Documentd

COMMUNICATION GUIDE 08

HOUSING ASSOCIATIONS

Deliver important housing documents residents can always find

A practical guide to choosing the right approach for resident communications, from everyday messages and live housing information to important documents residents may need to keep for years.

A COMPLETE APPROACH TO RESIDENT DOCUMENTS

Different documents do different jobs

Housing management systems, email and SMS, resident portals and Documentd each serve a different purpose. The right choice depends on the job: managing homes and tenancies, communicating with residents, providing access and self-service, or permanently delivering an important document the resident should retain. Using each in the right way creates a better resident experience and reduces avoidable administration and support queries.

01

Housing systems

MANAGE HOMES & TENANCIES

Manage properties, tenancies, rent accounts, repairs, resident information and housing records.

02

Email & SMS

COMMUNICATE

Reminders, service updates, appointments and everyday resident communications.

04

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DELIVER, KEEP & FIND

Deliver permanent, resident-owned copies that remain private, accessible and easy to find.

03

Resident portal

ACCESS & SELF-SERVE

Secure access to live account information, repairs, payments, requests and self-service.

No single channel is right for every resident communication. Email and SMS work well for reminders and updates, resident portals for live information and self-service, and Documentd for important documents that ought to become permanent, resident-owned records.

HOUSING ASSOCIATIONS IN PRACTICE

Choose the right approach for each communication

Resident portals are the right place for current rent information, repairs, requests and self-service. Email and SMS handle reminders, appointments and transient updates. Documentd is designed for important point-in-time documents residents may need to retain during and after their tenancy, lease or shared-ownership relationship. Using each appropriately gives residents a clearer experience and helps reduce avoidable administration and support queries.

Email & SMS

COMMUNICATE

Best for reminders, updates and communications whose value is mainly immediate.

- **Repair appointment reminders**
- **Service updates**
- **Payment reminders**
- **Inspection appointments**
- **Requests for information**

Resident portal

ACCESS & SELF-SERVE

The right place for current information, requests and ongoing self-service.

- **Current rent balance**
- **Payment history**
- **Repair requests and status**
- **Personal details**
- **Current account information**
- **Online forms and requests**

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DELIVER & RETAIN

For important point-in-time housing documents residents should keep.

- **Tenancy agreements**
- **Rent change notices**
- **Service charge statements**
- **Annual rent statements**
- **Lease and shared-ownership documents**
- **Important completed correspondence**

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Important housing documents should stay with the resident. Documentd delivers permanent, resident-owned copies into each resident's own private document home, where they remain easy to access and find again even after the original housing relationship has changed or ended.

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SECURITY & TRUST

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