

## **DERBY HOMES WEBSITE - UPDATE**

Report of the Director of Housing and Customer Service

### **1. SUMMARY**

This report explains progress on the development of Derby Homes website.

### **2. RECOMMENDATION**

To note progress made.

### **3. MATTER FOR CONSIDERATION**

- 3.1 Derby Homes launched the new improved website on 7 June 2010. The website had been completely redesigned to make it much more user friendly.
- 3.2 Derby Homes Customer Service Strategy requires the development of more 'self service' in conjunction with existing and traditional methods for tenants to interact with Derby Homes. It is cost effective for tenants to have the option to access services and information through the website, rather than visiting a local housing office or contacting the Enquiry Centre, particularly as the website is available 24 hours a day, every day.
- 3.3 Development work on the new 'Tenants Dashboard' started on 28 February 2011. There were a number of technical issues to overcome, however the project ran very much to plan and the new software was available for testing during late May. Rigorous testing was carried out by staff and tenants. The new Tenants Dashboard was launched on 6 June 2011.
- 3.4 The dashboard is a tenant's personal area of the website. It contains information specific to their tenancy. Tenants have to register and have a password. When they are registered they are able to:
  - Report repairs and request progress reports
  - Complete satisfaction surveys
  - View their repairs history including completed repairs and repairs that are still to be completed
  - Look at repairs and improvements that are planned for their property such as new kitchens and bathrooms
  - Update their personal details, such as telephone numbers
  - Make rent payments, view their payment record and request information
  - Keep a collection of personal tenancy information in their own 'my documents' area.

- 3.5 There are already 375 tenants signed up to the dashboard. The aim is to get as many tenants signed up as possible. A rigorous marketing campaign will be implemented involving staff at all levels within Derby Homes.
- 3.6 Appendix 1 shows some screen shots from the dashboard to give a flavour of how it looks. This is a real example that has been made anonymous.
- 1A - shows the front page of the dashboard and the options available for tenants
  - 1B - shows the repairs history statement giving completed and scheduled repairs
  - 1C – shows the planned maintenance for that property, which is a kitchen replacement in 2014
  - 1D – shows the rent history statement showing payments made. Tenants are able to vary the period of rent and repair statements in exactly the same way as for on-line banking
  - 1E – shows the ‘my documents’ area with an example of a customer care leaflet uploaded.

**The areas listed below have no implications directly arising from this report:**

- Consultation
- Financial and Business Plan
- Legal and Confidentiality
- Personnel
- Environmental
- Equalities Impact Assessment
- Health & Safety
- Risk
- Policy Review

If Board members or others would like to discuss this report ahead of the meeting please contact the author, or Phil Davies, Chief Executive, [phil.davies@derbyhomes.org](mailto:phil.davies@derbyhomes.org) – Phone: 01332 888528

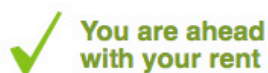
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## Your Derby Homes Dashboard | Welcome [REDACTED]

[Home > My Derby Homes: Dashboard](#)

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### Your account status



**You are ahead  
with your rent**

Balance £-296.29

Weekly rent £77.04

Thank you. Your account is fully paid up. Why not explore the rest of the site for competitions and events in your local community? [Click here](#) to see the 'Get Involved' area of Derby Homes website.

### What would you like to do?



[Ways to pay your rent  
or service charge](#)



[View my rent account](#)



[Report a repair](#)



[View my documents](#)



### Need information?

Search the Document Library for the subject you are interested in (for example: benefits or antisocial behaviour). Type your subject in the box:



### Other useful information:

- [Your housing video](#)
- [Surveys: rate our service](#)
- [Derby Homes Bright Ideas](#)
- [Get involved with your community](#)








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## Your Derby Homes Dashboard | Welcome [REDACTED]

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### Repairs statement

The information in this table was last updated at 8pm yesterday.  
Repairs reported within the last 24 hours may not be displayed.

 [Print this statement](#) [Contact us for more information](#)

 Repair Number	 Date Logged	 Repair Description	 Status	 Your Actions
11207401	16.06.2011	PULL CORD BROKEN LIGHT BATHRM	Scheduled	 <a href="#">Query this repair</a>
11167987	10.01.2011	CONF ON CALLOUT 40822 3.1.11 BLOCKED DRAIN	Completed	 <a href="#">Query this repair</a>
11118948	07.07.2010	SINK WASTE BROKEN COME OFF ACCESS TOMORROW 8/7/10	Completed	 <a href="#">Query this repair</a>

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## Your Derby Homes Dashboard | Welcome [REDACTED]

Home > My Derby Homes: Repairs > Planned Maintenance

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### Planned maintenance

Information in this table was accurate as of before the past 48hrs.

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Maintenance Number	Date Planned	Date Completed	Component
0155036	31.03.2014		Kitchen

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### Your rent statement - for period 02.05.2011 to 13.06.2011

The rent week runs from Monday to Sunday. Rent payments made at Post Office or PayPoint outlets take several days to show on your rent account. Payments made after Tuesday may not show on your account for that week.

 Change weeks:  to 
[Get results](#)
[Print this statement](#)
[Contact us for more information](#)
[£ Pay your rent](#)

<i>i</i> Week Number	<i>i</i> Week Starting	<i>i</i> Rent Weekly (£)	<i>i</i> Rent Adj (£)	<i>i</i> Housing Benefit (£)	<i>i</i> Payment Received (£)	<i>i</i> Balance C/F to next rent week (£)
05	02.05.2011	77.04	0.00	0.00	150.00	-382.53
06	09.05.2011	77.04	0.00	0.00	0.00	-305.49
07	16.05.2011	77.04	0.00	0.00	150.00	-378.45
08	23.05.2011	77.04	0.00	0.00	76.00	-377.41
09	30.05.2011	77.04	0.00	0.00	0.00	-300.37
10	06.06.2011	77.04	0.00	0.00	150.00	-373.33
11	13.06.2011	77.04	0.00	0.00	0.00	-296.29

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# Your Derby Homes Dashboard | Welcome [REDACTED]

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## My documents

Documents

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Tenants Handbook Booklet 3 - Customer Care (PDF - 407 K) **new**

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