



Digital Housing Services – **You Said, We Did!**

You Said...

In response to demand from our colleagues in Housing and Property, to provide customers with an improved range of online services...

We listened!

...we developed platforms that would enable users to report, pay, and book online, anytime and anywhere. The first digital housing services went live in January 2016 and in the first month alone:

- 'Where am I on the housing list?' was viewed 5,456 times
- 986 people viewed and paid for their rent online
- 323 people applied for housing online
- 159 automatic text reminders were sent
- 45 housing offers were made online

Apply – You can [apply online](#) for a council house

Check – You can [check the waiting list](#) online to see where you are

Pay – You can check your rent balance and pay online through [myaccount](#)

Remind – You can receive a reminder by text message if you forget to pay your rent

Housing Offers – The new service allows Housing staff to send property offers directly to applicants by email, and the prospective tenants can accept or reject a property instantly with just a few clicks. Before, an applicant would have been sent a letter from the housing service and would have had to have posted a response back: this turnaround time often took a week or more.

Sending property offers by email generates time and cost savings. In December 2018, a housing offer was made by email. The prospective tenant turned it down online, so it was offered by email to the next eligible applicant, who accepted online. The whole process, which previously would have involved sending four letters and could have taken a month, was completed all in one day!

Since the service's launch, over 1,200 housing offers have been sent by text or e-mail, and 60% of these were responded to online. You asked, we did, and the results speak for themselves!

Text Updates – Tenants can also receive an automated reminder by text if they have forgotten to pay their rent, to prevent them falling into arrears. Using the new 'block text' system is less time-consuming for Housing Officers to operate and the cost of sending messages is reduced.

Feedback – We would like to keep expanding what you can do online, so send us your feedback and ideas at: connected@moray.gov.uk