

**Two
Rivers
Housing**



A guide to using our tenant portal

www.tworivershousing.org.uk

You're Home Now.



What is My account?

My account is your secure tenant portal where you can manage your tenancy online.

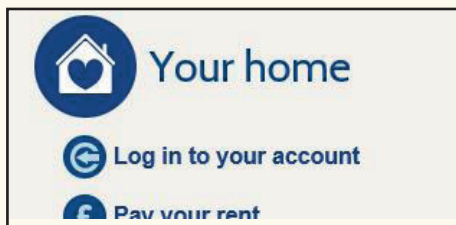
You need to register and set up a password but, once that's complete, you can review and update information about your tenancy.

Through My account you can:

- report a repair and book an appointment for it to be carried out – on a date and time that suits you.
- review your rent statement and see when payments were made.
- see a log of repairs previously carried out and due at your home
- check when surveys and services are due in 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 Housing.

Getting started

You can find our tenant portal 'My account' by using the link on the homepage of our website or you under the 'Your home' tab in the main menu.



If you have problems registering your account, please contact our customer service team on 0800 316 0897 and we will be happy to guide you through it.

When you've registered and logged in, you will see a welcome screen with a panel on the left showing your name, address and account reference number.

You'll see this on every page while you're logged into My account. This is also where you will log out of My account, when you've finished.



Make sure you check for Message notifications in this panel every time you visit as we may use this to send secure information to you, from time to time.

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 Housing logo and you'll return to the Homepage.

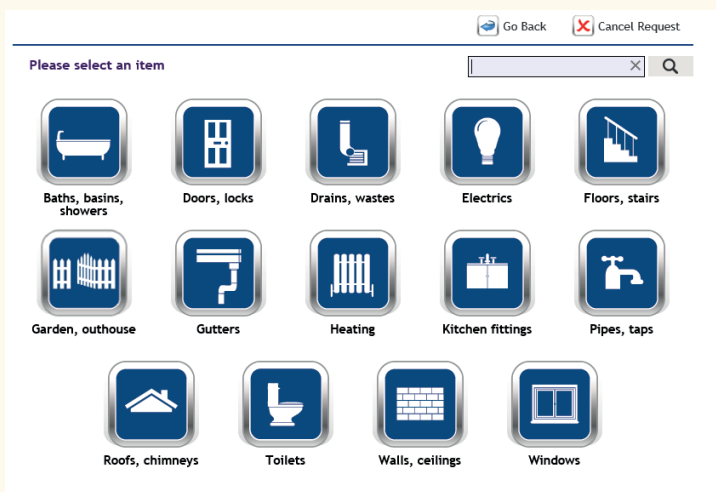
Report a repair and book an appointment

If you need a repair at your home (non-emergency) you can tell us online and choose the most convenient day and time for us to carry out the work from a list of available dates.

On the Home screen, select the link called 'Report a repair'.



Then use the following icons and answer the questions to tell us about the fault.



When complete, you will have a summary screen that looks like this:

Repairs details

Repairs Reference: 350742

Property:	RIVERS MEET, CLEEVE MILL LANE, NEWENT, Gloucestershire
Description:	ONLINE - Electricals: Light fitting; Light fitting loose; Living room; Pendant; 01594719713
Date first Reported:	15 Jun 2017
Assigned Contractor:	Hewers FM (ELEC)

Appointments

Make an Appointment

Click the 'Make an Appointment' button and you will be shown a calendar. Select your preferred date and then choose a time.

Appointments

Please select your preferred day (only days shown in green have appointments available)

< May			June 2017			Jul >
Mon	Tue	Wed	Thu	Fri	Sat	Sun
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

Finally, you will see a screen that confirms the repair and appointment time.

Property:	RIVERS MEET, CLEEVE MILL LANE, NEWENT, Gloucestershire
Description:	ONLINE - Electrics: Light fitting; Light fitting loose; Living room; Pendant; 01594719713
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Assigned Contractor:	Hewers FM (ELEC)

Appointments

Date	Time	
Thursday 22 Jun 2017	09:30 - 11:40	Cancel

This shows the times between which we expect our operative to arrive. However, your appointment slot is 09:30 - 12:00 and you need to be at home throughout this time to allow for the work to be completed.

Thank you for using this service. We will send you an email to confirm the details of your request within one working day.

Please take a few minutes to complete our [online repairs satisfaction survey](#).

You still have the opportunity to cancel but, if you are happy with your choice, you can move to a different part of My account. We will email you the next working day to confirm your request.

Your request can now be seen in the ‘Repairs’ page.

Repairs

Below you can view details of any repairs that are open, are subject to a future appointment or have been completed within the last 12 months.

If you wish to amend or cancel a forthcoming appointment, click on ‘Order ID’ to open the relevant job and select ‘Cancel’. You can then choose a new date and time for our operative to visit.

If the repair is no longer necessary and you wish to cancel the whole job, follow the steps above and click on the link at the bottom of the page.

The date shown in the ‘Status’ field could be:

- your appointment date and time slot if we have agreed one with you. (‘Appointed’)
- the date we are aiming to complete the works by. (‘Estimated completion’)
- the date when the repair was completed. (‘Completed’)

[Report a repair →](#)

Show entries

Search:

Order ID	Date raised	Description	Contractor	Status
350742	15 Jun 2017	ONLINE - Electrics: Light fitting; Light fitting loose; Living room; Pendant; 01594719713	Hewers FM (ELEC)	Appointed: 22 Jun 2017 Late AM 09:30 - 12:00
350741	14 Jun 2017	ONLINE - Toilets: Seat; Toilet seat broken; White; 01594719713	PropertyPlus	Appointed: 21 Jun 2017 Early AM 08:00 - 09:30

My account - your tenant portal



Contact us

Telephone: **0800 316 0897**

Website: **www.tworivershousing.org.uk**

Email: **customerservices@2rh.org.uk**

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

 **TwoRiversHousing**