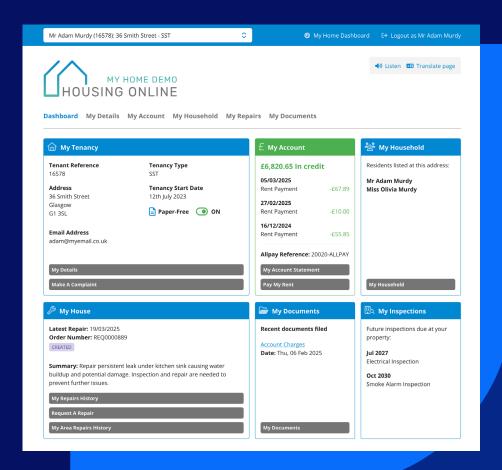


# My Home

Our digital self-service solution enables 24 hour-a-day, 365 days a year access for tenants to the information they need and empowers landlords with unparalleled access to their tenants.

Designed to adapt to your unique needs, My Home provides a wide range of customisation and personalisation options, ensuring a tailored experience for every customer.



## Key features

#### **Customisation**

Almost everything, such as text, dashboard, email templates and menus can be customised to reflect your brand and specific needs.



### Content management system

Add, edit, and delete content pages with a wysiwyg editor with customisable styles. Fully edit and customise your portal menus.



### White label template

Further integrate your branding into the template. Every aspect of the template's colour palette is considered, adding additional colours and a custom font.



#### **Equalities monitoring**

Allow My Home account holders to provide and update equalities information anonymously, pseudoanonymously or attributable.



#### Advanced repair reporting

Our more advanced process for account holders and staff to request or report repairs using our repairs diagnostic tool.



#### Dynamic forms

Forms with workflows to remotely update data in HomeMaster. Includes pre and post inspections, tenant visits, close inspections, pre-void inspections.



#### My New Home

New tenant onboarding, allows allocated account holders to begin their tenancies digitally. Future account holders can confirm household members and more.



#### (29) Friends and family

Grant specific users access to one or more accounts in HomeMaster. allowing friends, family, or others to manage the account on behalf of the tenant.



#### Contractor portal

Enables contractors to view and update assigned repairs and lets housing associations manage permissions and functionality for each contractor.



#### Arrears management

Enable staff and, if required, tenants to create arrears repayment agreements, including one-off and routine payments within organisation specified limits.



#### Bespoke functionality

As organisations you are all very different, My Home is designed to enable us to customise My Home so that it works for you.



#### And much more...

Survey module, notices, contractor appointments, branded mail-outs, contact type forms, calendar, board members, GDPR compliant analytics.

"My Home offers convenient, accessible and cost-effective services, freeing up staff time to focus on our more vulnerable tenants. At 91%, tenant engagement is at an all time high"

- Karen Barry, Director of Housing, **East Lothian Housing Association** 





## Aareon



Speak to the team today to arrange a demo of My Home

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