



How to use our website

ForHousing 

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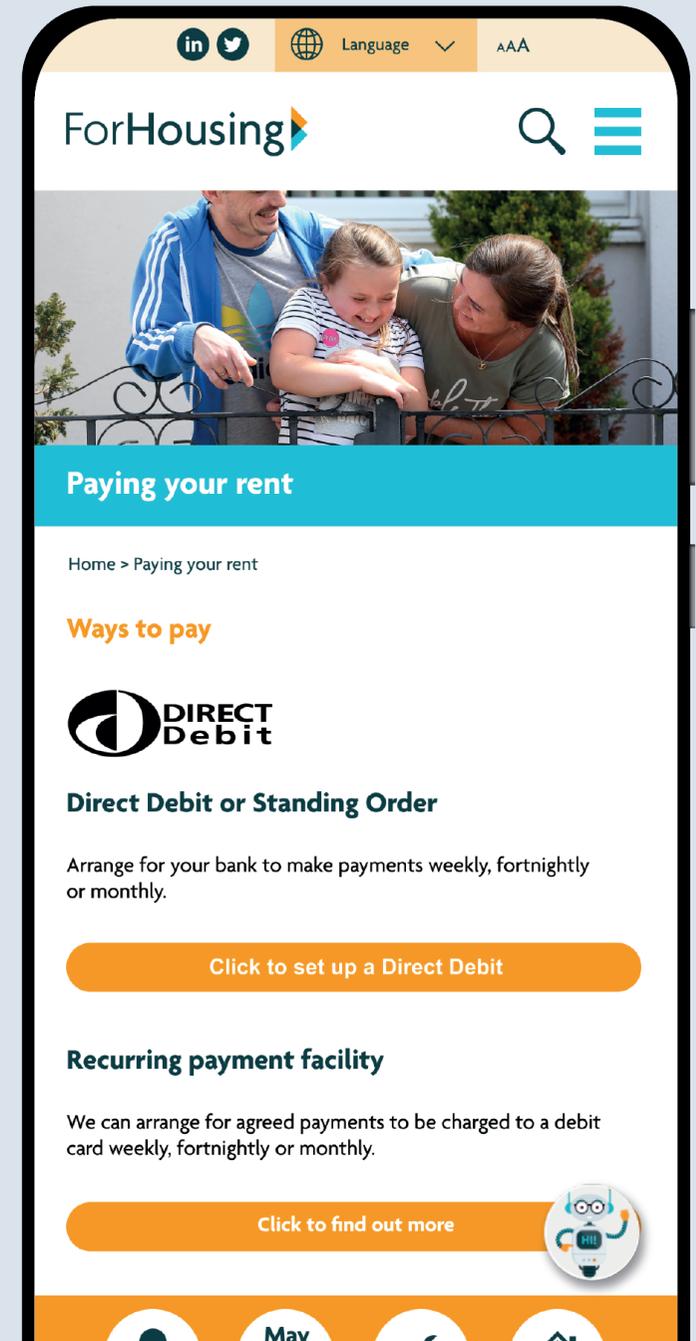
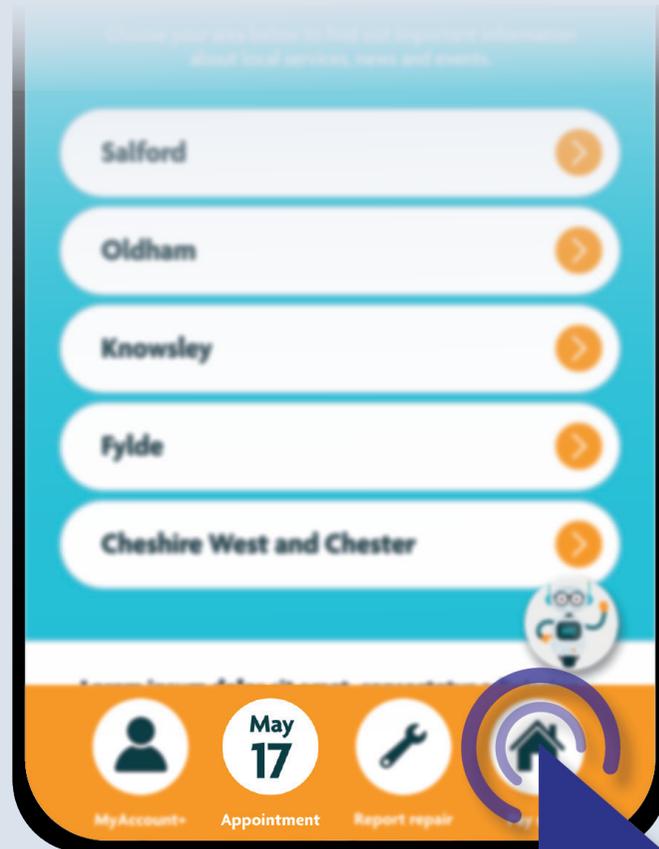
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How to pay your rent

It's quick and easy for you to pay your rent online.

All you need to do is click the **'Pay rent' symbol**.

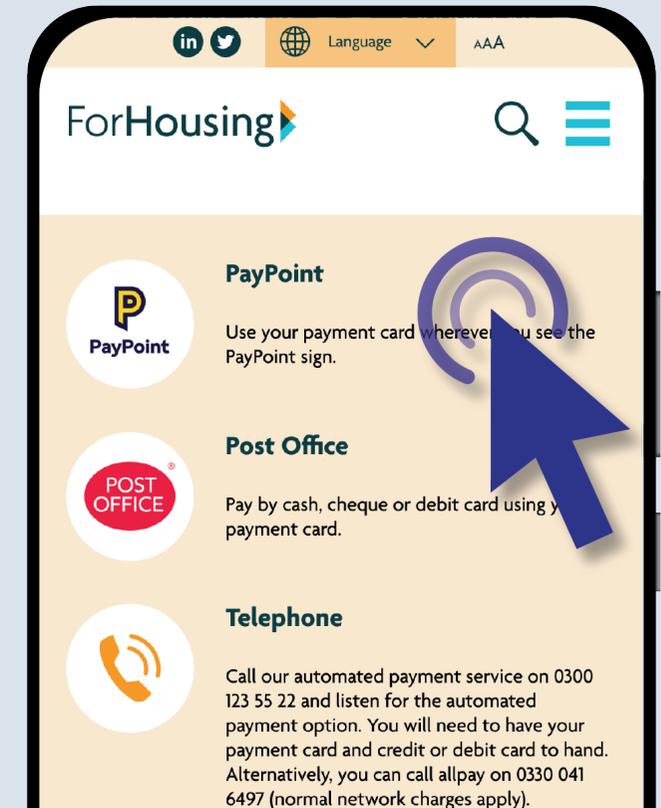
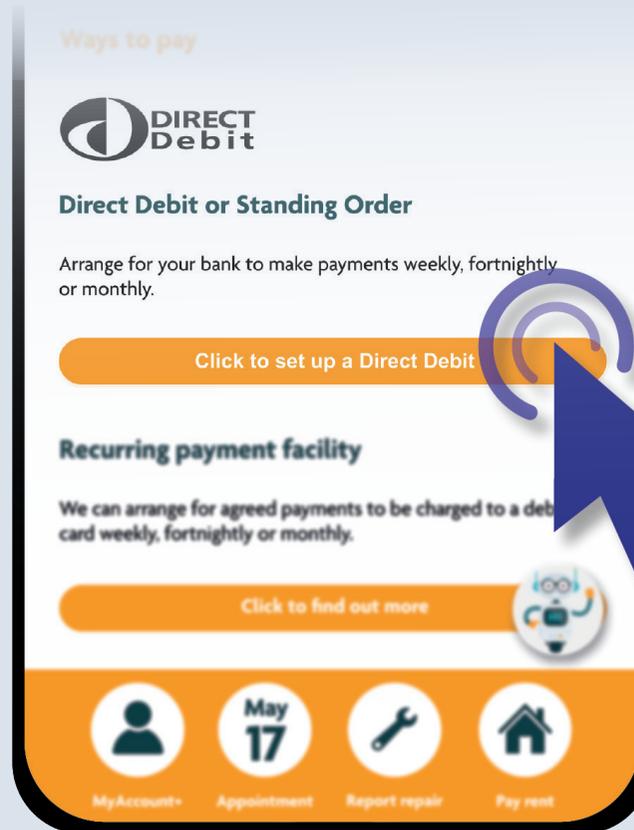
You'll find all the information you need on **'Paying your rent'** page, so you can choose the best option for your household.



How to pay your rent

Choose the **method of payment** that best suits you.

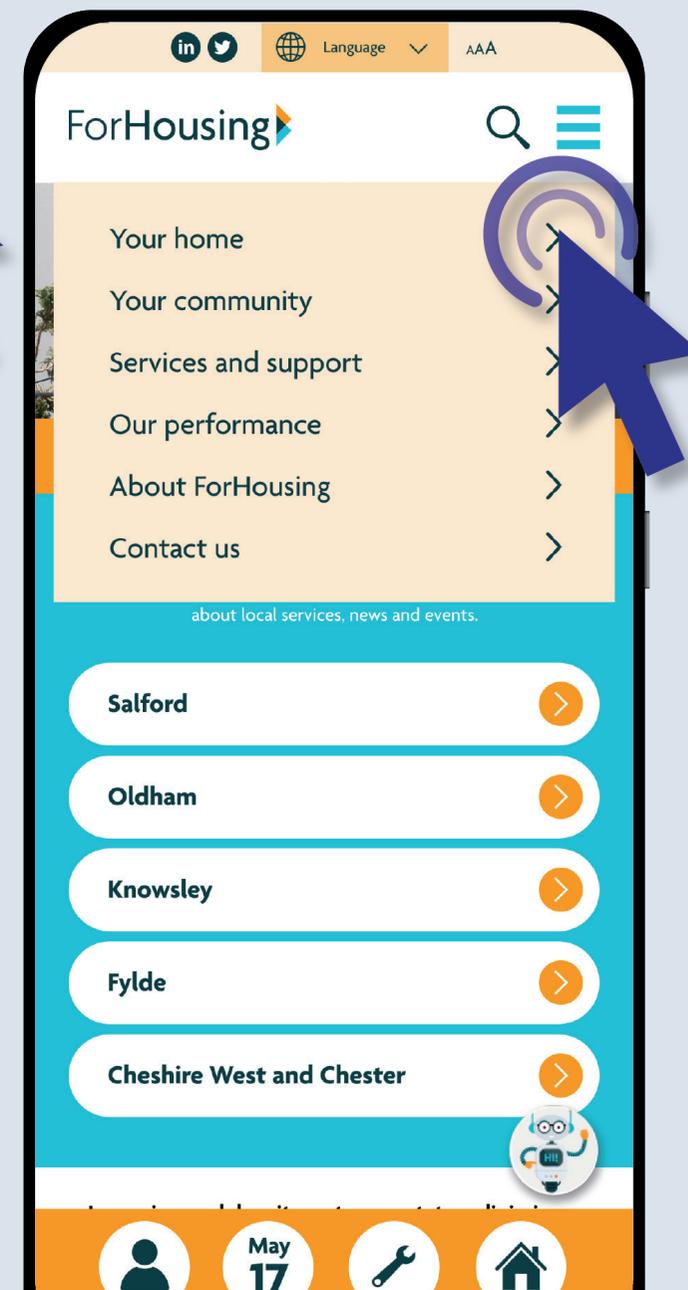
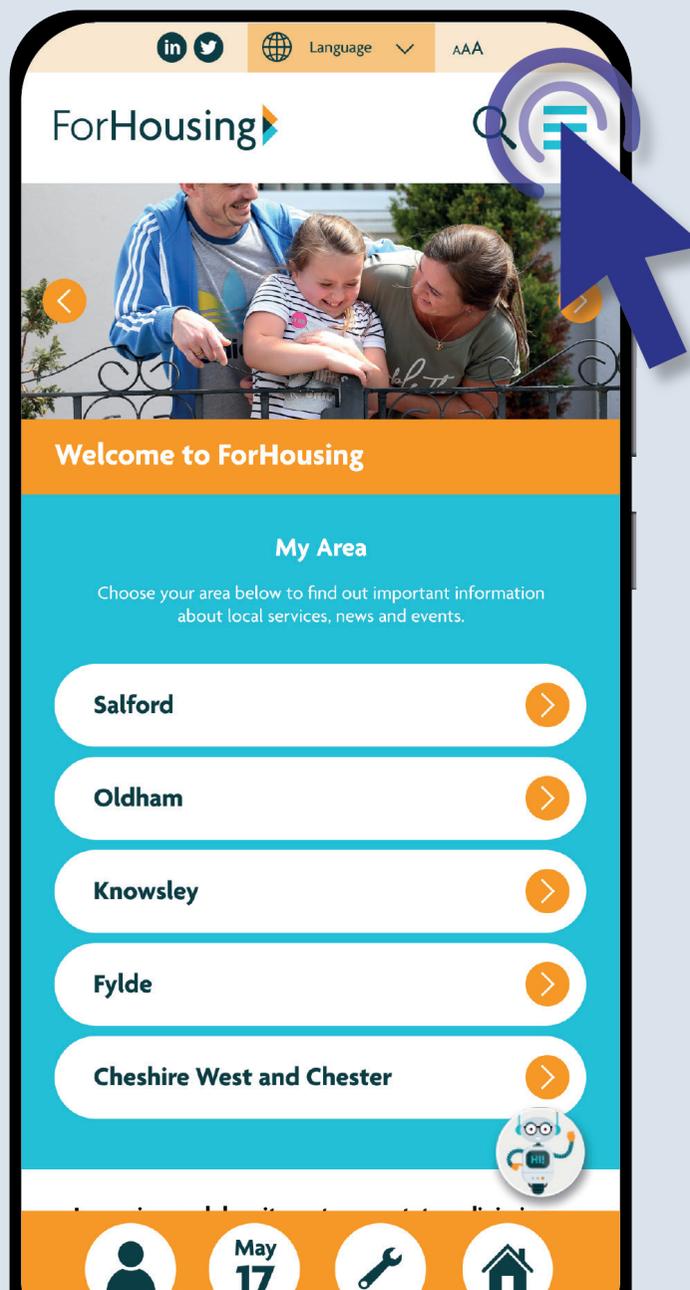
Don't worry if you or someone you know doesn't have access to the internet, simply **check out other ways to pay**.



Reporting anti-social behaviour

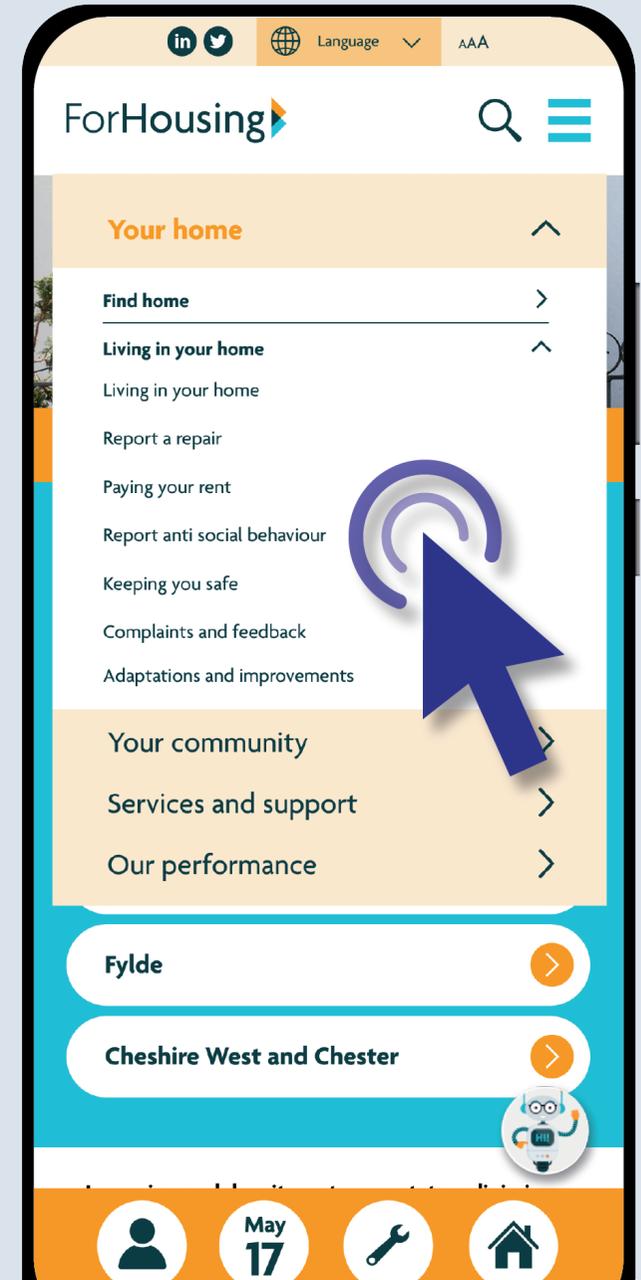
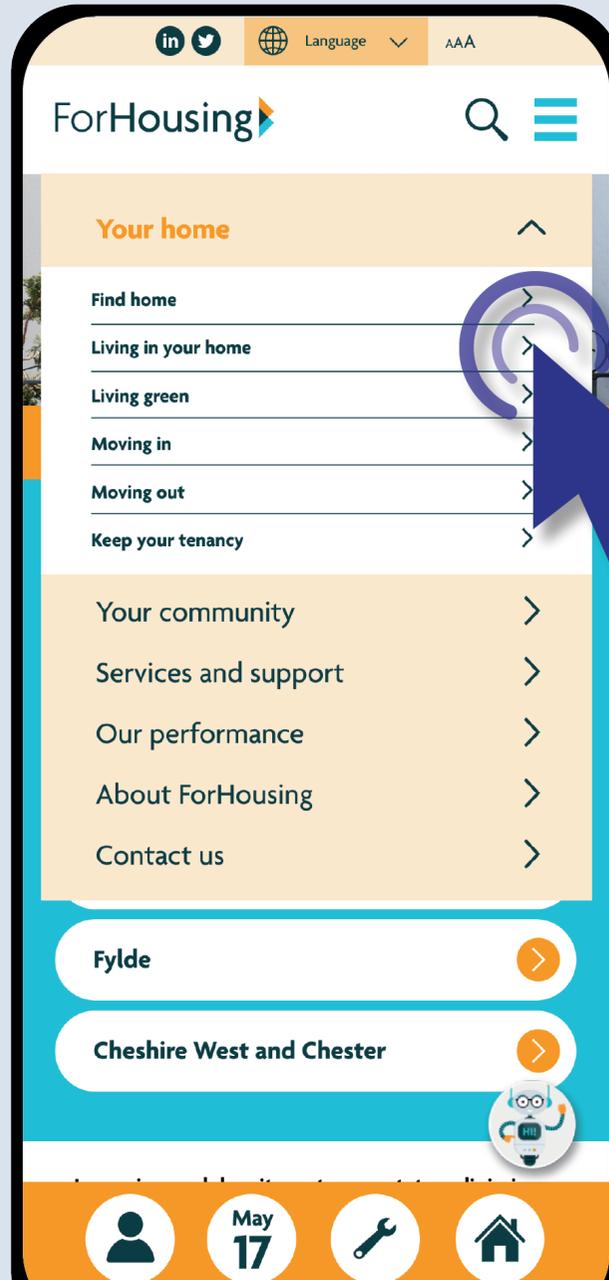
Everyone deserves to feel safe in their community. If you need to **report anti-social behaviour**, click the menu icon in the top right-hand corner.

Then, click on **'Your home'**.



Reporting anti-social behaviour

From the drop-down menu, select **'Living in your home'**. Then choose **'Report anti-social behaviour'**.



Reporting anti-social behaviour

Simply fill out the form with your details. You can also add attachments to the form.

You can also **select the type of anti-social behaviour** by selecting an option from the dropdown menu.

When you are ready, select the verification icon and then **click to submit**.

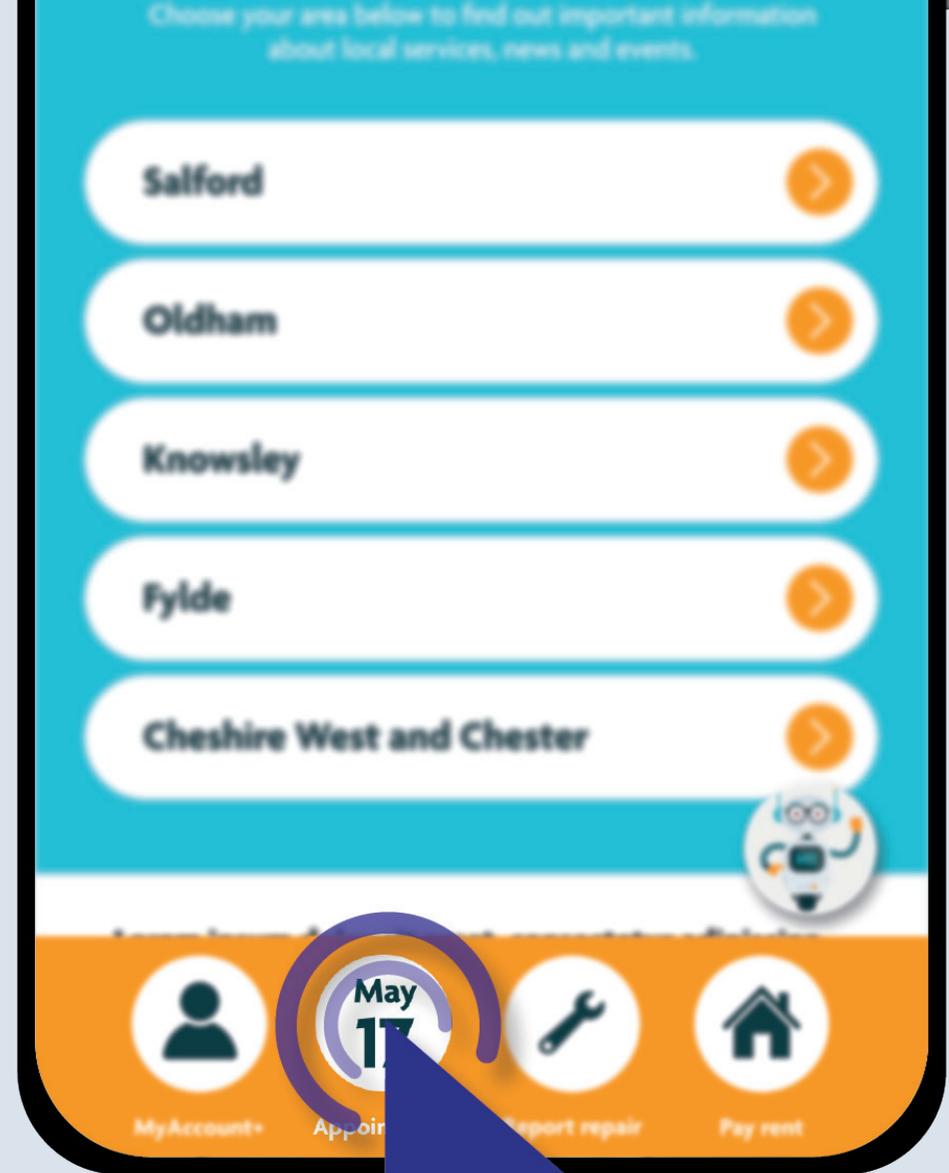
The smartphone screen displays the ForHousing app interface. At the top, there are social media icons for LinkedIn and Twitter, a globe icon for language selection, and a user profile icon labeled 'AAA'. The ForHousing logo is on the left, and search and menu icons are on the right. Below the navigation is an orange banner with the text 'We're here to support you and your community' and a hand icon. Underneath is a section titled 'Report Anti Social Behaviour' with a breadcrumb trail 'Home > Report Anti Social Behaviour'. The form fields are: 'Your first name*', 'Your last name*', 'Your date of birth*', 'Your phone number*', 'Address*', 'Your email', 'Type of Anti Social Behaviour*' (with a dropdown arrow), and 'Your message*'. A blue mouse cursor is pointing at the dropdown arrow of the 'Type of Anti Social Behaviour*' field.

This smartphone screen shows the dropdown menu for the 'Type of Anti Social Behaviour*' field. The menu lists the following options: 'Type of Anti Social Behavior', 'Criminal activity', 'Domestic abuse', 'Harassment', 'Hate behaviour', 'Use of property for illegal or immoral purposes including drug dealing', 'Neighbour dispute', 'Noise nuisance', 'Other', 'Vandalism', 'Nuisance from vehicles', 'Threat/use of violence', 'Youth nuisance/disorder', and 'Enquiry about a case previously reported'. Below the list is a small asterisk icon and the text '* Required'. At the bottom of the form is an orange button labeled 'Click to submit'. The ForHousing logo and a robot icon are visible in the bottom navigation bar.

Book an appointment

Booking an appointment with us is easy. If you need to meet with someone like your neighbourhood officer, **simply follow these steps.**

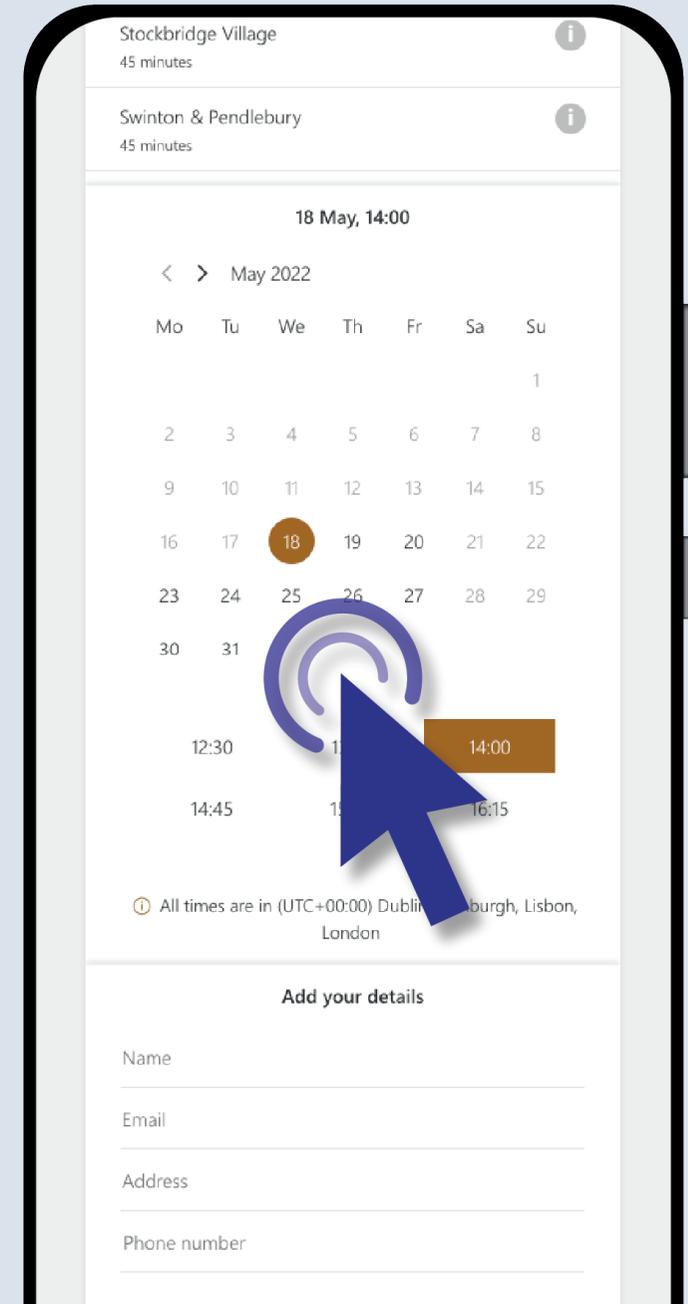
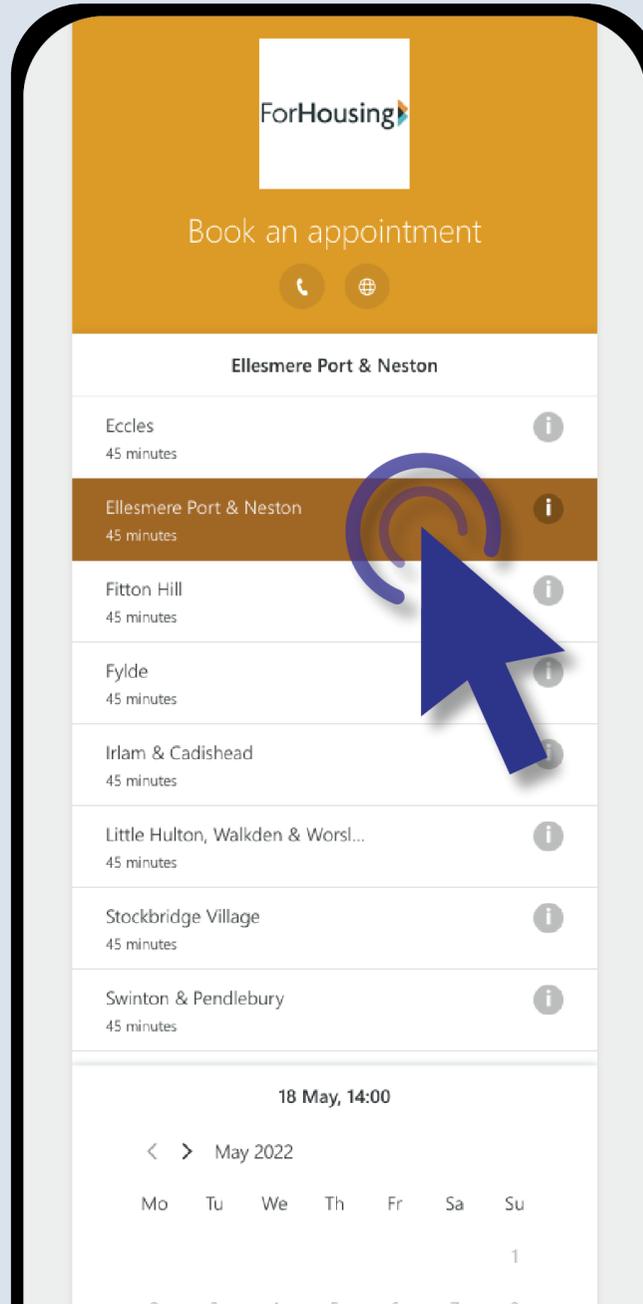
Click on the **'Appointments' icon.**



Book an appointment

Select your area along with the date and time you would like.

Each appointment is **45 minutes**.



Book an appointment

Add your **contact details** and any special requests you have in the **notes box**.

So we can connect you with the best person for the job, please fill out the **additional information** section.

Make sure to read the **important information** at the bottom and tick the box. When ready, click **'Book'**.

🕒 All times are in (UTC+00:00) Dublin, Edinburgh, Lisbon, London

Add your details

Name

Email

Address

Phone number

Please let us know if you have any special requests. Thank you.

Notes

Provide additional information

Are you a ForHousing tenant?

What team do you need to speak to?

Is there someone specific you need to talk to about this? If so, who?

What's the reason you need an appointment?

Have you spoke to us about this before?

How would you like us to contact you?

Provide additional information

Are you a ForHousing tenant?

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Is there someone specific you need to talk to about this? If so, who?

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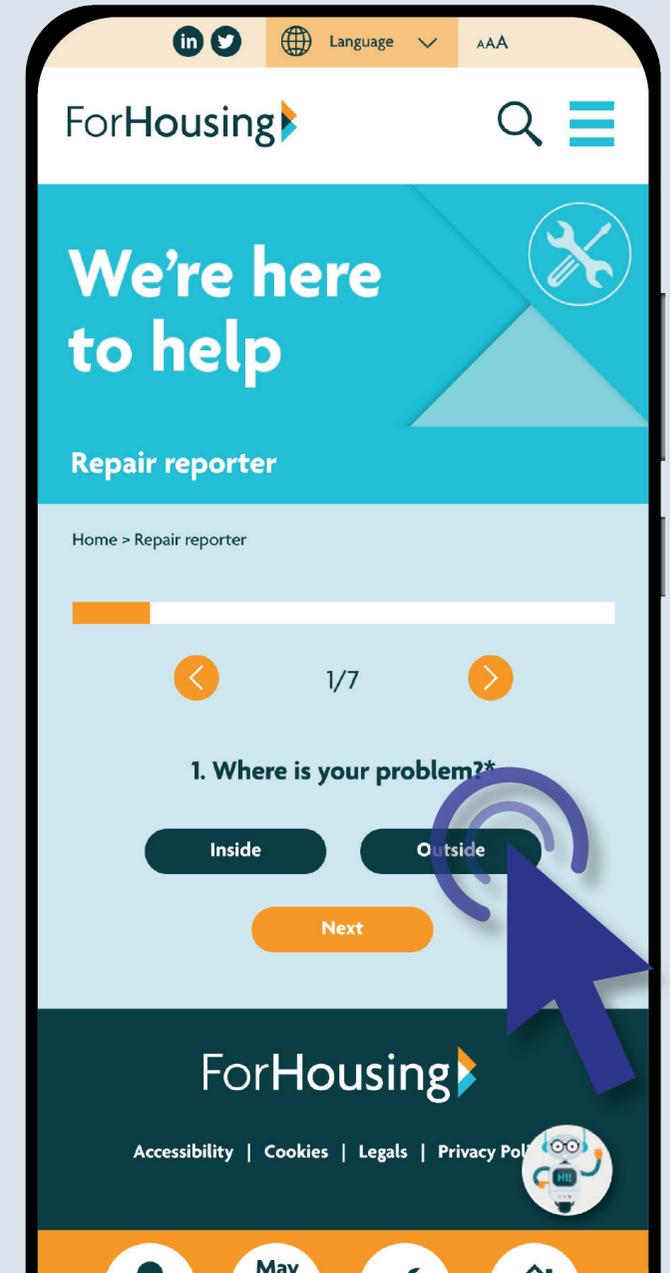
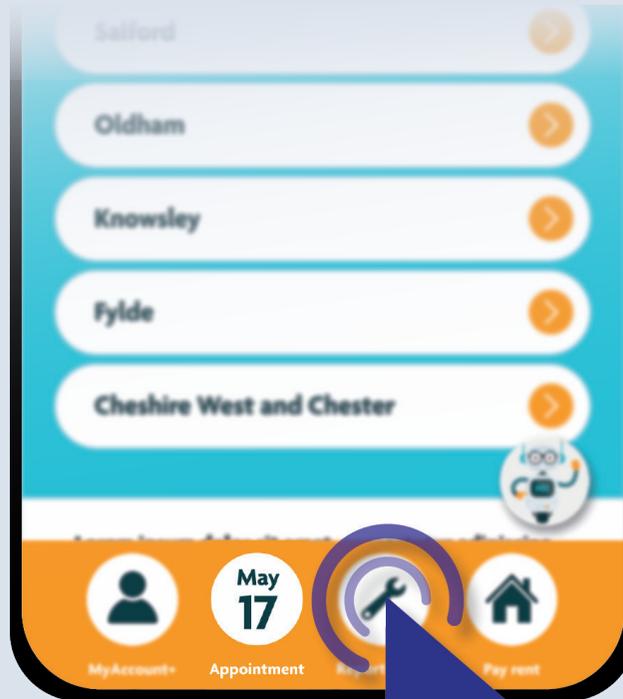
How would you like us to contact you?

Did you know to make things even quicker and easier for you? A lot of your concerns can now be handled through our 'Appointment+' service. If your appointment can be completed through 'Appointment+', you may cancel your booking and ask you to use our 'Appointment+' service instead. Don't worry, we'll talk you through the process the way. Please tick here to confirm you agree.

0300 123 5522 | <http://www.forhousing.co.uk/terms-and-conditions> | [privacy policies](#)

Report a repair

Click the **'Report a repair'** icon.
Then select if your problem is
inside or outside.

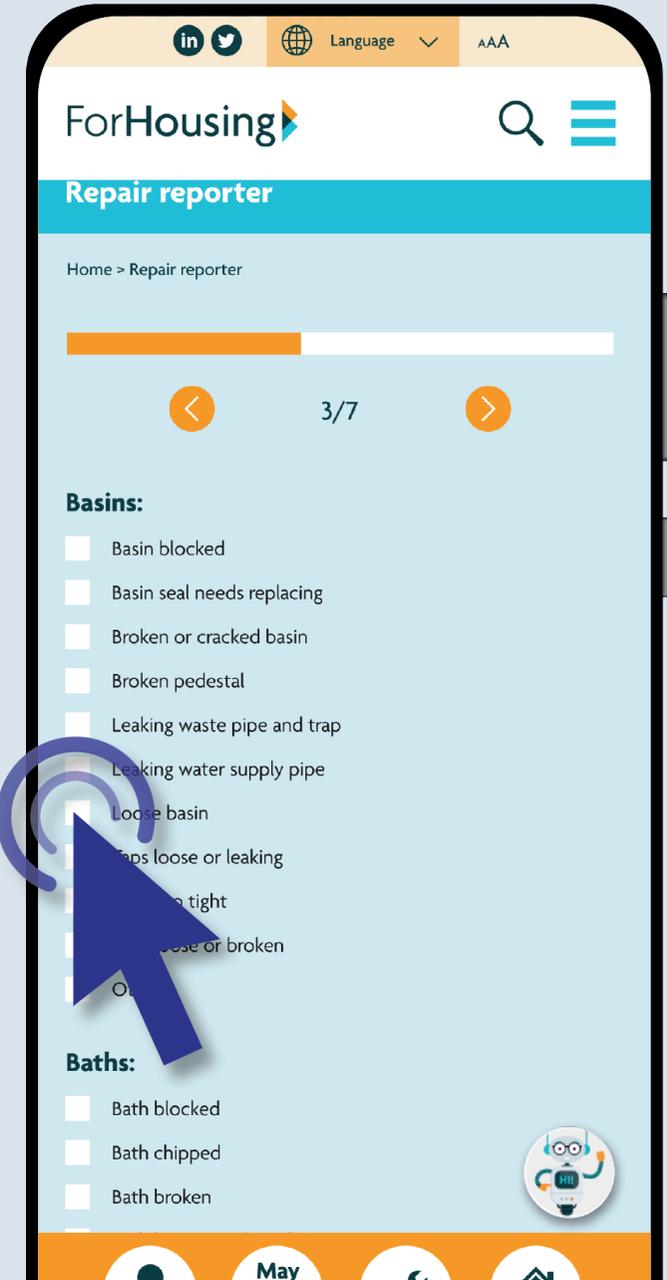
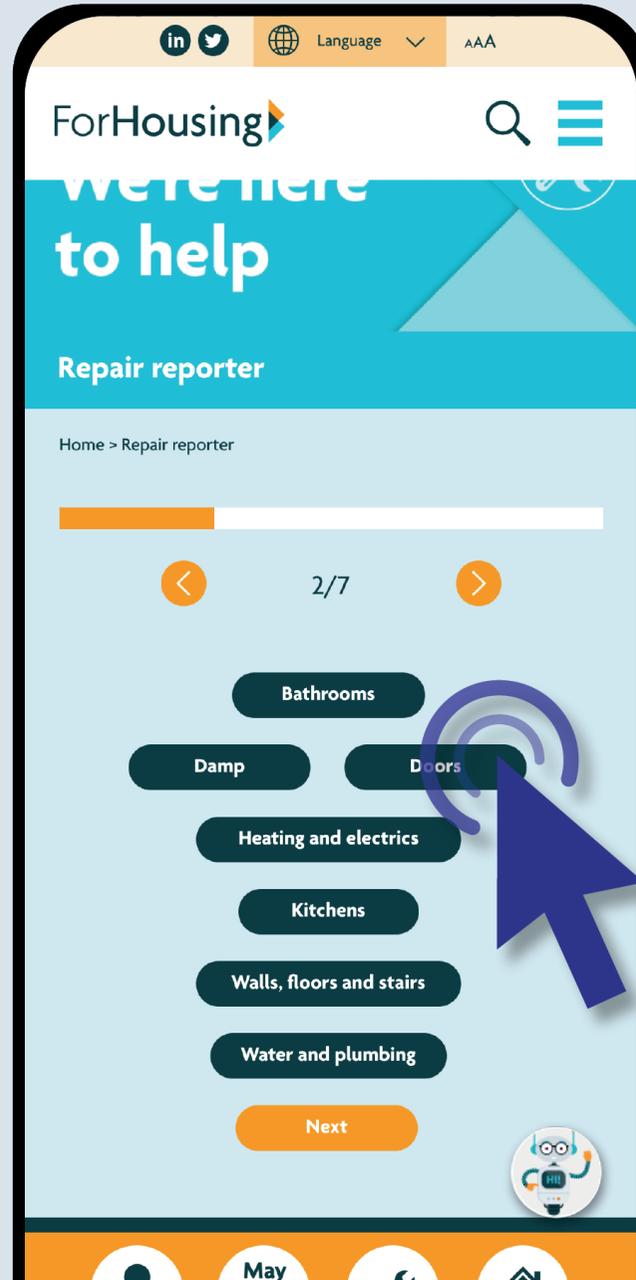


Report a repair

Now, let us know where about in the home your repair is, for example is it in the bathroom or kitchen.

Then, choose what your repair is – if you can't find a checkbox that fits your situation that's fine, just click 'other'. You can choose more than one option if you have multiple repairs.

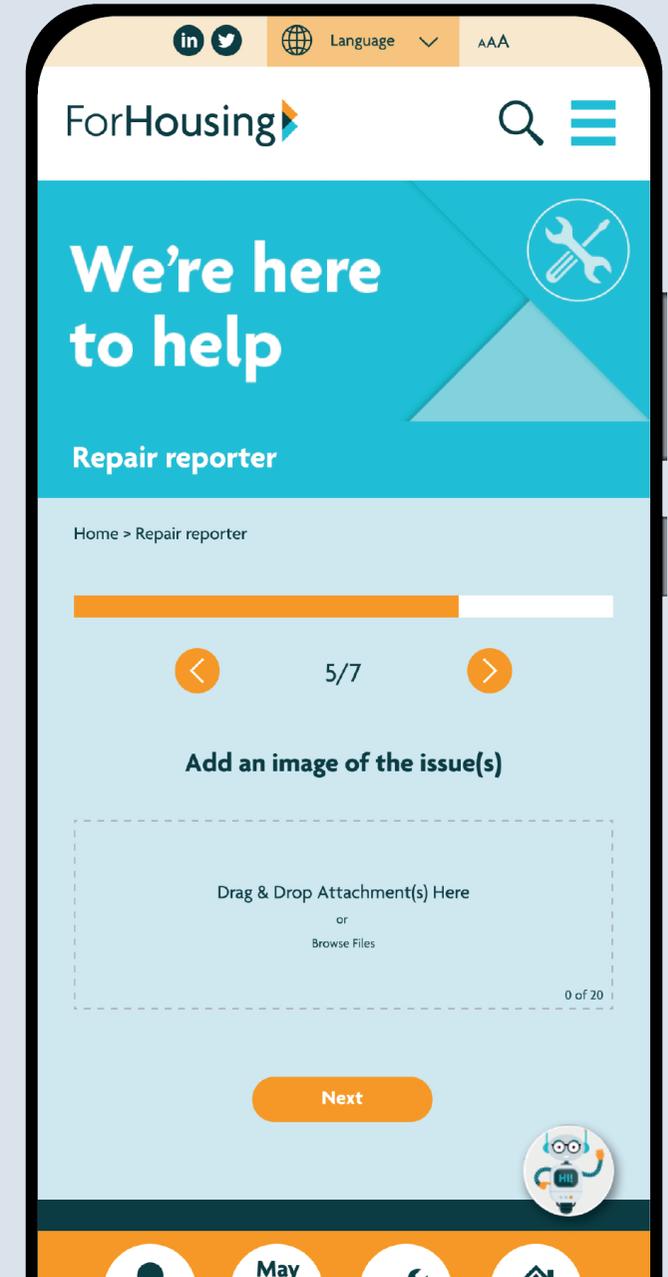
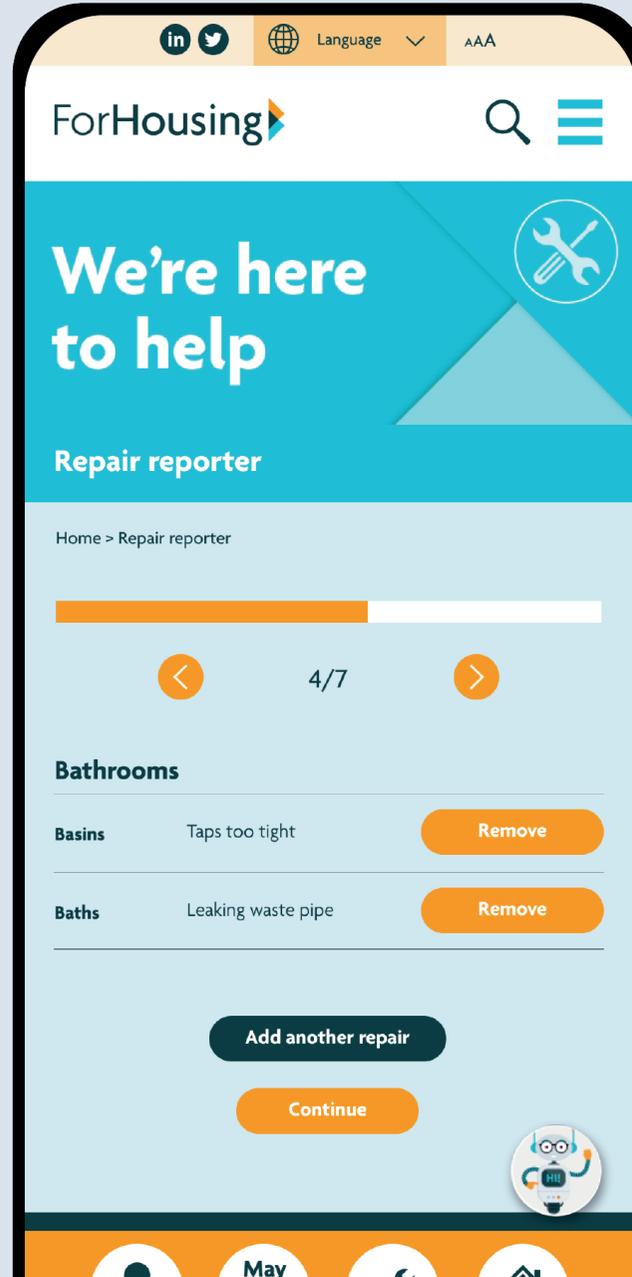
Once you're done, you can leave us any further comments and then **click 'save'**.



Report a repair

You'll be given the opportunity to **add another repair** if you need to.

It's great if you have a **photograph** so we can assess the situation before the home visit. All you have to do is choose an image from the files on your device. If you don't have an image, don't worry. You can leave it blank.



Report a repair

Let us know the **best time** for us to come out to assess the repair.

Complete the form with your details – and we'll need you to leave either an email address or telephone number so we can reach out to you to discuss next steps.

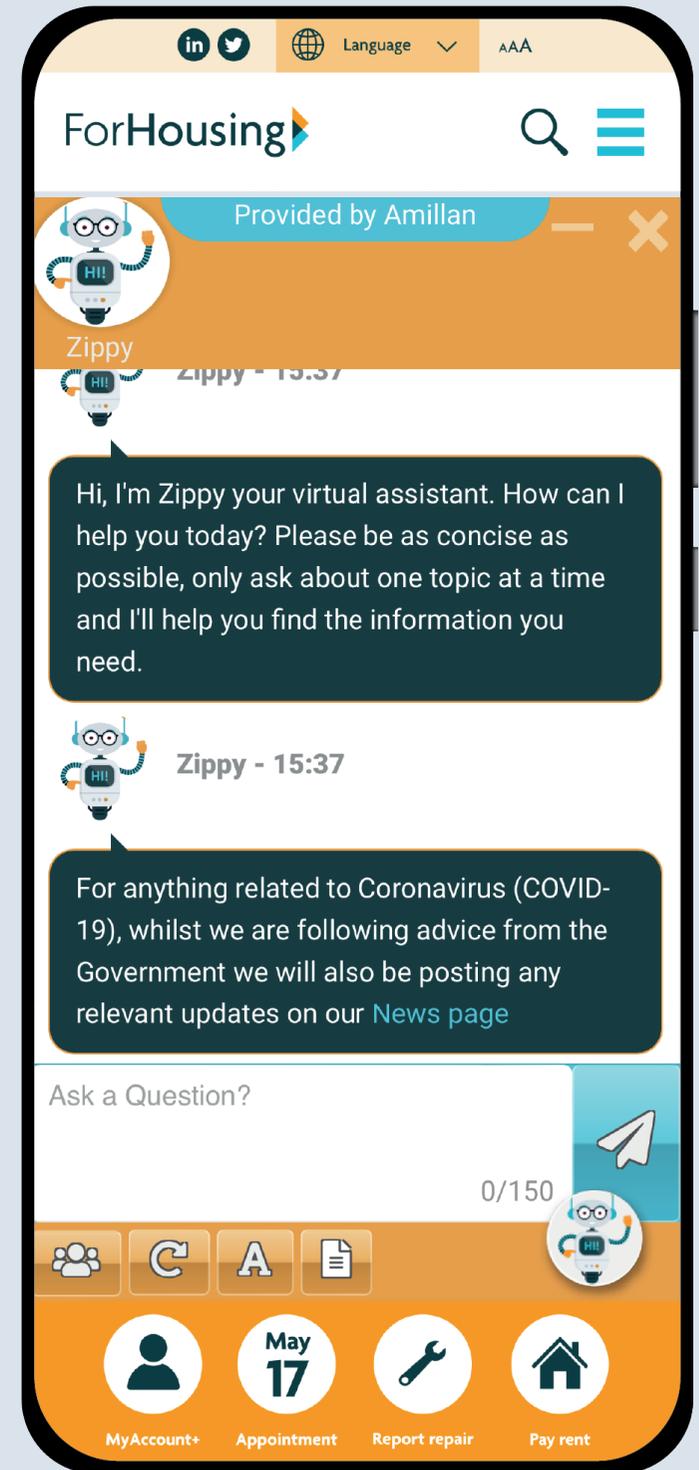
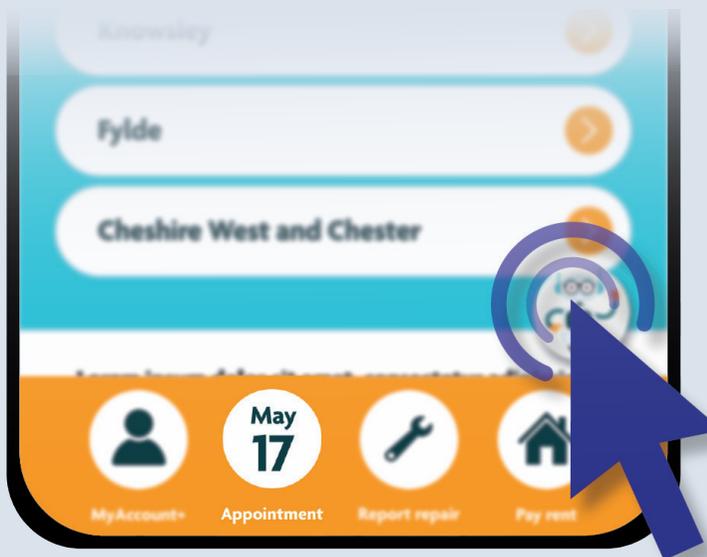
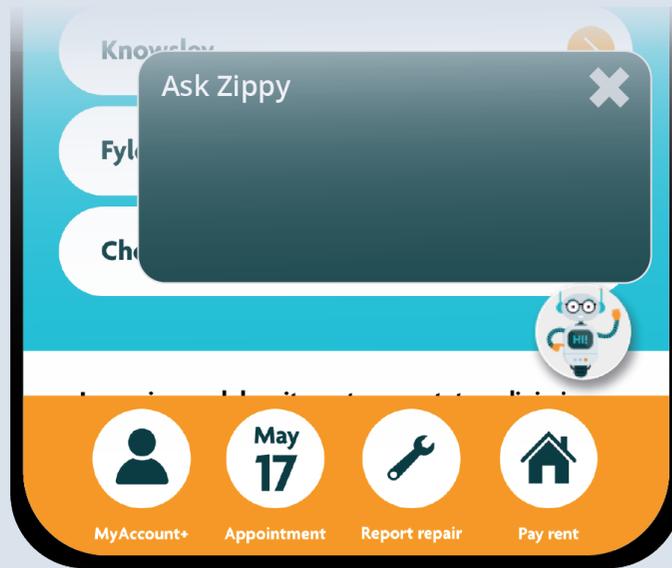
The smartphone screen displays the 'Repair reporter' form at step 6/7. At the top, there are social media icons for LinkedIn and Twitter, a globe icon for 'Language', and 'AAA'. The 'ForHousing' logo is on the left, and search and menu icons are on the right. A blue banner with a wrench and screwdriver icon says 'We're here to help'. Below this is the title 'Repair reporter' and a breadcrumb 'Home > Repair reporter'. A progress bar shows 6/7 steps completed. The main heading is 'Choose a time'. There are three columns for time slots: '8am - 12pm', '12pm - 4pm', and 'Avoid School Run' (with a note: 'We will make your appointment between 9:30am to 2:30pm'). Below these are rows for days of the week: 'Mon', 'Tues', 'Wed', 'Thurs', and 'Fri'. Each cell contains a white square checkbox. A blue arrow points to the 'Avoid School Run' column. A small robot icon is in the bottom right corner.

The smartphone screen displays the 'Add your details' form at step 7/7. The top navigation is identical to the previous screen. A blue banner with a wrench and screwdriver icon says 'We're here to help'. Below this is the title 'Add your details' and a breadcrumb 'Home > Add your details'. A progress bar shows 7/7 steps completed. The form consists of several input fields: 'My name*', 'My Telephone*', 'My Email Address', 'I Am*' (with a dropdown menu), 'The Tenant' (with a dropdown menu), 'Tenant name*', 'Tenant Telephone*', 'Alternative Telephone', 'Property Address*', 'Address line 2*', 'Address line 3*', and 'Property Postcode*'. A small robot icon is in the bottom right corner.

One of the easiest way to contact us is through **our chatbot, Zippy**.

You will find Zippy in the **bottom right** of the website when you first visit.

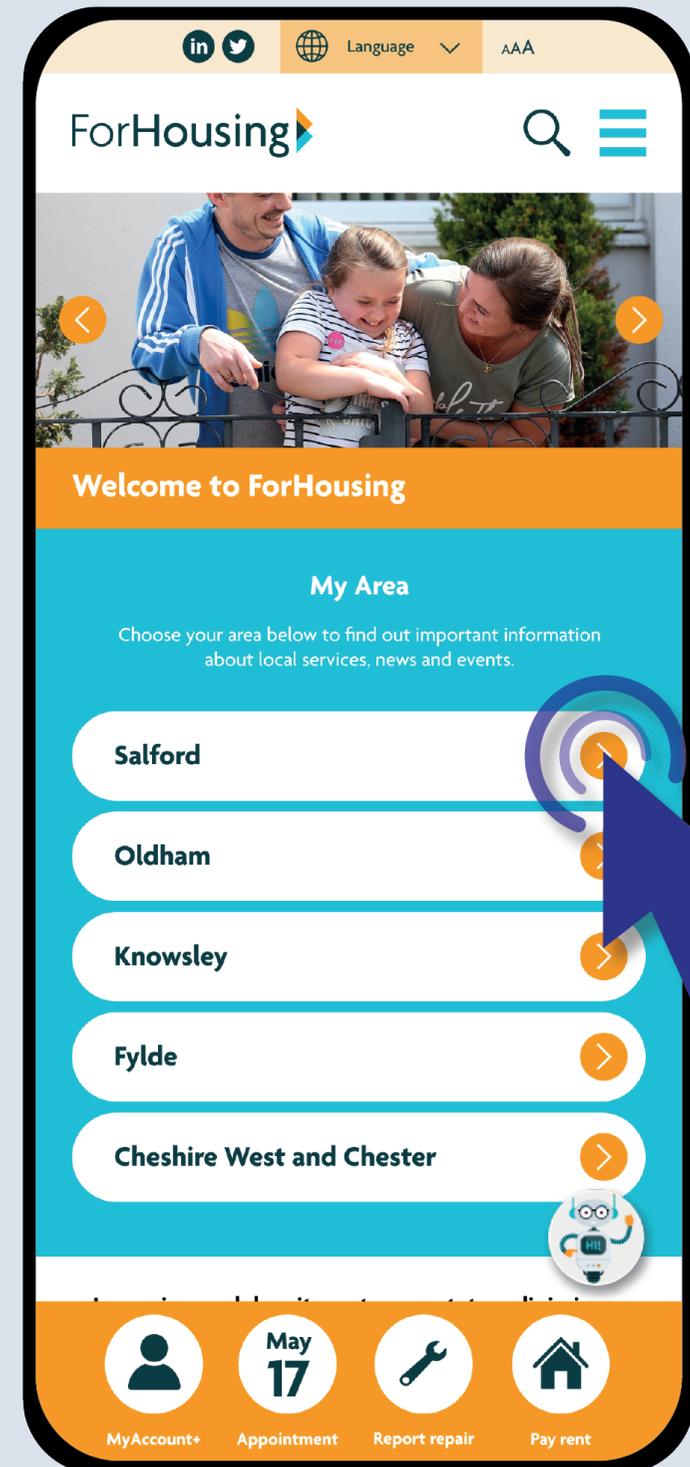
Zippy can help with any query you may have, no matter what time of **day or night**.



My Area

You can find all the latest information from your community using the **'My Area' section**.

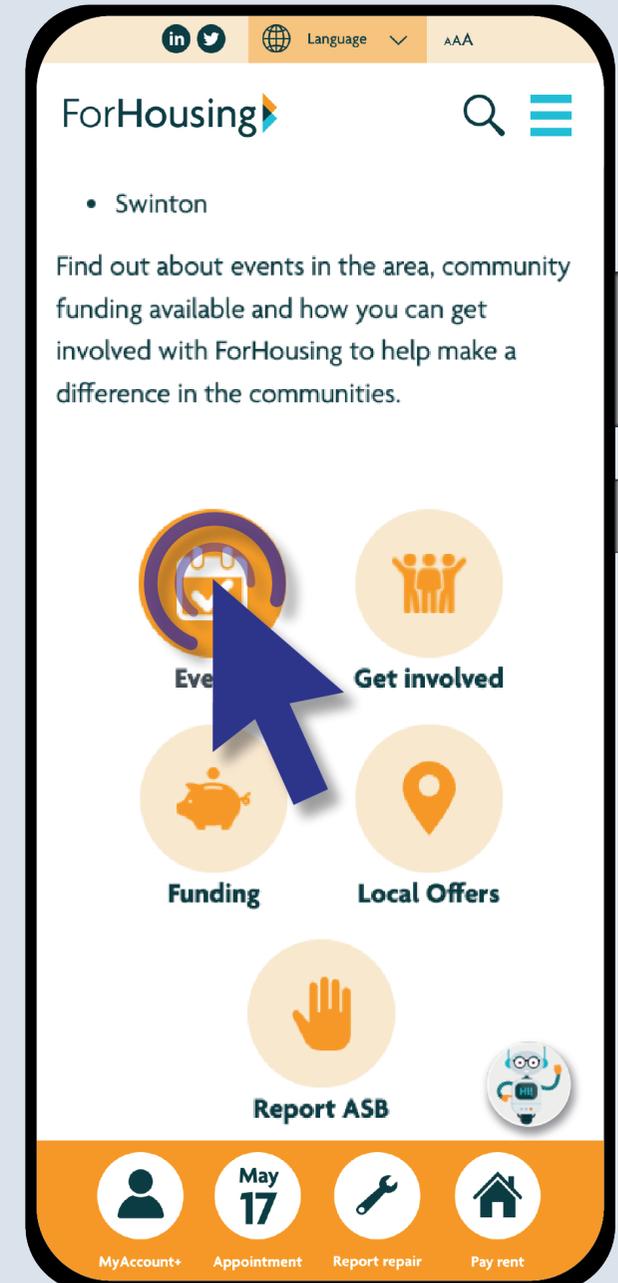
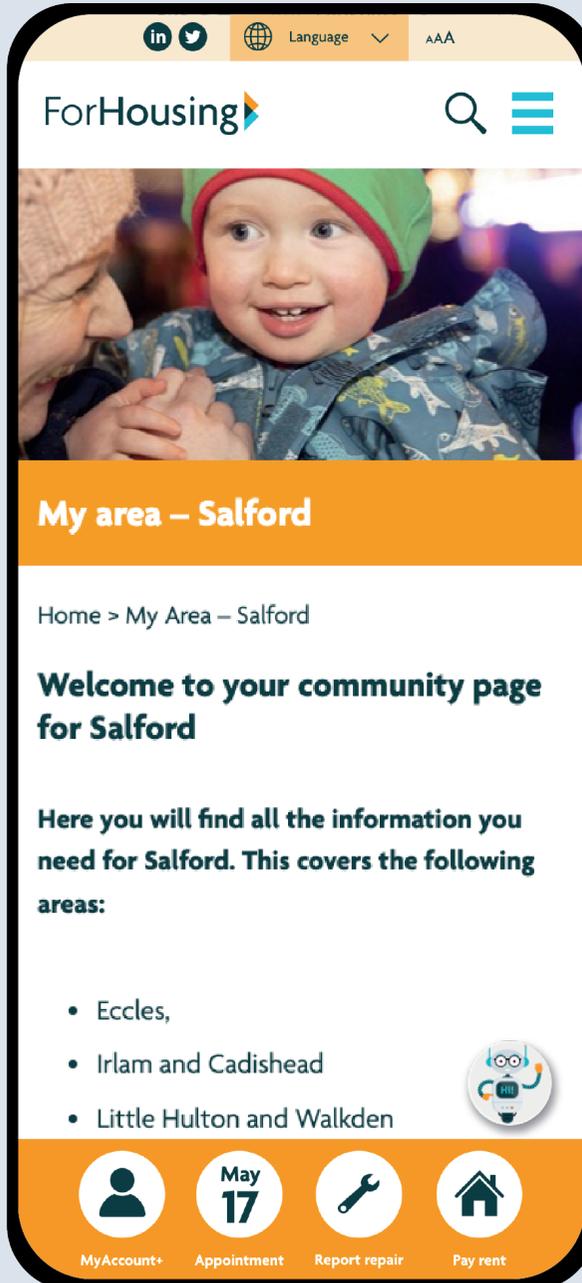
Each area can be accessed by the button on the homepage, and can also be found in the menu under the **'Your community'** tab.



My Area

Each area section provides a host of local advice to help you **get the information you need**.

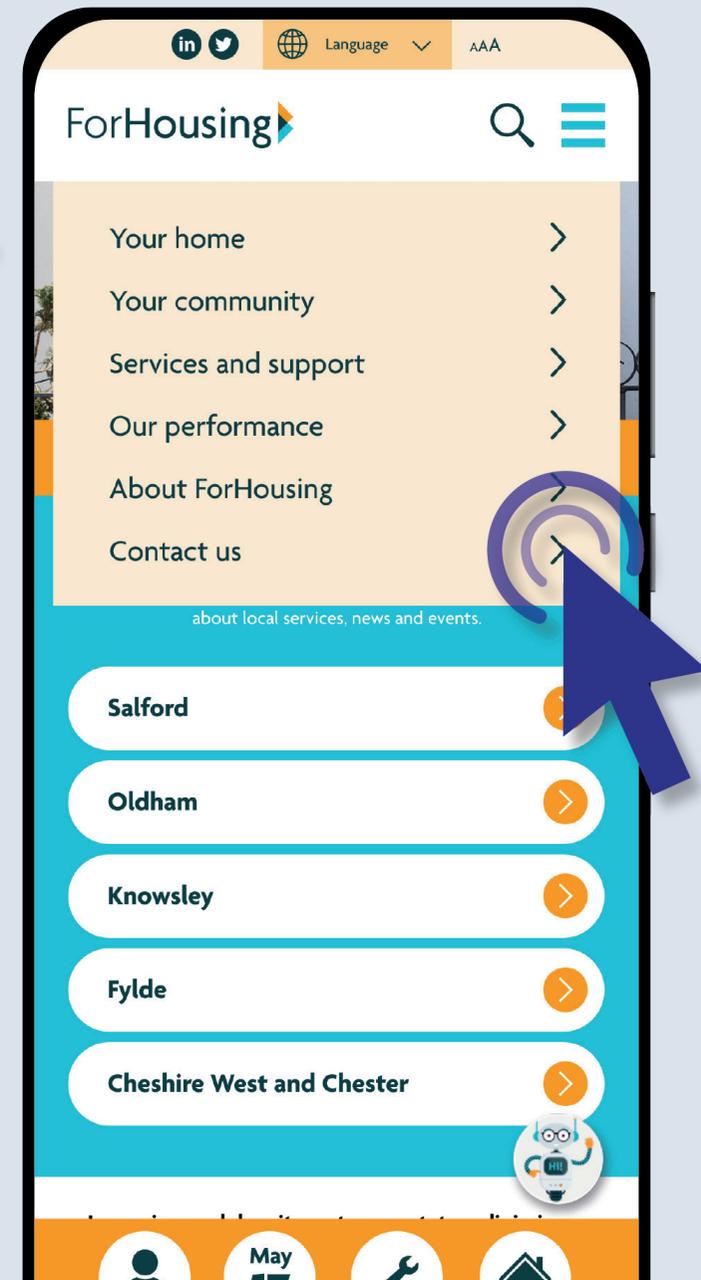
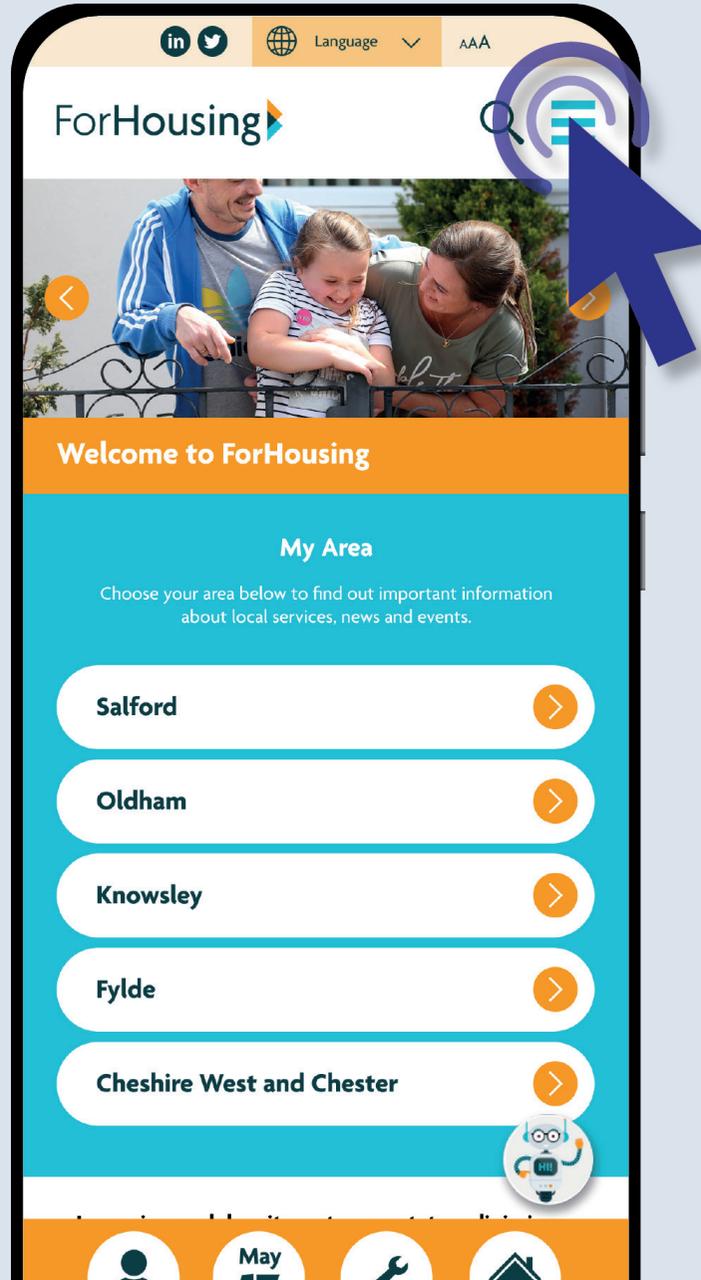
The pages are broken down into relevant sub-sections which include **'events', 'ways to get involved'** and more.



Complaints

If you need to let us know about a complaint, or find out more about how we handle complaints and feedback, you can access our **'Complaints' page** using the menu in the top right.

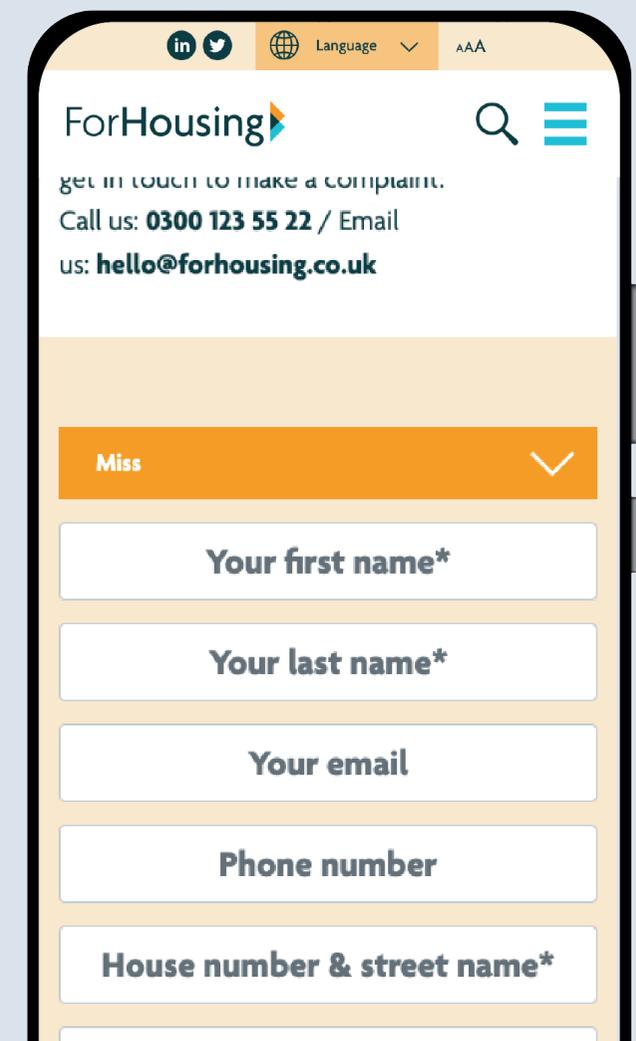
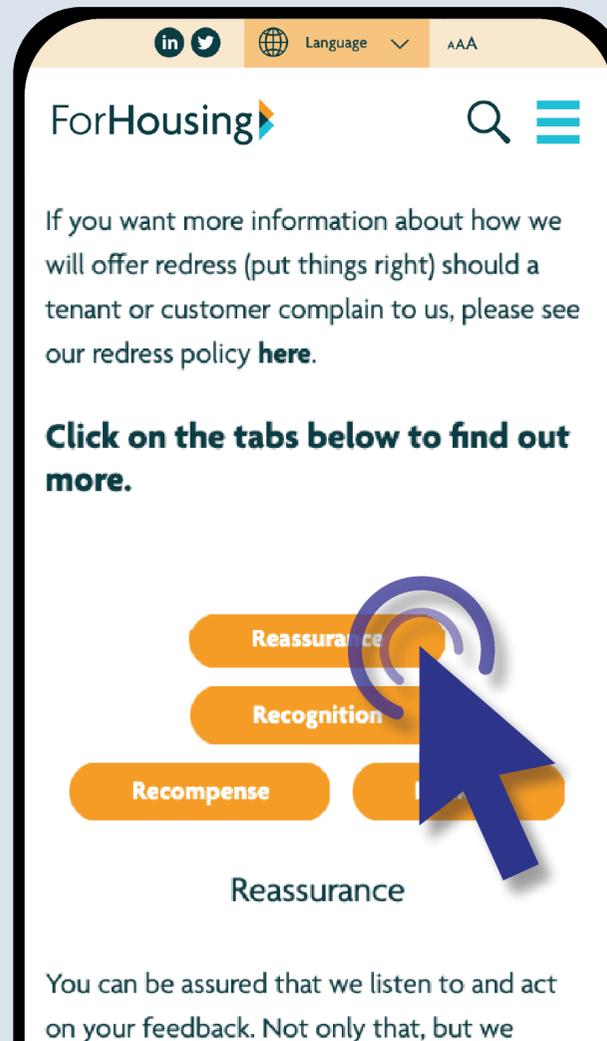
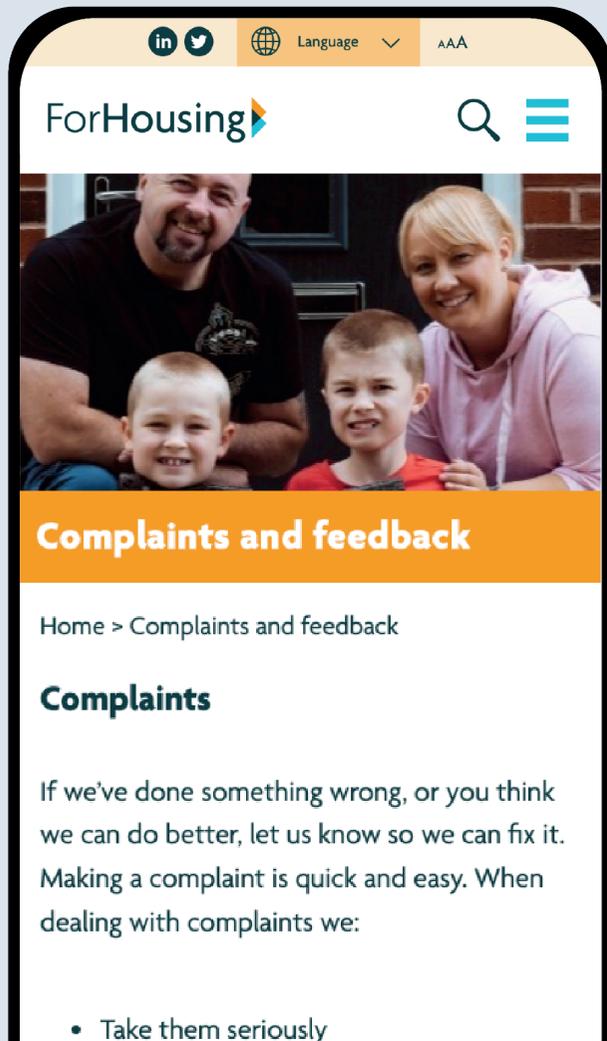
Select the **'Contact us'** section and chose **'Complaints and feedback'**.



Complaints

Our four principles of fixing a complaint are listed towards the bottom of the page, and you can **toggle each option** to find out more.

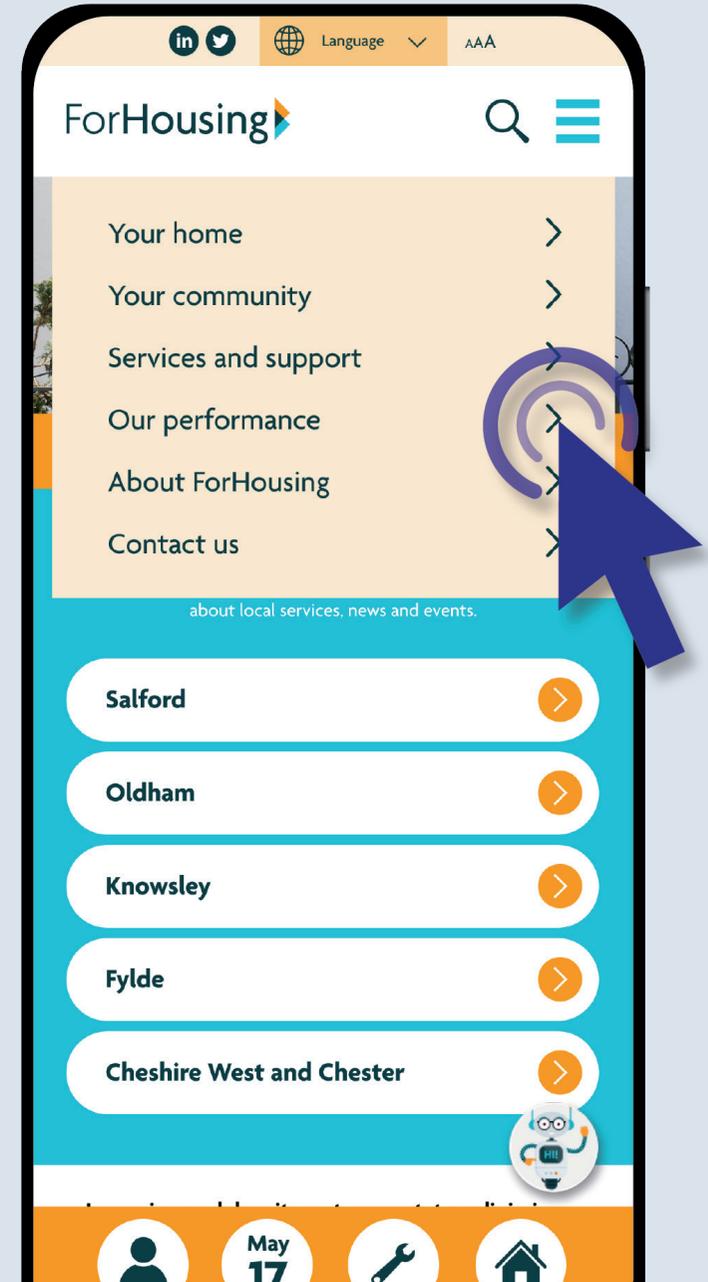
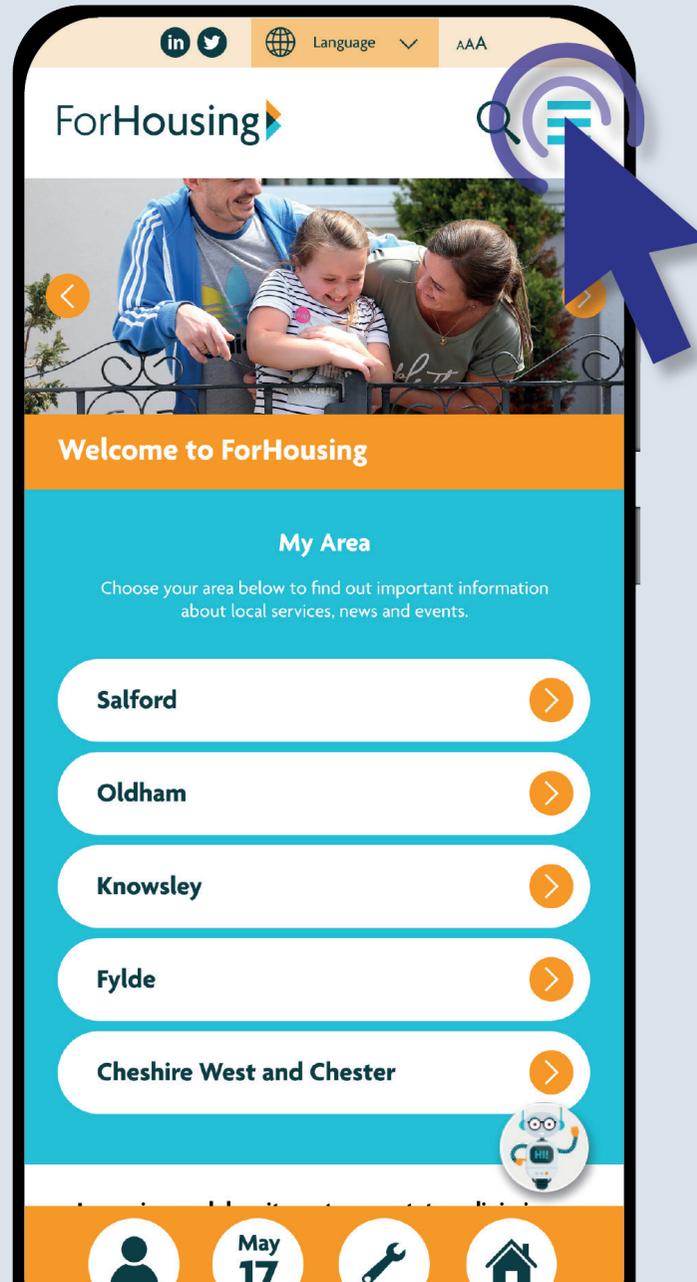
If you wish to make a complaint, simply use the **contact form**, or use the contact details provided on the page.



Our performance

To stay up to date on **our performance**, use the menu in the top right of the page.

Select the **'our performance'** option from the menu.

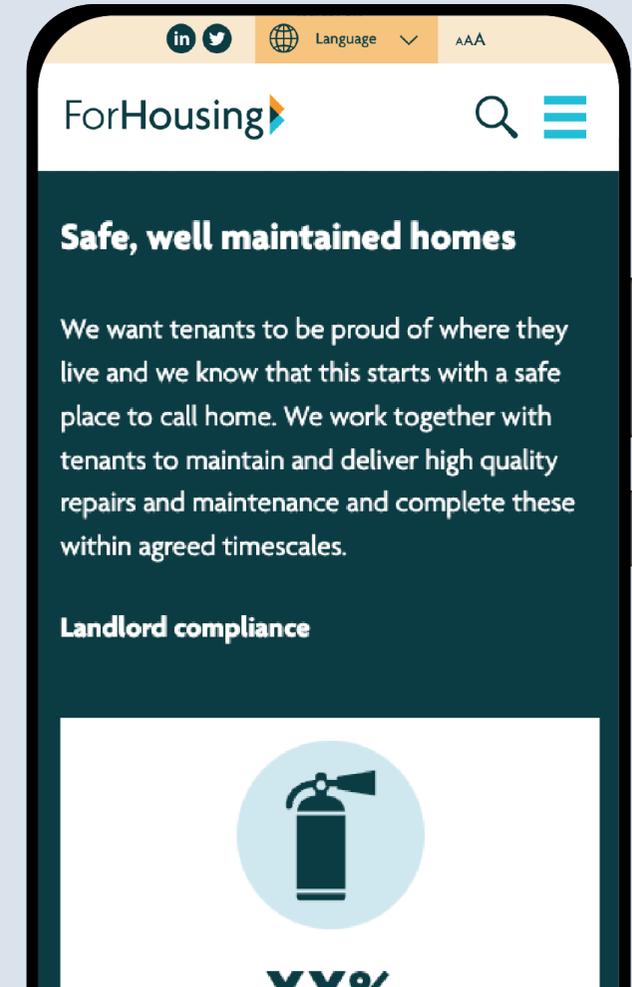
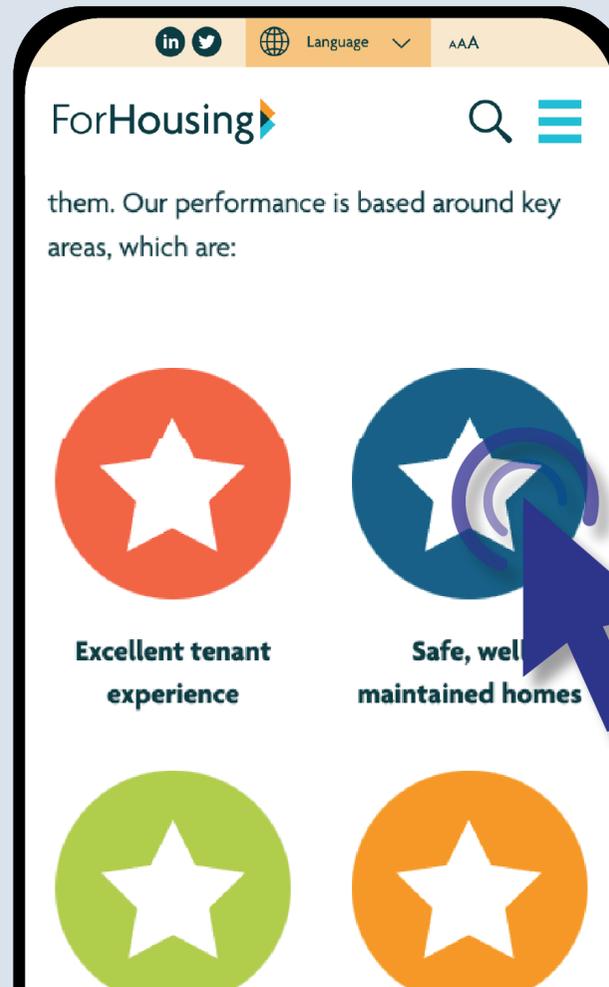


Our performance

The information is broken down into sections, **select which one you would like to see** to drop down to the current statistics.

You'll find all the latest performance **data and highlights** ForHousing uses to assess how we're delivering important services to tenants.

View all the information you need to see in depth, with **key performance markers** for each.



ForHousing 



hello@forhousing.co.uk



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