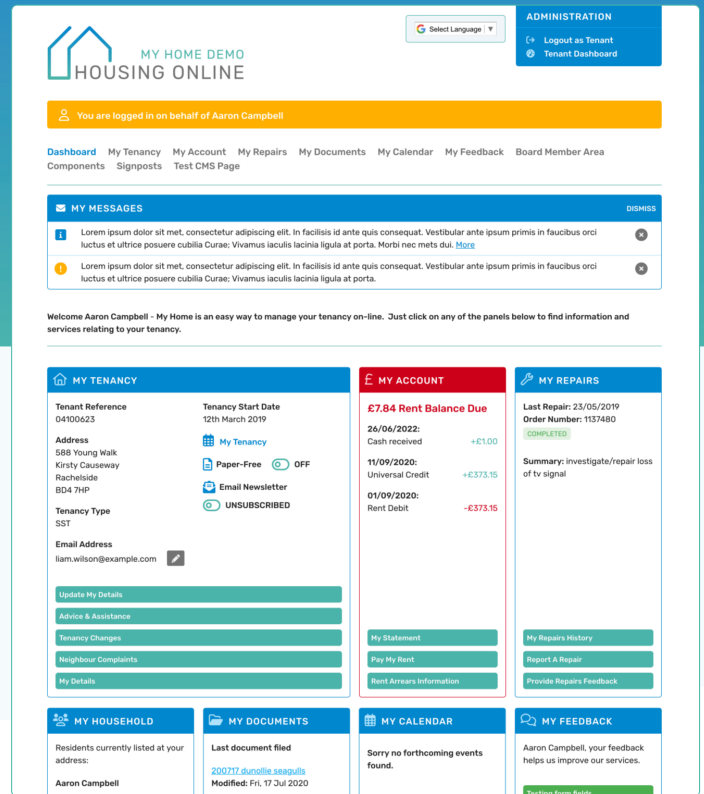
Housing Online's digital self-service solution, **My Home**, enables staff, tenants and contractors to have easy online access to the features they need, 24 hours a day and 365 days a year.

Portal Key Features

My Home was developed in response to a need from our clients for a feature-rich and affordable portal. My Home is unique and is able to grow with our clients over time, delivering additional services and modules as required.

"We have found My Home as a tenant portal to be very user friendly and was instantly popular with staff and residents alike"

-The Iveagh Trust



MY HOME FOR TENANTS

My Home

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

Rent Management

The ability to access up-to-date rent statements, view current balances and offers the ability to pay rent securely online.

Report Repairs

Report repairs using our graphical repair picker, book and manage appointments and view up-to-date repairs history.

MY HOME FOR STAFF

Access Key Information

View and update the key information on a tenancy. Take payments, log repairs, view notes and complete forms on-the-go.

Assisted Digital

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

Dynamic Forms

Forms with workflows to remotely update data in SDM. Includes pre and post inspections, tenant visits, close inspections, pre-void inspections.

MY HOME FOR CONTRACTORS

Contractor Access

Set up logins for individuals at each contractor, each login with a definable level of access to tenant and work order information.

Manage Work

View and manage work order information, set attendance on site, mark any orders requiring follow-on work, mark orders as completed, etc.

Workflows

Ability to raise new repair jobs and to add and book appointments, each triggering diary entries and emails using definable workflows.

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.