

Dashboard Survey Suggestions

General suggestions	Open Housing Customer Portal – My Tenancy on line
Easier to navigate	We are hopeful that the new Customer Portal - My Tenancy on line will look and feel more modern
More easily accessible	We are hopeful that the new Customer Portal - My Tenancy on line will look and feel more modern and be more easily accessible
Limit customer reference number to less digits	The rent reference cannot be shortened
Log on issues	Support is available via the Contact us email or by calling 888777
More support	Support is available via the Contact us email or by calling 888777
Look at modern websites of large companies & replicate	We are hopeful that the new Customer Portal - My Tenancy on line will look and feel more modern
Clearer links	Yes on the new system
Secure site (get unsecure site warning)	Yes on the new system
Mobile friendly or App version	Yes on the new system
More prominent log on & off buttons	Yes on the new system
Live Chat	Not on this upgrade but possibly in the future
Updated rent balances	Yes this is a live system
Rent statement easier to understand	Yes this has been built into the new portal
Show credit or debit rather than minus symbol	Yes
Easier to pay rent (not having to log in twice)	Customers will pay via CIVICA Pay which will retire a log in
Link to DD mandate	This is on www.derbyhomes.org
Not show as arrears if paying by DD	Monthly payments should be paid in advance
Pay through PayPal	Not on this upgrade but possibly in the future
Explain rent better (when rent week starts & ends)	The date will be on the rent statement along with the rent week number.
Show rent free weeks	Rent free weeks will be visible if payments are made during these weeks

Quicker updates on repairs	Repairs will be acknowledged within 2 working days
Appointments on repairs	Not on this upgrade but possibly in the future
More options when reporting repairs	Repairs can be reported using the repair diagnosis tool or by emailing in the details
Keep planned maintenance up to date	Not on this upgrade but possibly in the future
Tell people about it	Ongoing promotion - Get on line Incentive Scheme
Advertise more in newsletters or send email reminders	Ongoing promotion - Get on line Incentive Scheme
YouTube video to teach people how to use	
Comment/review page Include local community clubs, senior citizen clubs, coffee clubs, and volunteer sites. etc.	Information available on www.derbyhomes.org
Links to other things: i.e. Local Councillor, Parking departments, Legal aid, Derby City Carers, Advice on insurance	Information available on www.derbyhomes.org
A weekly/ monthly email with news and updates to be accessed on the site would be great.	Information available on www.derbyhomes.org
Transfer the newsletter to e-mail version using 'opt in' would save money and be good for the environment	Information available on www.derbyhomes.org
Make more personal	Welcome back message on home page and all information is personal to the customer. The customer can update their own details / change of circumstances via My Tenancy on line
Slim it down, don't try to cover everything	Noted