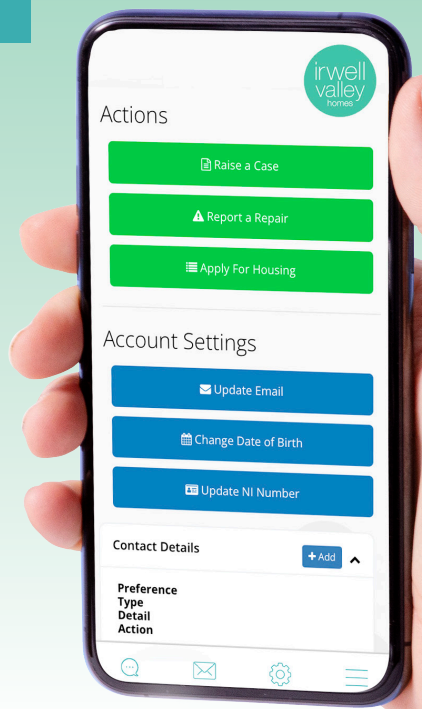


A guide to managing your home and tenancy with our new online service.



Check your rent account & make payments

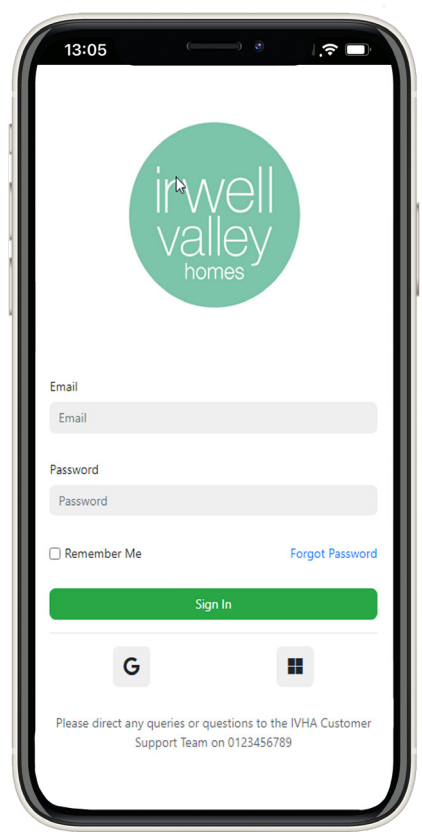
Update your personal details any time



Access neighbourhood services & report anti-social behaviour

Order and manage your repairs

How to sign up and log in to the service



Sign up.

If you previously used the Irwell Valley Homes app, we have created a log-in for you. We have worked with a company called Rubixx to bring you this service which is why the email you receive with your log-in details comes from them, so check your inbox! If you need us to send this again, please contact us.

If you didn't use the Irwell Valley Homes app, but are interested in signing up to our new online service please contact us and we'll be happy to help. Use our Live Chat by visiting www.irwellvalley.co.uk; message us on social media @IrwellValleyHomes, email contact@irwellvalley.co.uk or call us on 0300 561 1111.

Please direct any queries or questions to the IVHA Customer Support Team on 0123456789

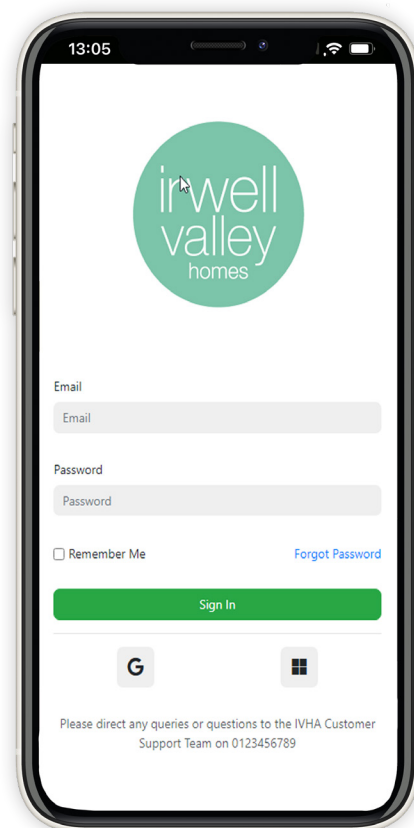
Log-in.

We have worked with a company called Rubixx to bring you this service which is why the email you receive with your log-in details comes from them.

Click the link to be taken to the log-in page and use the temporary password that we have emailed to you to log-in for the first time.

The first time you log-in – and every 90 days thereafter – you will be asked for an access code. This will be sent to the mobile phone number we have listed on your account. This helps us to keep your account and your personal details in it safe and secure.

Once you've logged in the first time, head to Account Settings on the main 'Me' page and click '**Change password**' to change it to something unique and memorable to you. Choose a password which you don't use anywhere else; ensure it is 12 characters long; and include at least one special character and one number.



Update your details.

Me.

Here you can add or update your contact details. Simply click '**Action**' and then select '**Edit**' on the contact which needs updating or '**Remove**' if the information is no longer relevant.

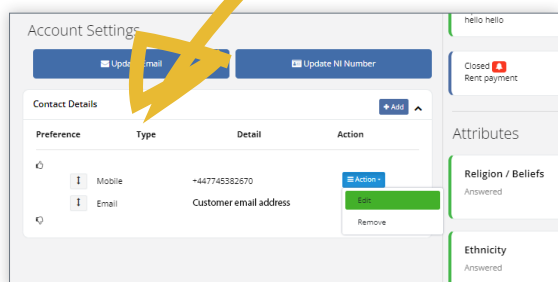
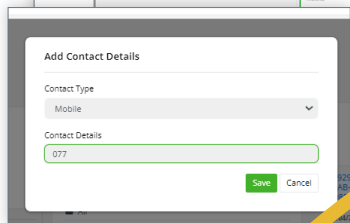
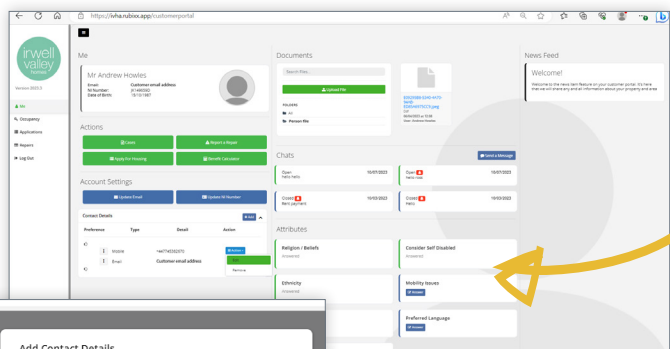
If you would like to add more contact details, click '**Add**'.

Preferences.

Using the arrow icon, you can drag and drop your contact details in order of preference. For example, if you'd prefer we email you rather than call, put your email address at the top, followed by your phone number.

We will aim to use your preferred contact method when getting in touch about something personal to your home or tenancy, although we may use an alternative if we need to reach you quickly.

We will continue to use email to send general housing and tenancy-related information as this is the most cost-effective.



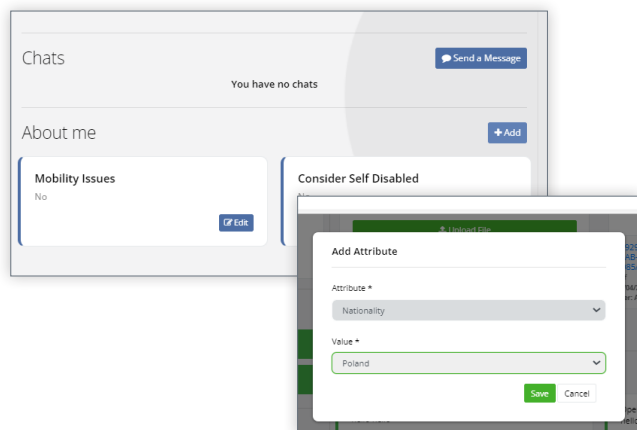
Update your details continued.

About me.

This is where you can update other information about you and your circumstances which will help us to support you in your home. For example, let us know your preferred language or tell us about any disabilities you live with.

Simply click **'Add'** and choose from the drop-down menu.

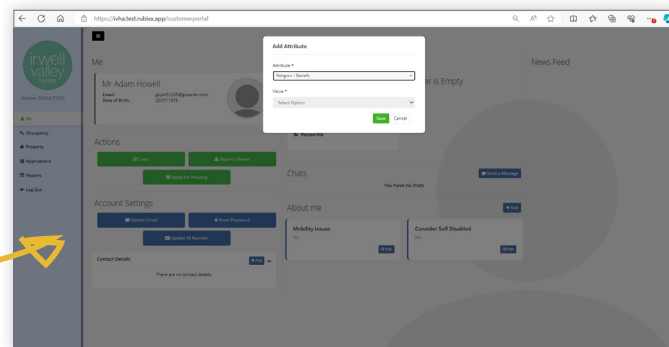
If anything has changed with something which has already been logged, click **'Edit'** on the relevant tab.



Upload a file.

This is where you can add supporting documents which are relevant to your tenancy.

For example, scans of photo ID required for a housing application, or birth certificates of your children.

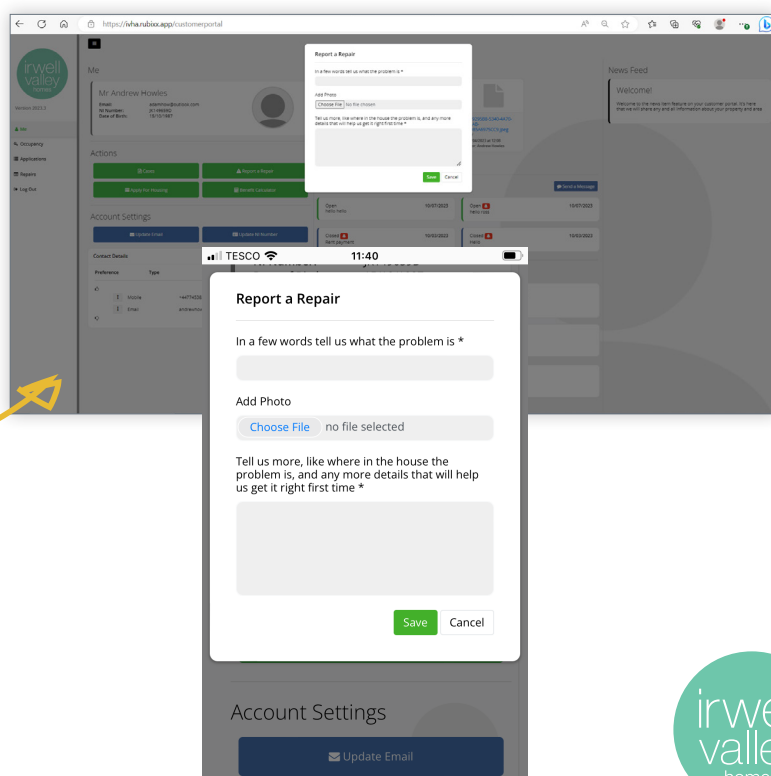


Report a repair.

Reporting a repair is quick, easy and can be done at any time to suit you!

Click on **'Report a repair'** under the **'Actions'** tab and tell us about the problem.

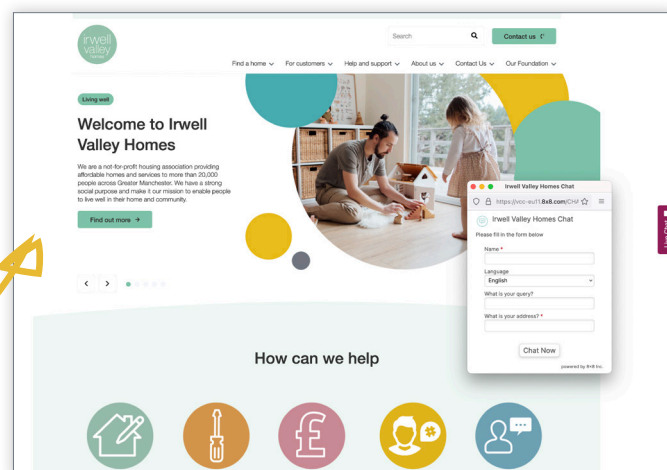
You can also add photos to show us the problem in more detail.



If you need to report an emergency repair or emergency anti-social behaviour please still call us on 0300 561 1111.

Chat with us.

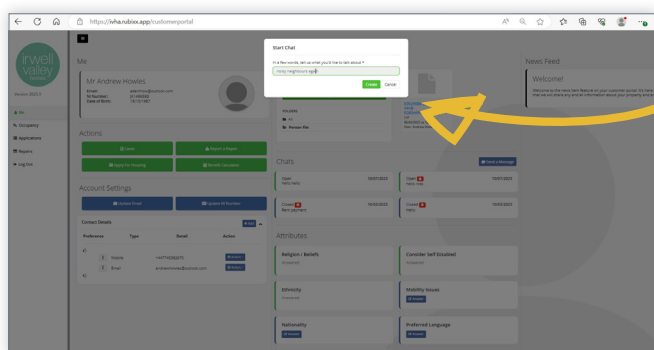
During office hours (*Monday to Thursday 8am until 6pm and Friday 8am until 5pm*) you can get in touch with us using Live Chat.



Apply for housing.

If your circumstances have changed and you are looking for a home which is more suitable for your needs, you can apply for a transfer to another Irwell Valley Homes property.

Click on *'Apply for housing'* to start your application.

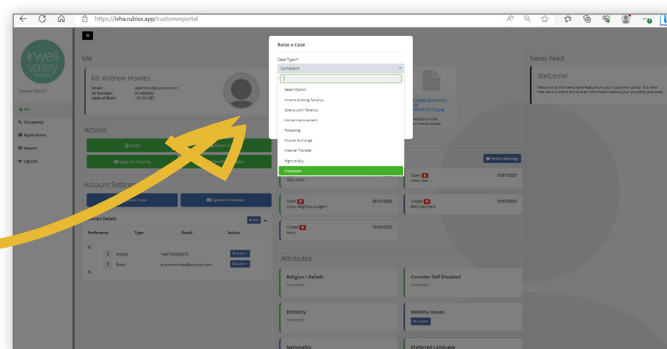


My enquiries.

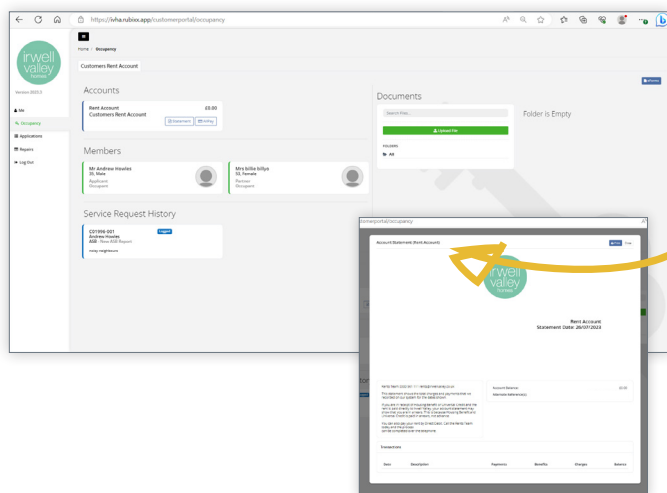
Here you can contact us with all sorts of enquiries or requests in just a few clicks. For example, you can:

- Raise a complaint
- Report fly-tipping
- Amend your tenancy
- Apply for home improvements
- Request a mutual exchange
- Ask for help with your finances
- And much more!

Select the most appropriate option from the drop-down menu and then tell us more about your enquiry in the box below.



How to use our new online service



Occupancy.

Occupancy is where you will find your rent account information, including your latest statement and transactions.

Click on the Statement button to open the document in a new window and to print.

How to pay your rent.

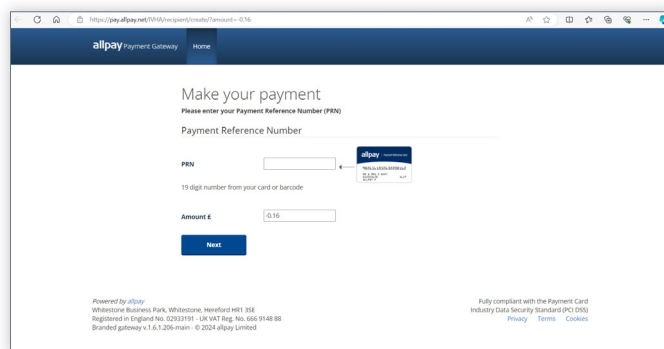
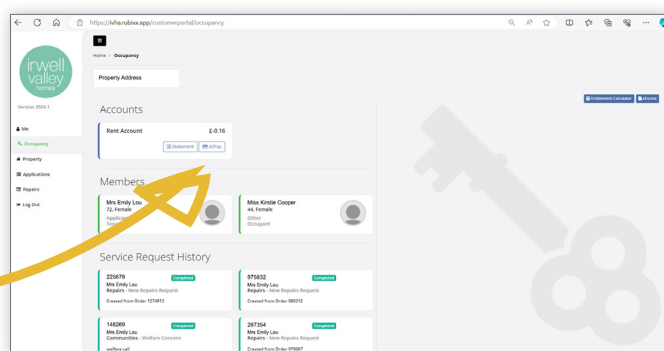
Here within Occupancy is where you can pay your rent and can be done at any time to suit you!

You can pay your rent at any time to suit you within the Occupancy tab – simply click the Allpay button.

This will take you out of the portal and to the Allpay website which can also be accessed via this link:

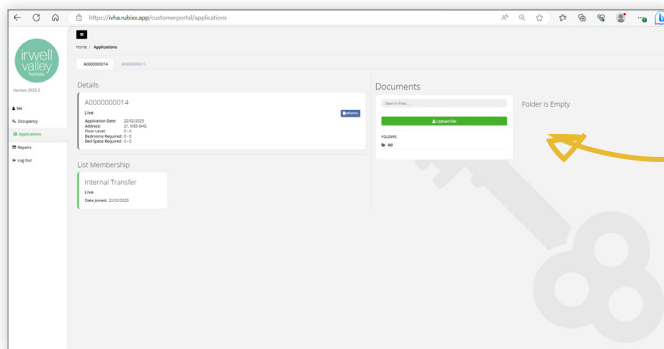
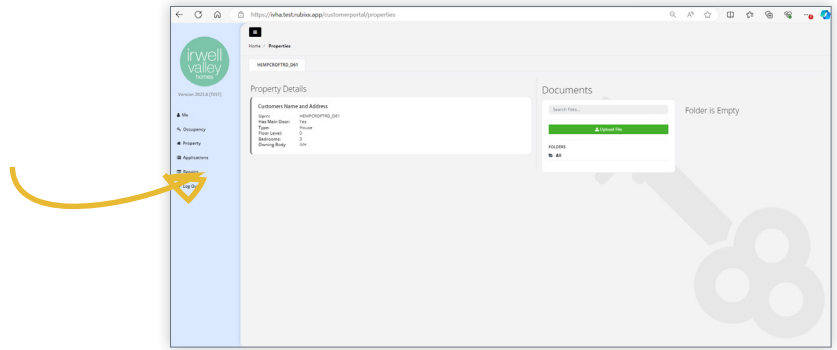
<https://www.allpayments.net/Allpayments/Signin.aspx>

To pay your rent, you'll need your Property Reference Number which can be found on a copy of your rent statement.



Property.

This is where you can find information about the property you live in, including details of the main building if you live in a block or scheme.



Applications.

If you are applying for a new home with us, your application will be here.

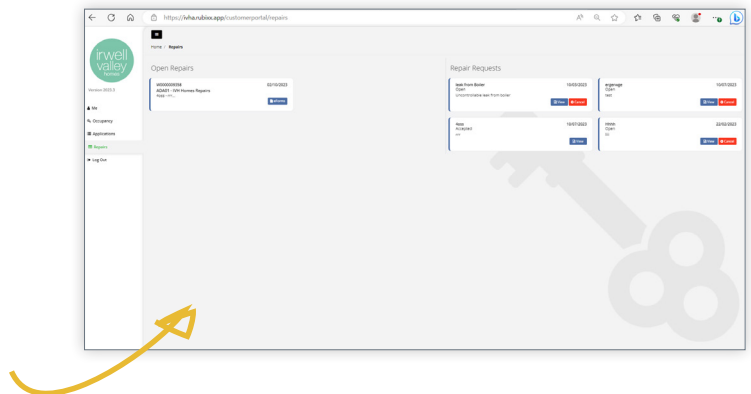
Transfer requests will also be shown here if you already live in one of our homes.

Repairs.

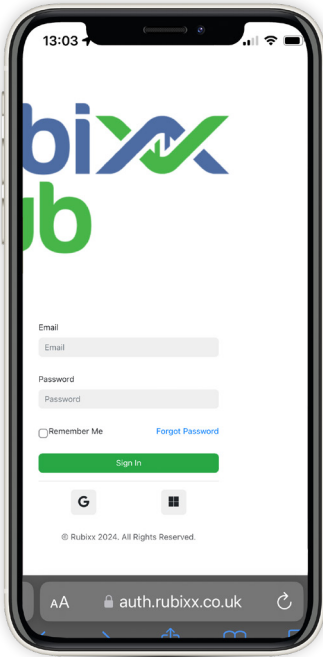
This is where you will find a list of Open Repairs as well as Repairs Requests you have made.

As soon as you log a repair it will appear in the Repairs Requests list.

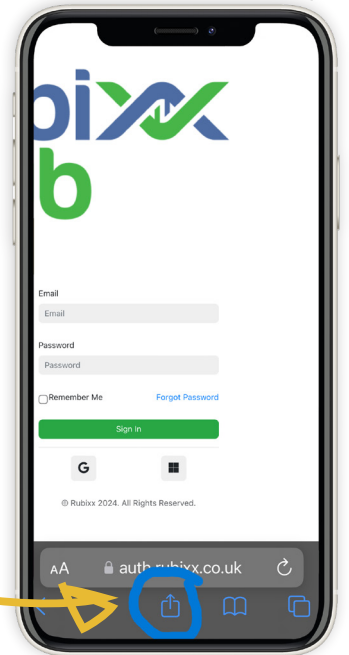
Once it has been processed by our team it will appear in the Open Repairs list, along with the date of the appointment.



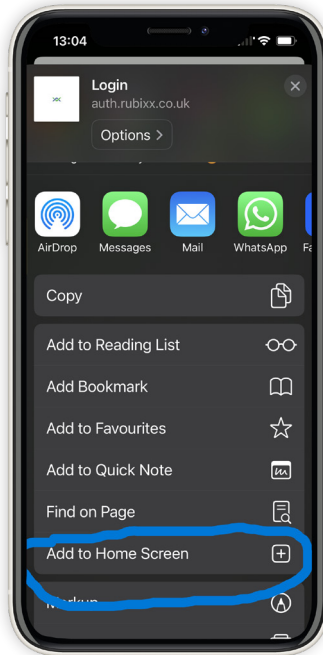
How to add our online service to your homepage



1 Go to the Log In screen clicking on email link.



2 Press square with upward arrow on bottom toolbar.



3 Scroll down and select Add to Home Screen.

4 Rename as *"Irwell Valley Homes"* so you know that it is us.

5 Click Add on top right.



6 Icon will then appear on home screen.

7 It will then take you to the log in screen.

