

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.



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

Documentd

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



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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