

HOUSING ASSOCIATIONS

A better way to deliver important housing documents

Documentd adds a permanent delivery layer to the communications housing associations already use, reducing cost and complexity while giving residents their own long-term copy.

WHERE DOCUMENTD FITS

Use Documentd for the housing documents residents need to keep

Documentd is not for everyday messages or live account information. It is designed for important, point-in-time documents that residents may need to retain, review or retrieve months or years later.

- Tenancy agreements
- Rent change notices
- Service charge statements
- Annual rent statements
- Lease and shared-ownership documents
- Important complaint outcomes
- Other important housing records

Use email and SMS for communication. Use the resident portal for current information and self-service. Use Documentd when the resident should receive their own permanent copy.

Illustrative savings assume around four important documents per resident each year. Actual savings depend on tenure, volumes, existing processes and costs.

RESIDENT ACCESS AND TRANSPARENCY

Important housing information should remain easy to access

Housing relationships create important point-in-time records about tenancies, rents, service charges and landlord decisions. Residents may need to understand or refer back to those records long after the immediate communication has passed.

Personal to the resident

The document is delivered directly to the individual resident.

Accessible later

The resident retains long-term access independently of the housing association's portal.

Reliable historic copy

The sender cannot alter the settled copy.

DOCUMENTD IN PRACTICE

- ✓ The resident owns their copy
- ✓ The sender cannot delete the settled copy
- ✓ The original document can be downloaded again
- ✓ The sender cannot alter the settled copy
- ✓ Access can continue after moving home or changing tenure
- ✓ Evidence of what was delivered and when is retained

CONSUMER DUTY

It supports transparency and accountability

The Regulator of Social Housing requires registered providers to communicate with tenants and provide information so they can use landlord services, understand what to expect from their landlord and hold their landlord to account. Documentd gives important housing documents a persistent, organised place where residents can review and retrieve them.

Give the resident their own permanent record, rather than making long-term access depend on the housing association's systems.

Keep the portal for resident service. Don't turn it into a permanent archive.

Resident portals are built for current rent information, repairs, payments, requests and self-service. Making the portal the resident's sole long-term document record means adding historical retention, former-resident access, authentication, migration controls and long-term support to a system designed primarily for active service.

CURRENT APPROACH

Making the portal the permanent copy creates a long-term infrastructure obligation

- Important historical documents need to be retained in line with the landlord's obligations and policies
- If the portal is the sole long-term copy, residents need continued access to those records
- Former residents may still need documents after moving home or ending their tenancy
- Authentication, password recovery and support may have to remain available for legacy users
- Retention, audit and administrative controls become part of the portal architecture
- Legacy accounts extend the identity-management and cyber-security burden
- Portal migrations and replacements have to preserve historical document access
- The housing association remains responsible for maintaining the entire access environment

ADD DOCUMENTD

Give residents their own permanent copy with Documentd

Keep the portal focused on the housing services residents use while the relationship is active. Documents can still appear there for convenience, but Documentd separately delivers the resident their own long-term copy. Access to important records no longer has to depend on keeping the housing association's portal available as the resident's archive.

- ✓ Keep the portal focused on current information and self-service
- ✓ Avoid building permanent-document requirements into the portal
- ✓ Reduce former-resident authentication and support
- ✓ Reduce the long-term security burden of legacy portal accounts
- ✓ Separate permanent document access from future portal migrations
- ✓ Give residents access independently of the housing association's systems

Use Documentd for the permanent copy residents keep, and the portal for current housing services and self-service.

TRANSPARENCY BENEFIT

Give residents continuing access to important information without making that access depend entirely on the housing association's live portal infrastructure.

RESIDENT-SERVICE BENEFIT

Residents keep important housing records when they move home, change tenure or stop using their former resident portal.

COST BENEFIT

A few pounds per resident each year can be saved by avoiding unnecessary development, maintenance, legacy access and support.

02 IF YOU CURRENTLY USE EMAIL

Keep the email. Give residents a better long-term service.

Email is cheap and effective for communication. But important housing attachments become mixed into the resident's everyday inbox, leaving the resident responsible for storing and finding information they may need again months or years later.

Around 20p
indicative annual saving per resident

Assuming around four important documents a year and a low level of document-related resident-service contact.

CURRENT APPROACH

Email delivers the document, but leaves the resident to manage it

- Important housing documents are mixed with everyday email
- Residents must organise and retain attachments themselves
- Historic rent, tenancy and service-charge information can become difficult to find
- Residents may contact the housing association for copies or help locating documents
- Important information may be needed again long after the original message was sent

ADD DOCUMENTD

Add Documentd alongside email

Keep the existing email communication. Documentd also places the important document into the resident's own organised Keepd account, where it remains available for future review and retrieval.

- ✓ Existing email communication can remain unchanged
- ✓ Important housing documents are separated from everyday messages
- ✓ Residents can review historic information again later
- ✓ Residents can retrieve copies themselves
- ✓ Fewer document-related support and resend requests
- ✓ A better long-term resident-service experience

Better resident service, greater transparency and lower support cost, without replacing email.

TRANSPARENCY BENEFIT

The Regulator of Social Housing requires registered providers to communicate with tenants and provide information so they can use landlord services, understand what to expect and hold their landlord to account. Documentd gives important documents a persistent, organised place for residents to review and retrieve them.

RESIDENT-SERVICE BENEFIT

Residents can find and retrieve important housing documents themselves instead of searching old emails or asking the housing association to resend them.

COST BENEFIT

Around 20p per resident each year in illustrative servicing savings, meaningful across large housing portfolios.

03 IF YOU CURRENTLY USE POST

Phase out paper where electronic delivery is appropriate.

Paper gives the resident something permanent to keep, but every delivery carries printing, fulfilment and postage costs, and leaves the resident with another physical housing record to file and retain.

Around £4
indicative annual saving per resident

Based on around four posted documents per year. Postage alone is around this level before printing and fulfilment.

CURRENT APPROACH

The physical delivery process

- Printing
- Paper and envelopes
- Folding and inserting
- Fulfilment
- Postage
- Returned mail
- Address changes
- Replacement copies
- Resident paper filing and storage

WITH DOCUMENTD

Replace post with Documentd

Where electronic delivery is appropriate, phase out physical post and give the resident their own permanent electronic copy instead.

- ✓ No printing
- ✓ No fulfilment
- ✓ No postage
- ✓ Immediate electronic delivery
- ✓ Documents remain organised in one place
- ✓ No paper filing burden for the resident

Keep the permanent copy, lose the cost and inconvenience of paper.

ACCESS BENEFIT

Move from physical document delivery to a long-term electronic model while still giving the resident their own accessible copy of important housing records.

RESIDENT-SERVICE BENEFIT

Residents avoid the hassle of filing and storing paper and can retrieve important housing records electronically whenever they need them.

COST BENEFIT

Around £4 per resident each year can be available from postage alone, with printing and fulfilment savings on top.

THE BUSINESS CASE

Add Documentd where permanent delivery matters

Portal

Keep it for current housing services and self-service. Reduce the burden of making it the sole permanent archive.

Email

Keep using it for communication. Improve resident service, support transparency and reduce historic-document queries.

Post

Phase it out where appropriate and remove printing, fulfilment, postage and paper-filing costs.

Documentd does not ask you to replace systems that already work. It adds a permanent delivery layer that can reduce cost and complexity while giving residents a better long-term service.



Documentd adds a purpose-built permanent delivery layer to the systems housing associations already use, reducing cost and complexity while giving residents better long-term access to important housing records.

BUSINESS CASE

documentd.com/business-cases/housing-associations

COMMUNICATION GUIDE

documentd.com/industries/housing-associations

Illustrative savings assume around four important documents per resident each year. Email savings use a low level of document-related resident-service contact and an average inbound-call cost of approximately £6. Post savings use current retail Second Class postage as an indicative benchmark; business mailing rates vary. Portal savings are illustrative and depend on architecture, scale and existing capabilities. Regulatory summary is a practical overview rather than legal advice.