

# Online Accounts

## Rent statements

We are going to stop sending paper rent statements in the post as this information is now available online. However, we can always print one for you if you need one

If you've told us you can't get online we have enclosed a printed copy of your rent statement

## Online accounts

When we surveyed our tenants back in 2015 42% of tenants said they wanted to be able to look at their account online (this rose to 71% for those tenants aged under 35)

Approximately 16% of our tenants have accessed their account online since it went live in the middle of December, including 42 tenants who viewed their account online while we were closed over Christmas and the New Year. Double the number of tenants 'logged on' in January compared to December

Are you using the new system? What do you think of it?

How many times have you accessed your account online?

## I.T. really is all about you

We have been using all of our IT systems more effectively so we can see, at a glance, what discussions we have been having with tenants about issues connected with their tenancy

We have a plan in place to use such systems even more effectively in the coming months and years, with the launch of 'My Tenancy' being part of that approach



# SHAL

## Digitalisation

A few tenants have told us they either can't access the internet or don't have the confidence to use online services. If you are one of those tenants please let us know

You can still access all our services in the usual way and it means we can make sure you're not forgotten as we move to digitalise our services in the future

## Complaints

Since 1 April 2016 we have recorded 51 complaints. These range from missed appointments and the wording of our arrears letters to the standard of our repairs service. We want to be able to say we've done our absolute best and, more importantly, have the opportunity to put things right if they go wrong

## What have we learnt?

We've learnt it's important to keep on top of complaints and our Operations Director reviews every outstanding complaint weekly to ensure we're dealing with them properly – and keeping tenants informed. This ensures complaints don't drag on for too long. We take all complaints seriously and try to deal with them within 3 weeks (Stage 1) or a further 3 weeks (Stage 2). No complaint has had to be taken to the Stage 3 (a panel of Board members) in the last year although a complaint is outstanding with the Ombudsman from 2015/16. We have:

- Reviewed, and changed, the content of our rent arrears letters and will continue to do so until we get the balance just right
- Carried out some staff training on how to deal with complaints and have reminded staff about the importance of calling tenants back when we say we will and keeping them informed about progress in dealing with things
- Spoken to all staff about the importance of being careful with personal information following a complaint about a breach of tenant confidentiality