

Overview

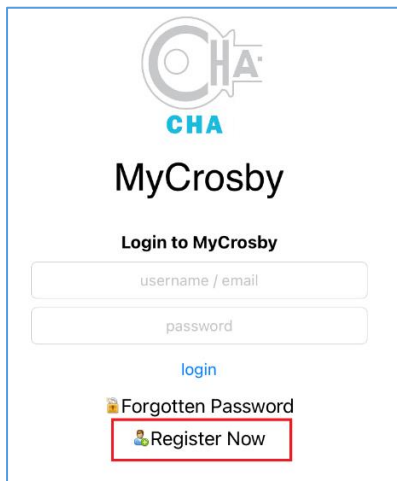
The Tenant Portal can be accessed through your web browser or by downloading the mobile app.

Through the portal, you can view and update your personal details, view rent account transactions, view and report repairs, submit satisfaction surveys and get in touch with us about a range of subjects

Setup Account

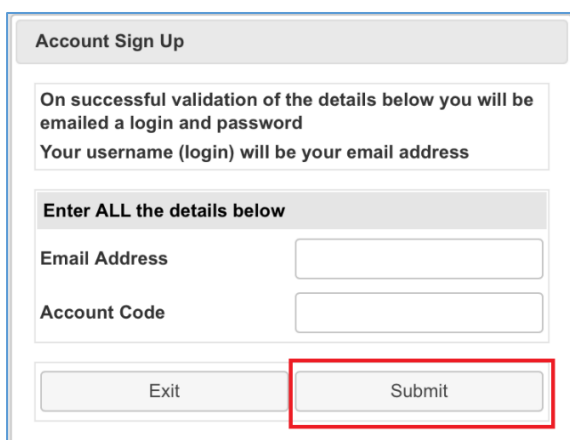
To setup your account go to crosbyhousing.org.uk and click the tenant portal link or go direct to my.crosby-ha.org.uk/

Click **Register Now**



The image shows the 'MyCrosby' login and registration interface. At the top is the CHA logo. Below it, the text 'MyCrosby' is displayed. Underneath, there is a section titled 'Login to MyCrosby' with two input fields: 'username / email' and 'password'. Below these fields is a 'login' button. Further down, there are two links: 'Forgotten Password' and 'Register Now'. The 'Register Now' link is highlighted with a red rectangular box.

Enter your details on the screen that follows. Click **Submit**.



The image shows the 'Account Sign Up' form. At the top, there is a header 'Account Sign Up'. Below it, a message states: 'On successful validation of the details below you will be emailed a login and password. Your username (login) will be your email address'. Underneath this message is a section titled 'Enter ALL the details below' with two input fields: 'Email Address' and 'Account Code'. At the bottom of the form, there are two buttons: 'Exit' and 'Submit'. The 'Submit' button is highlighted with a red rectangular box.

Note: Your email address must match the one held on record by CHA. Your account code can be found on a recent rent statement / communication from CHA or can be provided on request.

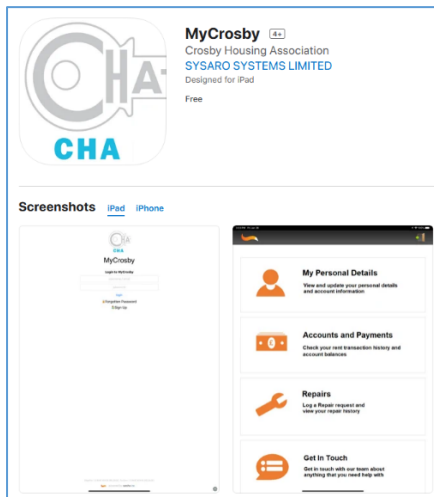
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On successful validation of the above details, you will be emailed with a username and password

Downloading the mobile app

Go to the **App Store/Google Play** on your mobile device

Search for **My Crosby**



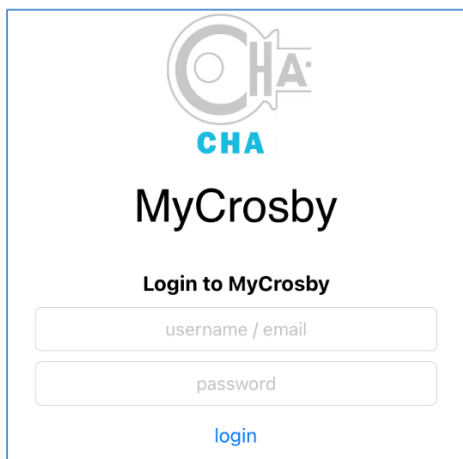
Download the **App**

First time login to the portal - App

Using the information contained in your sign-up verification email.

Enter your **Username**

Enter your **Password**

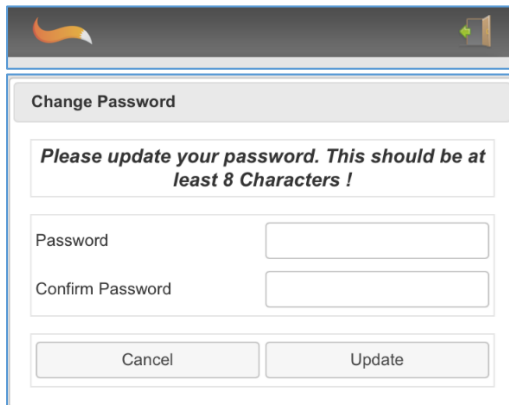


Click **Login**

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Your **Tenant Portal** will now open

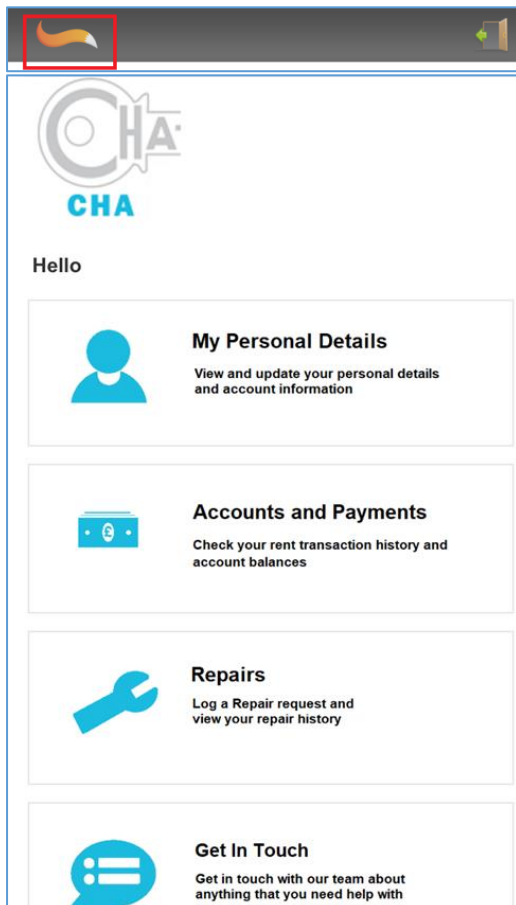
Change your password to something memorable and click **update**



A screenshot of a web browser window showing a 'Change Password' form. The form has a title bar with a fox tail icon on the left and a window control icon on the right. Below the title bar, the text 'Change Password' is displayed. A message box says 'Please update your password. This should be at least 8 Characters !'. There are two input fields: 'Password' and 'Confirm Password'. At the bottom, there are two buttons: 'Cancel' and 'Update'.

You will be able to click on each **section** to access the information

Click on the **Fox Tail** to access the menu within each section



A screenshot of the Crosby HA Tenant Portal dashboard. At the top, there is a dark header bar with a fox tail icon on the left and a window control icon on the right. Below the header, the CHA logo is displayed. The word 'Hello' is shown. The dashboard features four main sections, each with an icon and a title: 'My Personal Details' (person icon), 'Accounts and Payments' (wallet icon), 'Repairs' (wrench icon), and 'Get In Touch' (speech bubble icon). Each section has a brief description of its function.

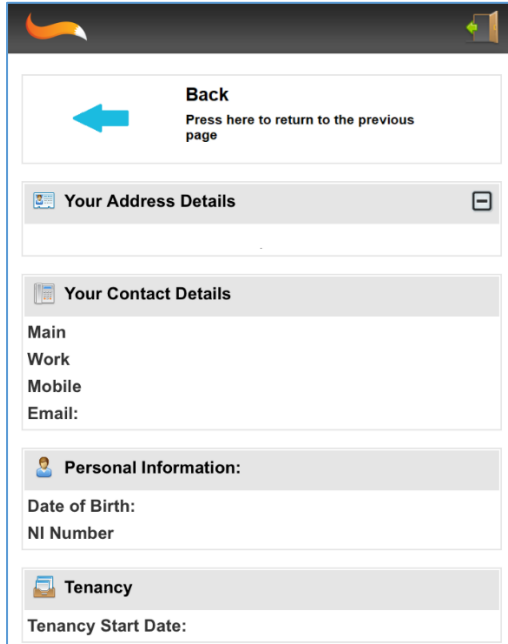
My Personal Details

You can view and update some of your personal details here

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To **Update**, click the Tail on the Left and Select **Contact Details**

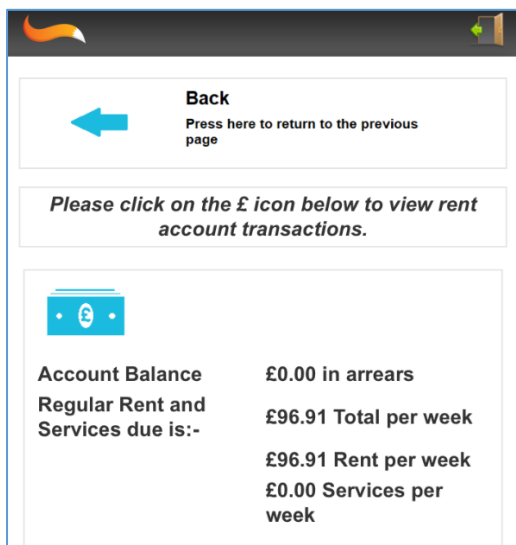
Click on the Arrow to go back to the Main Screen



Accounts and payments

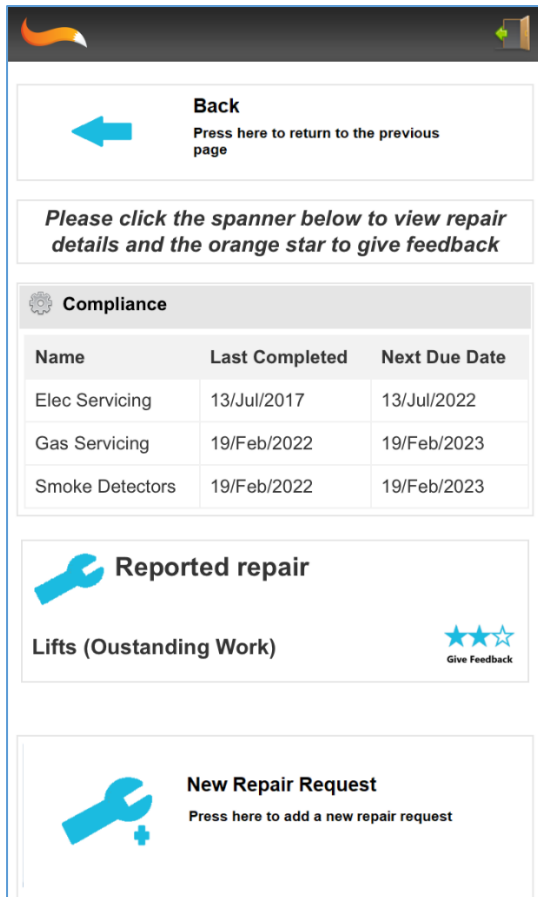
You can view your account balance, regular rent and/or service charge amount (if applicable) and recent transactions

Click on the money icon to view your **statement / recent transactions**



Repairs

View **repairs history** and log a **new repair request**

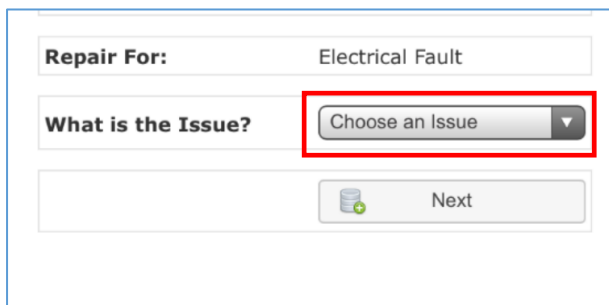


The screenshot shows the 'Repairs' section of the Crosby HA Tenant Portal. At the top, there is a 'Back' button with a left arrow and the text 'Press here to return to the previous page'. Below this is a message: 'Please click the spanner below to view repair details and the orange star to give feedback'. The main section is titled 'Compliance' and contains a table with three columns: 'Name', 'Last Completed', and 'Next Due Date'. The table lists three items: 'Elec Servicing' (13/Jul/2017, 13/Jul/2022), 'Gas Servicing' (19/Feb/2022, 19/Feb/2023), and 'Smoke Detectors' (19/Feb/2022, 19/Feb/2023). Below the table is a 'Reported repair' section with a spanner icon and the text 'Lifts (Outstanding Work)'. To the right of this text is a 'Give Feedback' button with three stars. At the bottom is a 'New Repair Request' section with a spanner icon and a plus sign, and the text 'Press here to add a new repair request'.

Name	Last Completed	Next Due Date
Elec Servicing	13/Jul/2017	13/Jul/2022
Gas Servicing	19/Feb/2022	19/Feb/2023
Smoke Detectors	19/Feb/2022	19/Feb/2023

When adding a new repair request click on the drop-down arrows to view the options

Select the appropriate details for the Repair



The screenshot shows the 'New Repair Request' form. It has two main sections. The first section is 'Repair For:' with a text input field containing 'Electrical Fault'. The second section is 'What is the Issue?' with a dropdown menu that has 'Choose an Issue' selected. Below these sections is a 'Next' button with a plus sign icon.

Click **Next** and continue to log the details

You can also enter additional telephone numbers and even images to support the repair request

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Repair For:	Electrical Fault
What is the Issue?	Socket Cover
Where is the issue located?	Living Room
Any Additional Information ?	
<div></div>	
Change your Contact Details if needed	
Home	
Mobile	
Other	
Email:	
Please attach any Pictures you might think would help us with your repair	
Filename	Status
<div>Camera + photo + video + document</div>	


When all the details are logged, Click **Submit Request**

After submitting you will receive an email confirmation of the repair request, however, your repair will not show in the repairs history listing until it has been received and progressed by a member of the CHA team.


View Repairs

A list of current and previous repairs (for the last 6 months) will be listed here




**Back**
Press here to return to the previous page


Please click the spanner below to view repair details and the orange star to give feedback

 **Compliance**

Name	Last Completed	Next Due Date
Elec Servicing		
Gas Servicing		
Smoke Detectors		

 **Reported repair**


Lifts (Outstanding Work)

 Give Feedback


Repair Details

You can click on the spanner icon to view more details on each repair listed



 **Repair Details**

Order Date: 13/Jun/2017
Completion Date: 13/Jun/2017
fire door upgrade - no access time

 **Contractor**



Contractor John Camfield
Maintenance


Give Feedback

If you see the Give Feedback icon, next to a repair, this repair has been marked as complete and you can provide feedback




Click on the **Give Feedback Icon**




 **Back**
Press here to return to the previous page


Please click the spanner below to view repair details and the orange star to give feedback

 **Compliance**

Name	Last Completed	Next Due Date
Elec Servicing		
Gas Servicing		
Smoke Detectors	COMPLETED	

 **Reported repair**

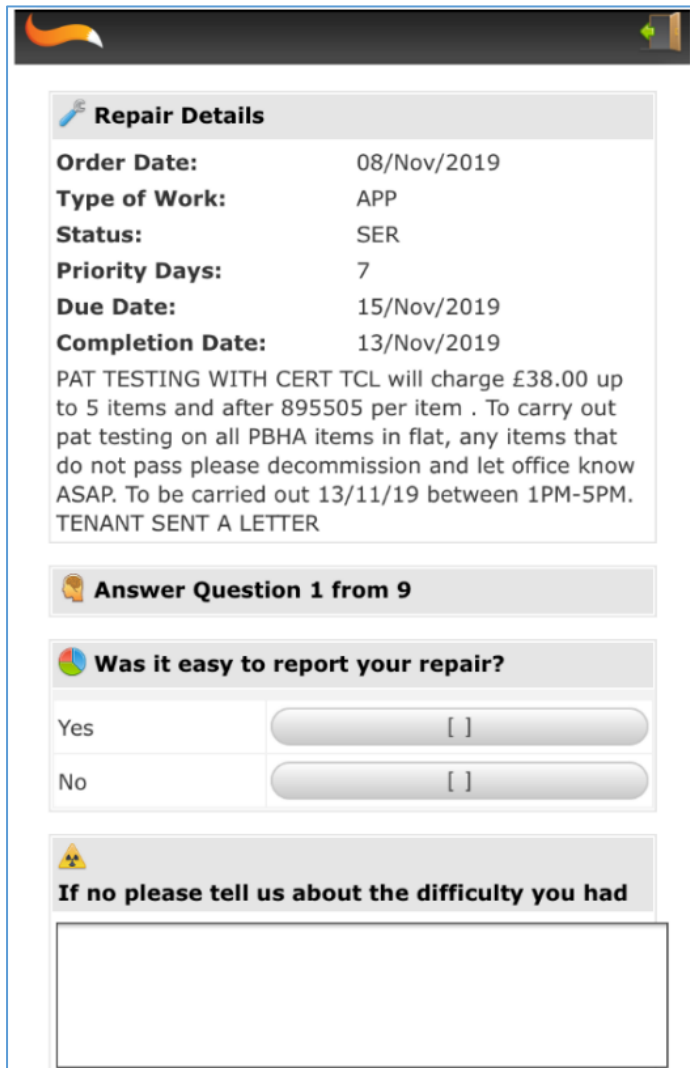
Lifts (Outstanding Work)



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The details of the repair will appear, and you will see a feedback questionnaire.

Click on your response and add any additional details in the comment box



The screenshot shows a web interface for a tenant portal. At the top, there is a header bar with a logo on the left and a small icon on the right. Below the header, the main content area is divided into sections. The first section is titled "Repair Details" and contains a list of repair information: Order Date (08/Nov/2019), Type of Work (APP), Status (SER), Priority Days (7), Due Date (15/Nov/2019), and Completion Date (13/Nov/2019). Below this list is a paragraph of text: "PAT TESTING WITH CERT TCL will charge £38.00 up to 5 items and after 895505 per item . To carry out pat testing on all PBHA items in flat, any items that do not pass please decommission and let office know ASAP. To be carried out 13/11/19 between 1PM-5PM. TENANT SENT A LETTER". The second section is titled "Answer Question 1 from 9" and contains a question: "Was it easy to report your repair?". Below the question are two radio button options: "Yes" and "No". The third section is titled "If no please tell us about the difficulty you had" and contains a text input field.

Repair Details

Order Date: 08/Nov/2019
Type of Work: APP
Status: SER
Priority Days: 7
Due Date: 15/Nov/2019
Completion Date: 13/Nov/2019

PAT TESTING WITH CERT TCL will charge £38.00 up to 5 items and after 895505 per item . To carry out pat testing on all PBHA items in flat, any items that do not pass please decommission and let office know ASAP. To be carried out 13/11/19 between 1PM-5PM. TENANT SENT A LETTER

Answer Question 1 from 9

Was it easy to report your repair?

Yes ☐ []

No ☐ []

If no please tell us about the difficulty you had

When you have provided an answer, the **Next** button appears

Click **Next** to move to the next question

Once you pass the first question, the **Previous** button will appear. You will be able to go back and amend any previous answers

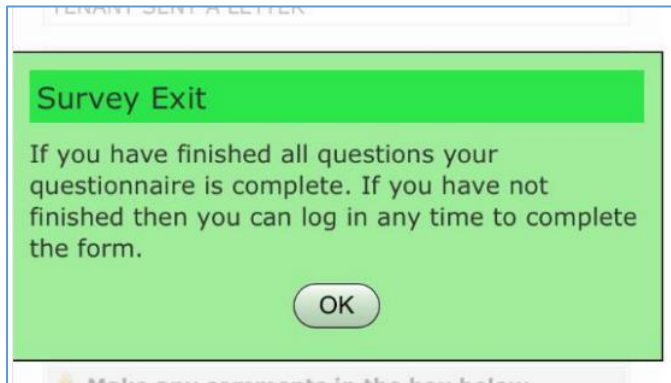
When you have completed the survey, Click **Exit**

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A prompt will appear if you haven't completed all of the questions to say that you can complete the form at a later date

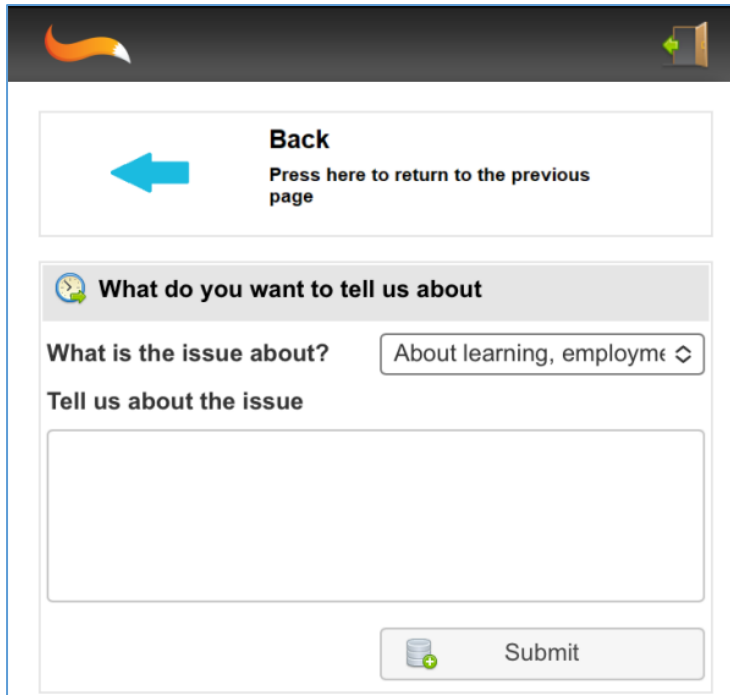
Click **OK**



Get in Touch

Click on the drop-down to select what your issue is about

Enter the details

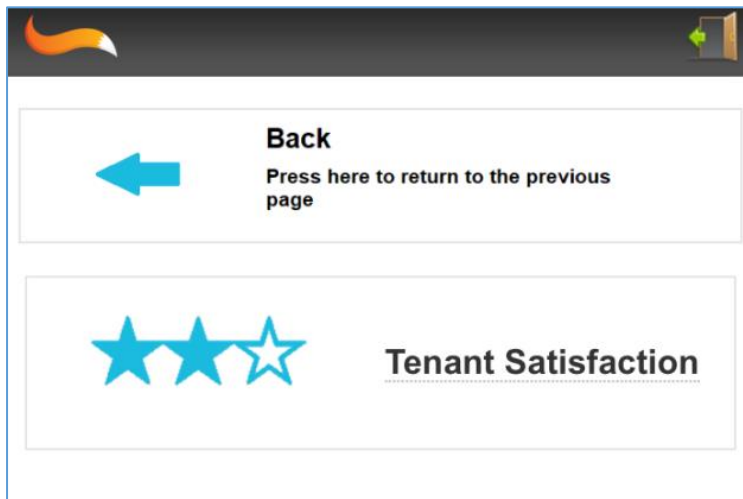


The screenshot shows a web form with a dark header bar containing a logo on the left and a small icon on the right. Below the header, there is a 'Back' button with a blue arrow icon and the text 'Press here to return to the previous page'. The main section is titled 'What do you want to tell us about' with a clock icon. It contains a label 'What is the issue about?' followed by a dropdown menu showing 'About learning, employem'. Below this is a text area labeled 'Tell us about the issue'. At the bottom right is a 'Submit' button with a database icon.

Click **Submit**

Give us your Feedback

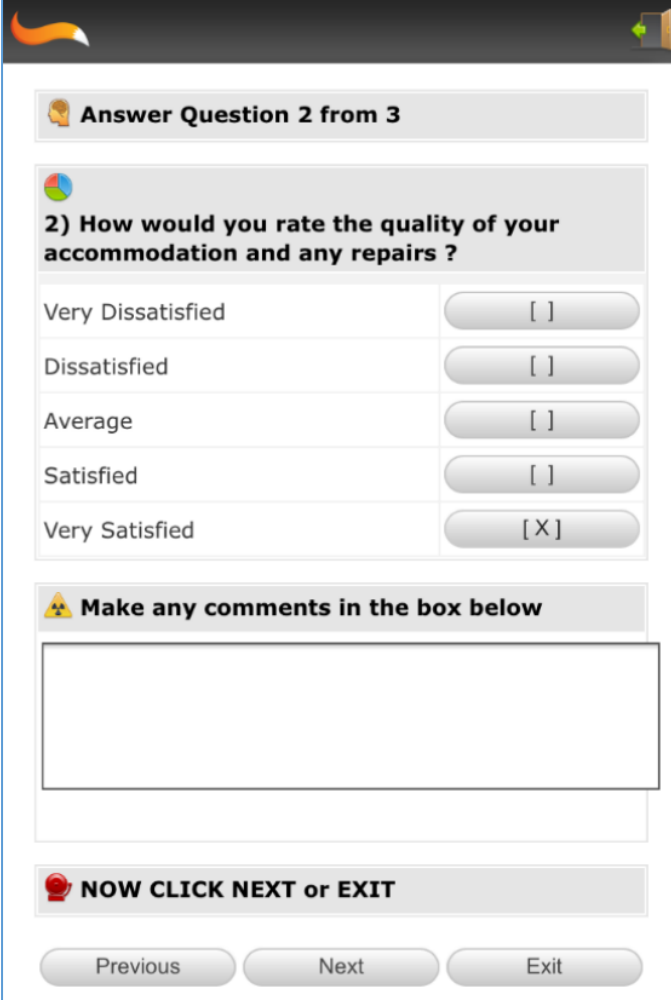
Click on the questionnaire you wish to complete



The screenshot shows a web form with a dark header bar containing a logo on the left and a small icon on the right. Below the header, there is a 'Back' button with a blue arrow icon and the text 'Press here to return to the previous page'. The main section is titled 'Tenant Satisfaction' with three blue stars to its left.

Work through the questions and click **Exit** when complete

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Answer Question 2 from 3

2) How would you rate the quality of your accommodation and any repairs ?

Very Dissatisfied	[]
Dissatisfied	[]
Average	[]
Satisfied	[]
Very Satisfied	[X]

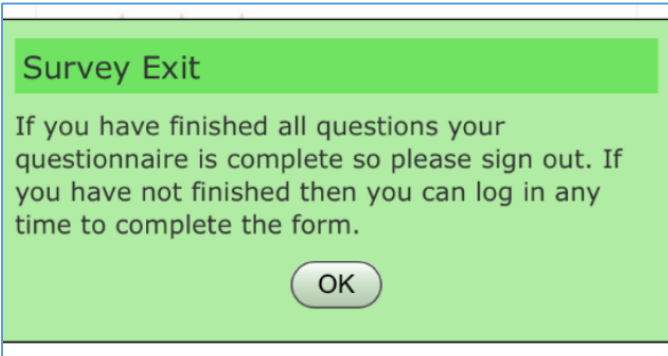
Make any comments in the box below

NOW CLICK NEXT or EXIT

Previous Next Exit

A prompt will appear if you haven't completed all of the questions to say that you can complete the form at a later date

Click **OK**



Survey Exit

If you have finished all questions your questionnaire is complete so please sign out. If you have not finished then you can log in any time to complete the form.

OK