

A New Standard for Your Services

Fixing the Foundations and Improving Your Digital Experience

The Vision: Start by stating our commitment: a safe, healthy home and fair, evidence-based services for everyone.

The Problem: Acknowledge that currently, our information is scattered, which makes it hard for us to give you the service you deserve.

The Promise: We are moving to a "Single Source of Truth"—one version of the facts that every staff member can see and trust.

Quick Wins: Mention 24/7 access and the end of long phone waits as our top priorities.

Our Goal – Why We are Here

Defining "Data Blindness": Explain that when information is stuck in different spreadsheets, we are effectively "blind" to your full history.

The Safety Link: We are fixing this to ensure "The Golden Thread" of safety—perfect records for Gas, Fire, Electric, and Asbestos.

The Personal Touch: By joining up our data, we will automatically know your specific needs (like disabilities or medical requirements) without you having to repeat them.

Fixing the "Engine" (The Data Project)

The Analogy: Explain that the Data Project is the "engine" working behind the scenes to make sure the information is reliable.

Unique Home IDs: We are giving every home a "passport number" (UPRN) so systems never get one flat mixed up with another.

Moving Out of Spreadsheets: We are taking safety data out of private files and putting it in a central system where it belongs.

Data Stewards: Mention that we now have named staff in every team responsible for keeping your records accurate.

Specific Actions: The Data Project

- **Unique Home IDs (UPRN):** Giving every building a single "passport number" so systems like Repairs and Assets never get them mixed up.
- **Safety Records Cleanup:** Moving compliance records out of private spreadsheets and into a central, secure system.
- **Vulnerability Flags:** Creating a central register to alert staff if you have a medical need or disability, so they can make "reasonable adjustments" (like allowing more time to reach the door).
- **Data Stewards:** Naming specific staff members in every team who are responsible for checking that your.

Putting You in Control (The Portal Project)

- **The Problem:** Our current website and portal feel a bit like an "afterthought." Only 10% of residents are signed up to the portal, and zero repairs are currently booked online. This leads to long phone waits.
- **The Fix:** A complete rebuild of the "MySEH" portal and our website to make them modern, easy, and useful.

The Benefits for You:

- **Real-Time Tracking:** Track your repair like an Amazon package. You'll see when a contractor is coming and get SMS updates if they are delayed.

- **Accessibility:** The new site will be designed for everyone, including those with visual impairments or neurodiversity.

Specific Actions: The Portal Project

- **Amazon-Style Tracking:** Launching a repairs dashboard where you can track a contractor's arrival and see photos of finished work.
- **Simplified Login:** Removing the complicated "payment reference" hurdles to make registering for the portal quick and easy.
- **Proactive Text Alerts:** Setting up automated SMS updates so you are notified the moment a repair is booked or if an operative is running late.
- **DataSure Verification:** Using a tool called "DataSure" to double-check that the information you see on your phone matches exactly what we see in our systems.

How They Work Together

- **The Engine & The Dashboard:**
 - The **Data Project** is the "engine"—it makes the information accurate and reliable behind the scenes.
 - The **Portal Project** is the "dashboard"—it puts that accurate information directly into your hands on your phone or computer.
- **No More "Ghost Records":** We are using a new tool called "DataSure" to make sure what you see on the portal matches exactly what we see in the office. No more conflicting information.

What This Means for Your Housing Situation

- **Faster Repairs:** By booking online, you skip the queues. We aim to reduce phone wait times.
- **Proactive Care:** Instead of waiting for you to report a problem, we will use data to spot issues early, like identifying homes at risk of damp and mould before they become a health concern.
- **Honest Updates:** We will publish "Performance at a Glance" reports on our website. You will see exactly how we are doing—even the "red" numbers—and what we are doing to fix them.

Our Roadmap (When will it happen?)

- We are starting this work on **1st April 2026** and will deliver it in three stages:
- **NOW:** Fixing the foundations. Setting the rules for how we handle your data and mapping out every property correctly.
- **NEXT:** Launching the new MySEH Portal. This is when you will start seeing the real-time repair tracking and new automated alerts.
- **LATER:** Using "Smart Data." Using sensors and advanced tools to prevent service failures and ensure we are 100% compliant with all safety laws.

Questions and Your Feedback

- **Co-Design:** We don't want to build this in a vacuum. We want to work with the Resident Panel to test the new portal before it goes live.
- **"You Said, We Did":** Every complaint and piece of feedback you give us will be recorded in our new "Learning Circle" to ensure we don't just fix one repair, but fix the system that caused the problem.