

Take control of your tenancy

A guide to the Two Rivers Housing website



Contents

Introduction.....	2
Getting started.....	5
My account.....	7
Report a repair and book an appointment	9
Otis - your guide to 'My account'	11
Other pages.....	12-13
Feedback and help	14

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 the Two Rivers Housing website is 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.

We have a confidential area called 'My account' which you, as a Two Rivers tenant, have secure access to. You need to register and set up a password but, once that's complete, you can review and update information about your tenancy.

And we have Otis, our Online Tenant Information Service expert, who will show you how to use 'My account' through a series of easy-to-follow videos.

So, whether you're regularly online or you've never really got to grips with the internet, we are sure you will be able to find your way around.



What does it offer me?

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.
- 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.
- 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 '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.

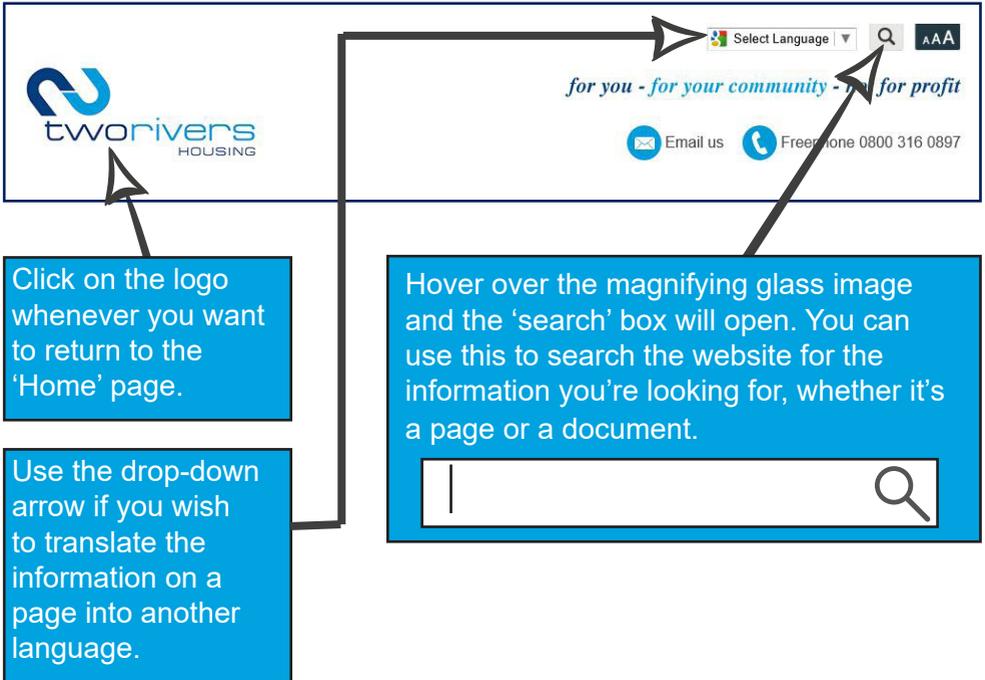
Please take some time to browse the site at -

www.tworivershousing.org.uk - and find your way around.

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:



The screenshot shows the top header of the Tworivers Housing website. On the left is the Tworivers Housing logo. To the right is the slogan "for you - for your community - for profit". Further right are a "Select Language" dropdown menu, a search magnifying glass icon, and an "AAA" accessibility icon. Below the slogan are "Email us" and "Free phone 0800 316 0897" links. Three blue callout boxes provide instructions: one pointing to the logo, one pointing to the search icon, and one pointing to the language dropdown.

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

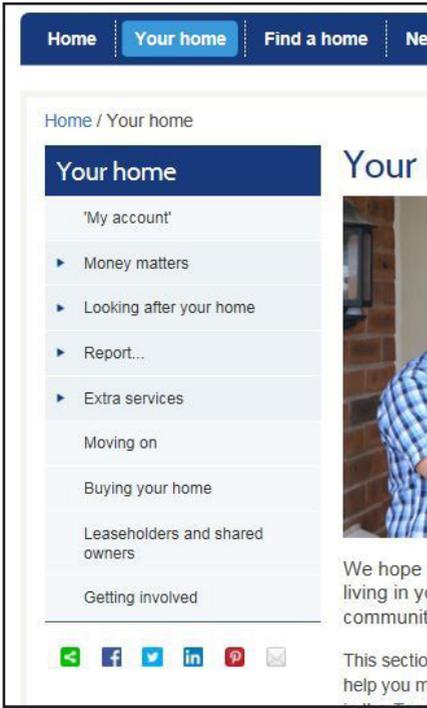
Use the drop-down arrow if you wish to translate the information on a page into another language.

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 bar near the top of the page.



This shows the main menu of sections, and they all have many pages beneath them. The colour of the tab will change to show which section you are in.



When you visit one of the main sections, look in the left hand column to see a list of pages available within it. An arrow next to a page name shows there are additional pages below that heading. Click on the name of the page next to the arrow to reveal them.

On the right hand side you will see 'downloads and links'.



These suggest documents and websites where you will find extra information relevant to the page you are on.

You will also see 'I'm looking for' on most pages throughout the website. This suggests other pages on our site that may offer other relevant information - plus some alternative pages that may be of interest.



‘My account’

‘My account’ 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 and Otis, our ‘My account’ expert will be there to guide you through it.

You can reach ‘My account’ by using the link on the Home page or you will find it under the ‘Your home’ tab in the main menu.



Once there, you can do the following things:

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

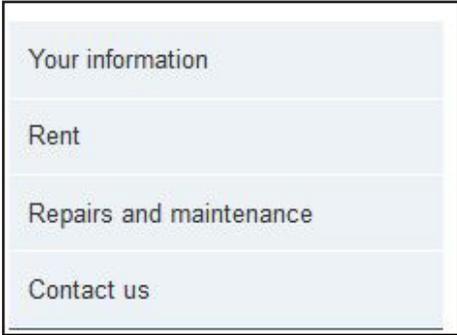
It is a totally secure area so you will need to set up a username and password the first time you visit, but then you’ll be ready to explore any time you want to – day or night.

When you have registered and 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 remains 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.



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'.

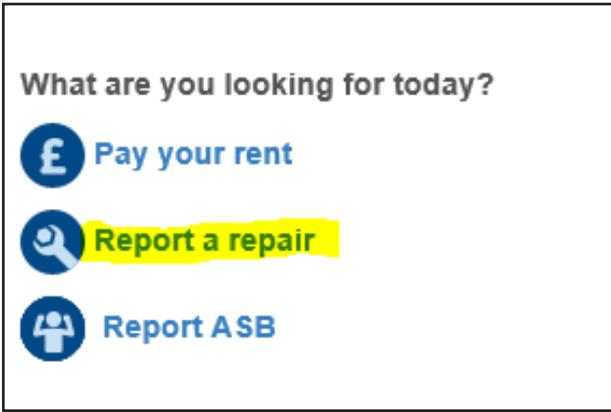


When you're ready to leave 'My account' and return to the main Two Rivers Housing website, make sure you 'Logout', then just click on the Two Rivers logo and you'll return to the Home page (or use the tab which may still be open).

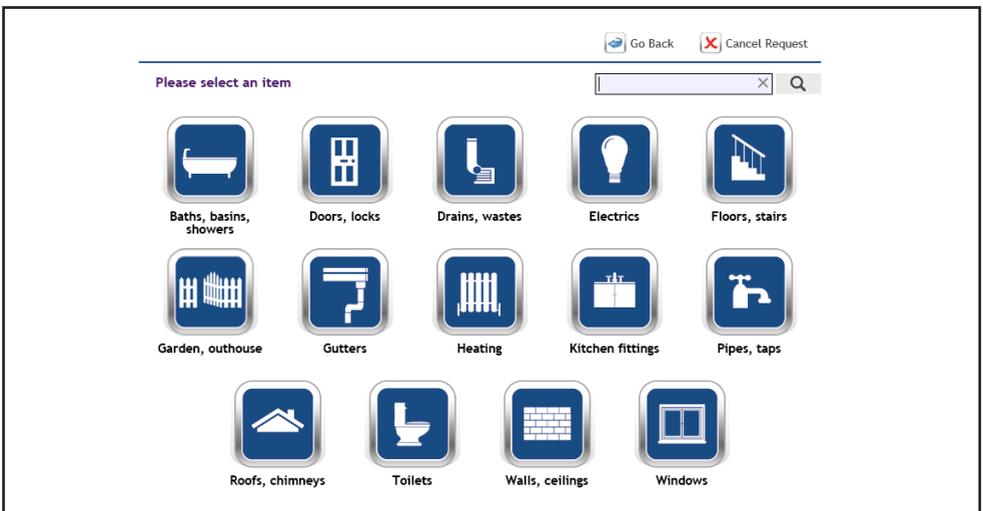
Report a repair and book an appointment

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 Reference: 350742

Property: RIVERS MEET, CLEEVE MILL LANE, NEWENT, Gloucestershire

Description: ONLINE - Electrics: 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.

◀ 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

Date first Reported: 15 Jun 2017

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.

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

Otis – your guide to 'My account'.

Otis has produced a video to show you how easy it is to report a repair and book an appointment. You will find this in the 'My account' section of the website.



Other pages

Home page

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. You can return to this page at any time from anywhere in the site by either clicking on our logo in the header or by using the ‘Home’ tab in the main menu.

Your home

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

This section is where you find out how we look after your home, and how to report a repair (although you can do this online and book an appointment at the same time if you use ‘My account’). You can also report an instance of nuisance or anti-social behaviour.

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, too.

News and library

You can see news, press releases, a calendar of events and all our main documents, reports and leaflets 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 of working with us.

About us

This section gives you background information about our organisation – e.g. 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.

There is also an 'Enquiry form' to fill in if you want information, to make a complaint, to thank a member of staff, to give comments about the website or ask a 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 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 or audio CD, please call us.

Website: www.tworivershousing.org.uk

Email: customerservices@2rh.org.uk



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