



You matter | Ti'n cyfri

# Digital Services Transformation

Roundtable online  
session

November 2022

# Event today is free and exclusively for TPAS Cymru members





Diolch yn  
fawr i'n  
noddwyr

Thank you  
to our  
sponsors



Ariennir yn Rhannol gan  
**Lywodraeth Cymru**  
Part Funded by  
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# Comms Club

**Tuesday 6<sup>th</sup> December 10.30 - 12pm**

For the December Comms Club we will be joined by **Damian Vizard from Tai Calon** who will talk about how building an accessible website doesn't mean needing to compromise on design. Damian will also share how they approached the web developers, the costs involved and how they consulted with customers to ensure that they had the most accessible website possible. He will also look at where they will be going next

The Comms Club will also give you an opportunity to talk about: **How to communicate difficult news to tenants:** What's worked? Lessons learnt? Good practice?

## **Who should attend?**

The online network session is for Staff from Housing Associations and Local Authorities involved in communicating with staff about repairs - it is **exclusively for TPAS Cymru members.**

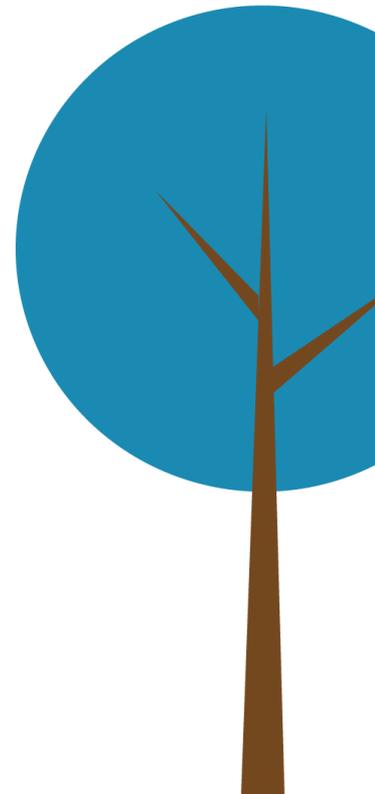
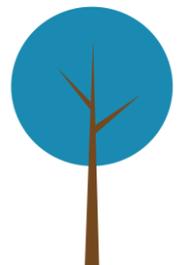
## **Cost**

FOC exclusively for TPAS Cymru members



# Housekeeping.....

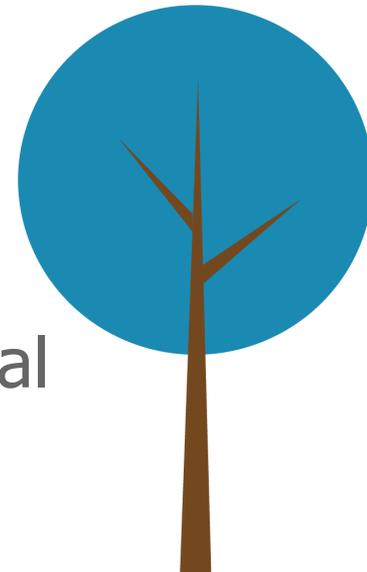
- 1st 'Digital Services RoundTable' –
- “enable staff from social landlords to **share practice and learn from others.**”
- Discussions to explore themes
- Use the chat to share any links/ good practice etc – *'copy & paste' what you want.*
- Session will not be recorded



# Session Key themes:

During this session we will focus on some key themes::

- What platforms you offer and are working well for you?
- What online services are popular with your tenants?
- How are you managing the risks associated with providing services online , inc AI?
- How are you involving tenants in shaping and designing digital services?
- Where will you be focusing their online / digital services developments in the future?





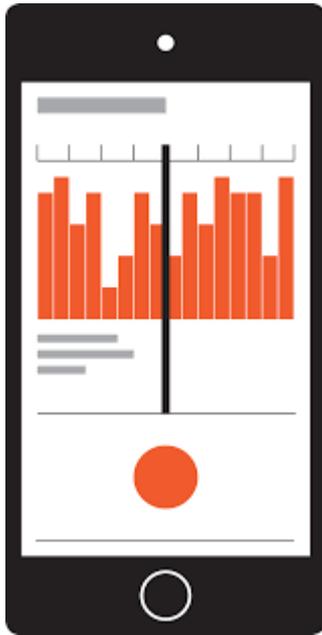
# HAVE YOU TRIED OUR NEW SELF SERVICE APP ON YOUR PHONE OR TABLET?



You can now access many of our services from the comfort of your home or on the go with Thenue's NEW Tenant App.

- No need to phone or visit our office
- Access up to date data on your rent account, repairs history etc 24/7, 365 days a year!
- Report repairs or a neighbour complaint day or night.
- Help to keep Thenue rents low by using the App, which will reduce our costs

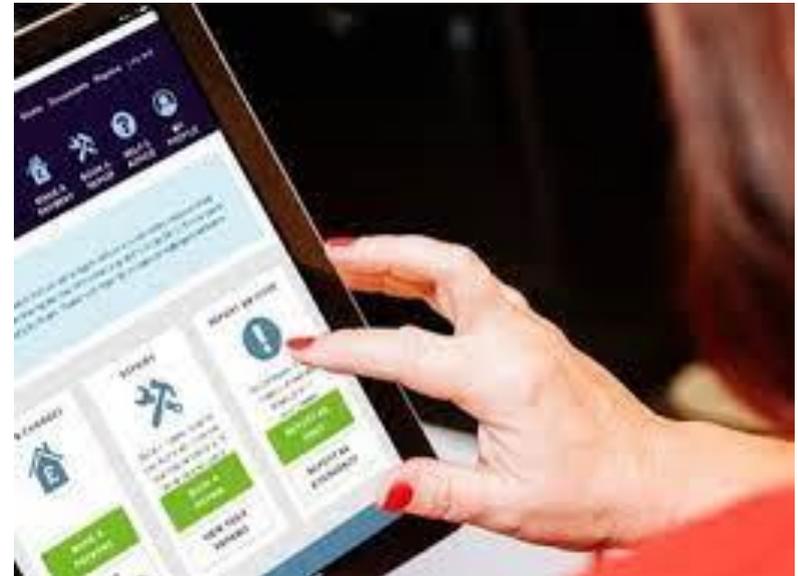
SEE INSIDE FOR DETAILS ON HOW TO DOWNLOAD OUR APP ON TO YOUR DEVICE



## Need Help?

Click here and start chatting with us!

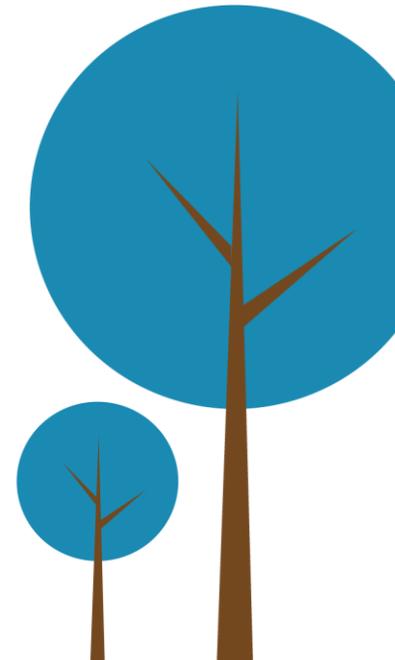
Chat now



# Digital Services Transformation

## Why is your organisation doing it?

- Reduce Costs? / Value for Money?
- Meeting changing needs of tenants? Your Tenant profile?
- Staff recruitment challenges?
- Providing more customer service options to tenants ?
- Environmental benefits? e.g. less staff travel
- More responsive service? e.g. Self diagnose repair
- Accessibility options – e.g.  **USERWAY**



## Purpose

- Report repairs
- Track repairs
- Pay rent/Check rent account
- General enquires
- Noise monitoring
- Provide feedback

## Platforms

- Website
- App
- Portal
- Live Chat
- AI Chat Bot
- Specific Apps – e.g. noise



What is the repair in relation to?

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Additional Information

Do you have any pets?

No

Does anyone in the house smoke?

No

how report disrepair

11:00

We have found 3 similar questions, please select the most relevant one for you.

How do I report a crime?

Unsafe contractor



can you help, a lot of noise next door, child crying all night, most nights

•

3 minutes ago

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can you help, a lot of noise next door, child crying all night, most nights

3 minutes ago

I'm not sure, but I may be able to help.

Please select an option, or try asking me something else. This is an automated service and I understand short direct sentences best.

3 minutes ago



Complaints

Benefits

Repairs



child next door crying all the time

3 minutes ago

I'm not sure, but I may be able to help.

Please select an option, or try asking me something else. This is an automated service and I understand short direct sentences best.

3 minutes ago



Repairs

Complaints

Benefits



Sorry, I'm struggling to connect and can't help with this right now.

Please come back and try again later.

3 minutes ago

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Over to you...