

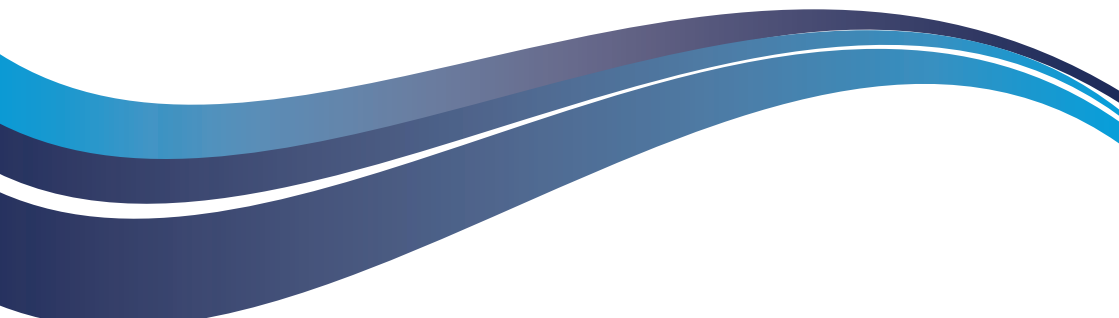
Take control of your tenancy

A guide to the Two Rivers Housing website



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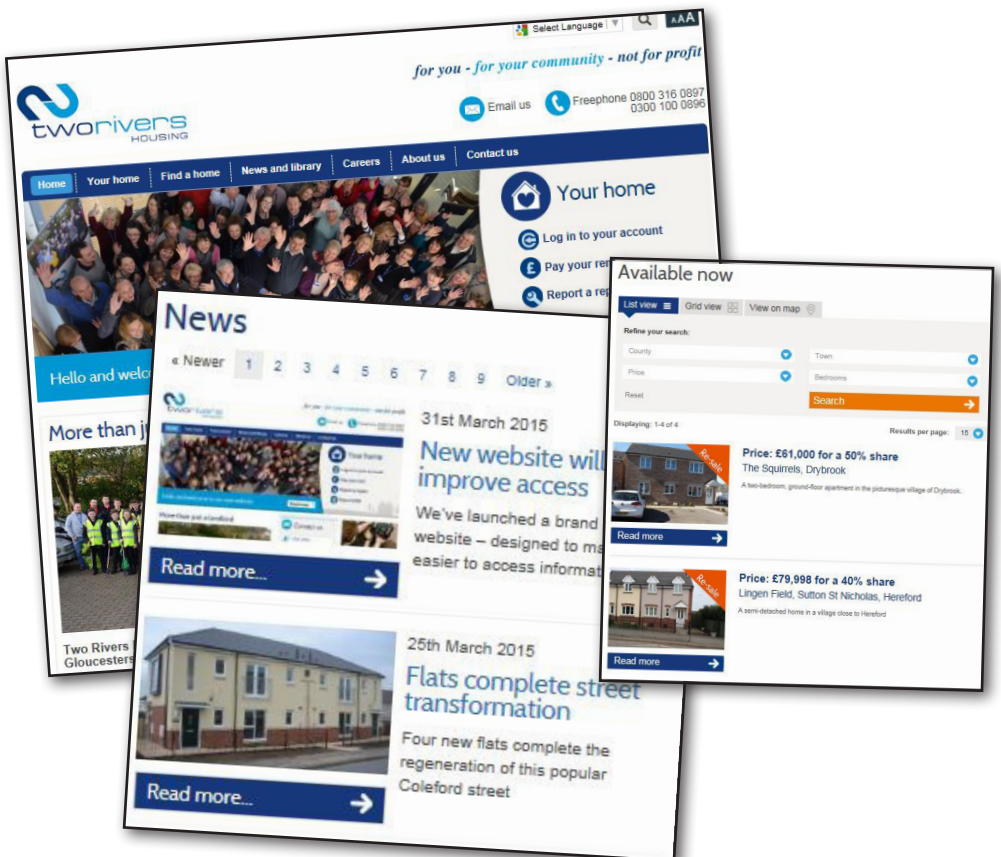


We lead increasingly busy lives – on the move all the time and wanting the information we need, at a time that suits us.

That's why Two Rivers Housing has launched a brand new website – designed to give you more control over your tenancy and greater access to information.

It's easy to use, works well on mobile phones and tablets and has lots of features to help you find what you want – when you want it.

So, whether you look at websites regularly or you've never really got to grips with the internet, you should be able to find your way around, and this guide will give you a start.



What does it offer me?

The site looks completely different but, if you visited our previous site, you'll be familiar with many of the functions. Some, however, will be totally brand new.

For example, you can:

- review your rent statement and see when payments were made.
- find out when your home will be assessed for improvements, such as a new kitchen, bathroom, heating, windows and external painting.
- check the date of your last boiler service and see when the next one is due.
- see a list of recent repairs registered to your home.
- view some of the personal information we hold about you and update it, if necessary.
- find details of your key contacts at Two Rivers.

PLUS:

- take advantage of our new 'Call back' service – tell us a time to call (during office hours) and we'll ring you then.
- chat online to us in real time (during office hours).
- find lots of general news and information about Two Rivers Housing.

The website will keep evolving as we're planning new features all the time to improve your experience and make it even more useful. For example, watch out for the chance to book a routine repair online – choose a date and time that suits you best and reserve your slot with a few clicks of your mouse.

Please take some time to visit www.tworivershousing.org.uk and find your way around.

Then use the online 'Enquiry form' (under 'Contact us') to let us know what you think of it and if you have any ideas of features or information you think we should include in future.

Why not give it a go and see what you can find?!

Getting started

Log on to www.tworivershousing.org.uk .

You will find this header at the top of every page you visit on our site:



Click on the logo whenever you want to return to the 'Home' page.

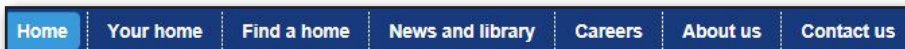
Use the drop-down arrow if you wish to translate the information on a page into another language.



Hover over the magnifying glass image and the 'search' box will open. You can use this to search the website for the information you're looking for, whether it's a page or a document.



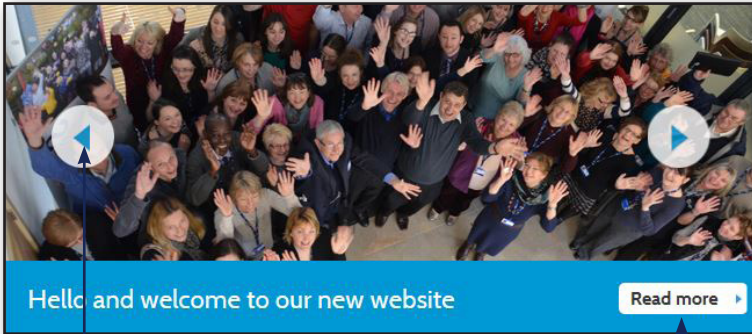
You'll see this navigation bar near the top of the page.



This shows the top level sections, but they all have many pages beneath them. The colour of the tab will change to show which section you are in at any time.

Home page

This displays some of our latest news and it will be regularly updated. There are five stories that will change every few seconds.



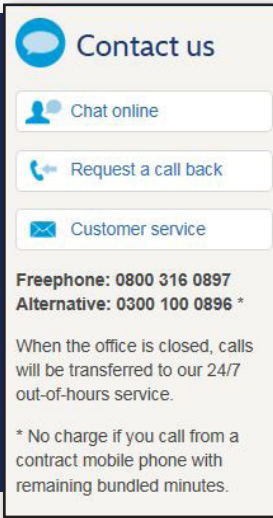
Arrows will appear on the image if you hover your mouse over it, giving you the chance to scroll forwards or backwards to the other stories.

Just click the 'Read more' button to find out about the story that is currently on display.

The Home page is your first point of access to some of the most common functions you – as a Two Rivers resident – may wish to use.

Just click on the one you want and go straight to the relevant page.





Contact us

Chat online

Request a call back

Customer service

Freephone: 0800 316 0897
Alternative: 0300 100 0896 *

When the office is closed, calls will be transferred to our 24/7 out-of-hours service.

* No charge if you call from a contract mobile phone with remaining bundled minutes.

It's important you can contact us in a way that suits you.

Many people like to pick up the phone and speak to someone straight away, but there are other options too, such as sending us an email, booking a time when you'd like us to call you back, and online chat, in real time.

Please note that our telephone lines are open 24/7 for emergencies.

You can find this information from anywhere on the site by either clicking on our logo, or the **Home** or **Contact us** tabs on the top navigation bar.

There's also a reminder of our phone numbers and email at the top of every page



i I'm looking for

- Vacancies
- Information about Two Rivers Housing
- Energy-saving tips
- Building new homes
- Centigen Facilities Management
- How to deal with condensation and mould
- Compliments and complaints
- Homes to rent
- Shared Ownership

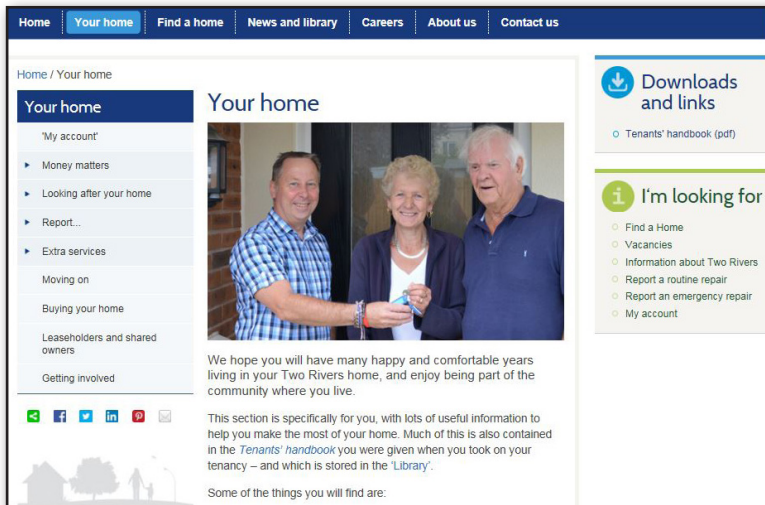
The 'I'm looking for' box appears on the right hand side of most pages throughout the website.

This suggests other pages on our site that may offer relevant and useful information – plus some alternative pages you might not have thought to look at.

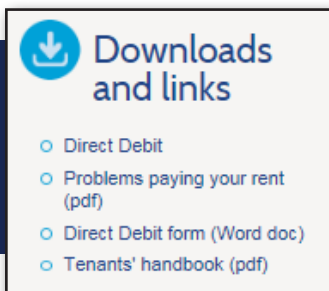
Your home

If you are looking for information relating to your home, your tenancy and services available to you as a Two Rivers tenant, you will find most of it under 'Your home'.

This is where you find out how to report a routine or urgent repair and you can do this online. You can also report an instance of nuisance or anti-social behaviour.

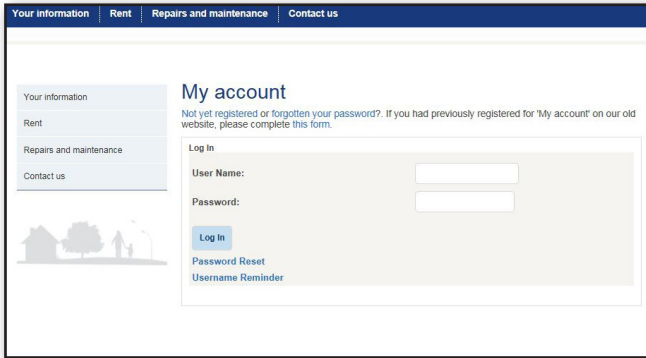


Look at the list of pages available on the left hand side. An arrow next to a page name shows there are supplementary pages below that heading. Click on the name of the page next to the arrow to reveal them.



'Downloads and links' gives you documents and other websites where you will find extra information relevant to the page you're on.

My account



This is one of the most important sections if you are a Two Rivers resident. It is the gateway to everything related to your home and your tenancy.

You can pay your rent, check your statement, see a log of repairs carried out and due at your home, plus an indication of when major improvements (such as a new kitchen or windows) will be reviewed.

It is a secure area so you will need to set up a login and password the first time you visit, but then you'll be ready to explore any time you want to. If you were previously registered on our old site, you will need to re-register on your first visit to the new one as we have tightened the security measures.

Please get in touch with us if you have any problems with the registration process.

Once you have logged in, you will see a 'welcome' screen with a column on the left showing your name, address and account reference number.



This information column will remain constant on every page while you are logged into 'My account'. This is also where you will log out of 'My account', when you have finished.

Home
Logged In
Mr A Tenant
Messages: (0)
Change Username
Change Password
Logout
Current Account:
Account Reference: 00003017
Address: 1 THE ROAD,
NEWENT,
GLOUCESTERSHIRE

Make sure you check the 'Messages' every time you visit as we may use this to send secure information to you, from time to time.

Note that the tabs at the top and at the side of the page have changed. Use these to navigate your way through 'My account'.

Your information **Rent** **Repairs and maintenance** **Contact us**

When you're ready to leave 'My account' and return to the main Two Rivers Housing website, make sure you 'Logout', then just click on the Two Rivers logo and you'll return to the Home page (or use the tab which may still be open).

Find a home

This section contains information about renting a home or garage from Two Rivers. It also advertises homes available through the Shared Ownership scheme and, when we have homes for sale on the open market, you will find information about these in this section, too.

News and library

You will find news, press releases, a calendar of events and a library of Two Rivers documents in this section.

Careers

This is where we advertise our vacancies – which can be applied for online. There's also general information about what it's like to work for Two Rivers Housing – including videos from some of our staff – and the benefits and opportunities available at our Top 100 organisation.

About us

This section gives you background information about our organisation – eg who we are, what we do, how well we are performing – including an introduction to the Board and the directors who run Two Rivers. There's also a large section about our house-building programme past and present.

Contact us

This is your reference section regarding getting in touch with us, including directions to our office in Newent and giving feedback on our service to you.

There is also an 'Enquiry form' to fill in if you'd like some information, to make a complaint, to thank a member of staff, to give comments about the website or ask a general question.

Feedback and help

We hope you find our website useful and easy to use. We welcome your feedback, as your comments will help us to improve it over time. If you would like to tell us what you think of the site and, perhaps, suggest some things you would like to see, please use the online 'General enquiry' form in the 'Contact us' section.

If you need help using the site, or you have problems registering your account, please contact our Customer Service team and we will be happy to guide you through it.

CONTACT US

Telephone: 0800 316 0897

If you would like this leaflet in large print, Braille, on audio CD or in another language, please call us.

Website: www.tworivershousing.org.uk

Email: customerservices@2rh.org.uk

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