



# DATASHEETS

## MyTenancy ([www.mytenancy.co.uk](http://www.mytenancy.co.uk))

Provide tenants with control over their personal information using MyTenancy, a secure online portal that is available 24/7 with access to rent account information, repair history, key contact details and important documentation.

### Online Security:

MyTenancy is hosted at OmniLedger's UK datacentre via [www.mytenancy.co.uk](http://www.mytenancy.co.uk), complete with backup facilities and the latest cyber security safeguards in place. Combined with integration to the Pyramid Housing Management system, your tenants can view their data without a direct connection to your network, ensuring maximum online security.

### Self-service Portal:

MyTenancy provides tenants with control over their account security, including:

- Self-registration and email validation
- Forgotten password re-set
- Manual password re-set

In addition, tenants will be able to manage their personal information with MyTenancy's self-service features. By redirecting telephone enquiries towards an online alternative, your team are afforded more time to focus efforts on critical tasks.

### Rent Payments and reporting repairs:

MyTenancy also includes features designed to promote digital independence, including:

- "Pay your rent", a link to your preferred payment provider to encourage tenants to pay their rent and help reduce your overall arrears levels
- "Request a repair", a facility to report any maintenance issues along with supporting photos

### Secure Document Download:

Provide your tenants with access to any important documents related to their tenancy, including statements, agreements, fire safety and gas certificates; or your organisations newsletters, event invites, important policy updates etc. By storing these in the cloud, documents remain secure and always readily available.

### Admin Control and Customisation:

Your administrator will be able to view and manage the MyTenancy portal. This includes personalising the portal with your logo, customising information pages, uploading documents for tenants to download, viewing MyTenancy's audit logs, personalising automated emails and enquiring on all your tenants and properties.

### Key Features

- ◆ View rent account details
- ◆ View repair history
- ◆ Download important documents
- ◆ Self-service account security features
- ◆ Place repair requests
- ◆ Update personal information
- ◆ Mobile friendly
- ◆ Available 24/7

The screenshot shows the MyTenancy web portal interface. At the top, there is a navigation bar with the MyTenancy logo and a menu icon. Below the navigation bar, there are several tabs: Summary, Personal Information (selected), Statement of Account, and Repair History. The main content area is divided into two columns. The left column is titled 'Personal Information' and contains fields for Name (Ms Olive Babarlessen), Address (253 Reedhough Close, Corona Street, Hitchin, Herts), Correspondence, Ethnicity (British), and Date of Birth (22/02/53). The right column is titled 'Your Account Information' and contains a table with columns for Charge Assignments, Value, and Balance. The table shows a single row for 'Tenant' with a value of £222.00 and a balance of £233.36, and a total row with a value of £222.00 and a balance of £233.36. Green checkmarks are visible next to the balance values.

Charge Assignments	Value	Balance
Tenant	£222.00	£233.36
Total	£222.00	£233.36