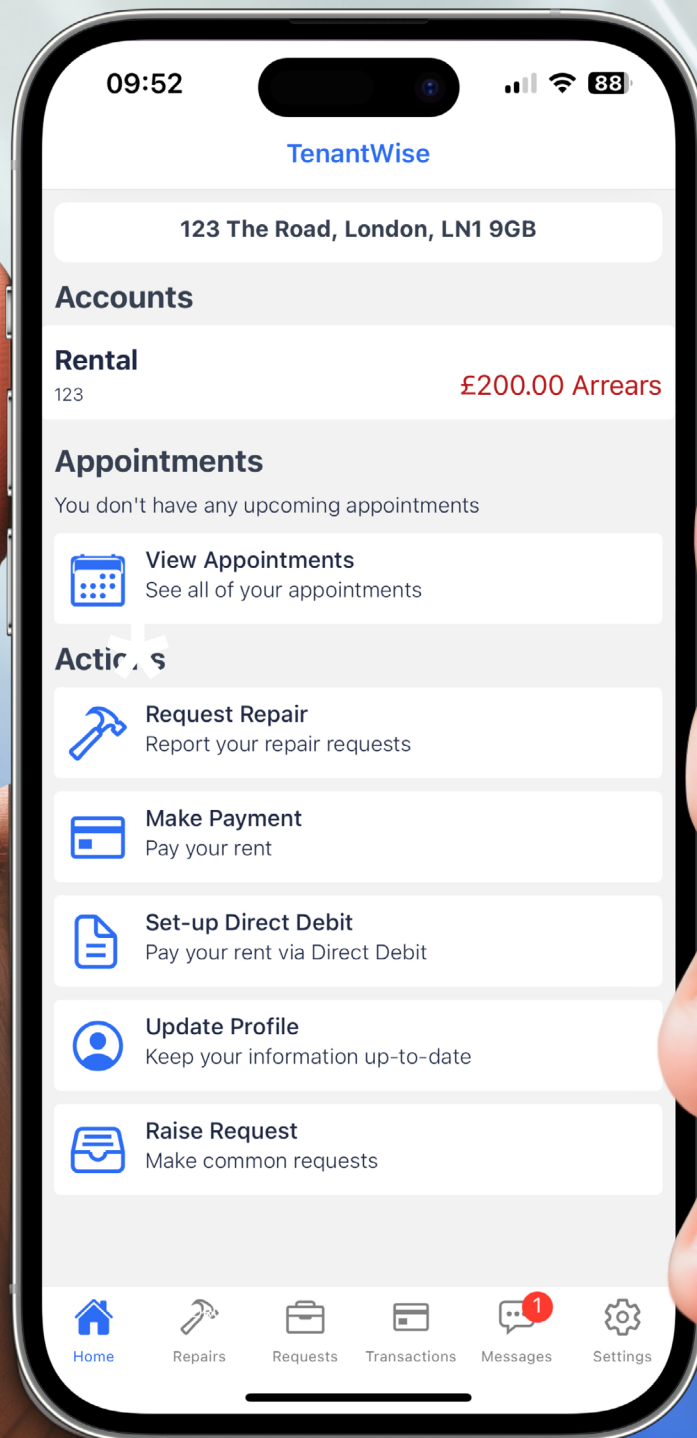


THE ULTIMATE TENANT PORTAL FOR HOUSING PROVIDERS



Every feature your customers need. Enable your tenants to self manage their account.

TenantWise was built with your customers in mind. Enable your tenants to self manage their accounts on web and mobile. We provide a modern and feature rich experience allowing tenants to make changes and view the status of their account without the need to pick up the phone and speak to your customer services team.



Tenants can keep track of their account with ease

TenantWise provides your tenants with full visibility of their account, allowing them to view their transactions, balance, and payment history at any time. Plus, if they have any queries or need additional support, they can easily raise requests directly from the app.



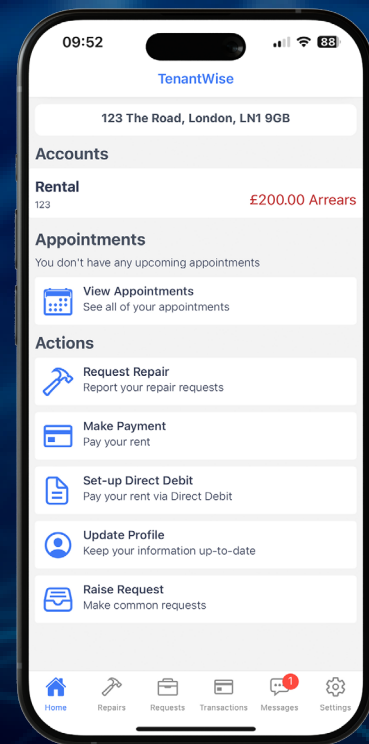
Help tenants never miss a payment

TenantWise makes payments a breeze with built-in integrations. Our integrations allow tenants to quickly and easily pay their rent, service charges, and other housing fees directly from their phone. Plus, they can set up direct debits so that payments are made automatically each month.



Tenants can raise repairs with just a few taps

TenantWise allows tenants to say goodbye to the hassle of long wait times on the phone, or the inconvenience of having to visit their housing providers office in person. Tenants can submit repair requests with just a few taps, ensuring that their maintenance needs are attended to promptly.



A true Software as a Service tenant portal.

TenantWise is a hassle-free, fully managed and hosted tenant portal that integrates directly with your housing management solution. If we don't already have it, we will build it.

Go paperless

Remove the need for paper communications by giving your tenants access to their account digitally.



Make your teams job easier

Tenants can update their details directly from the app, saving your teams time on repetitive tasks.



Engagement visibility

Access usage statistics for your portal, via our modern admin dashboard.



Drive efficiencies

Free up internal resource with our fully featured applications.



Save time

Your tenants can raise repairs, requests and make payments in seconds, cutting out the middleman.



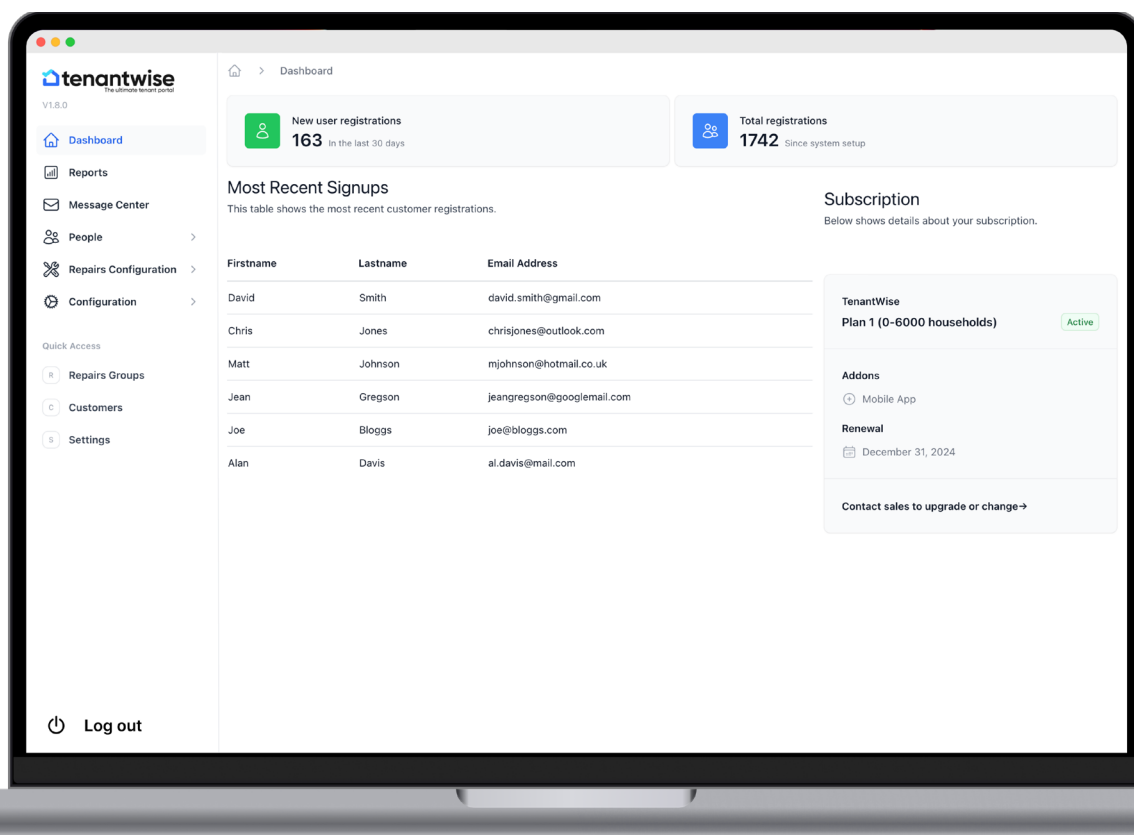
Safe and secure

Secure by design. Security is at the forefront of what we do.



Everything need in one place

TenantWise provides a clean and easy to use administrative dashboard. Making it super easy to configure your tenants experience.



1. Data at a glance

Easily check stats like signups and total registered users. Our dashboards provide quick and easy views of your data and usage.

2. Easy repair configuration

Repairs can be configured in seconds with the ability to make your configuration as simple or complex as you need.

3. Rich reporting

Get statistics on your engagement and your tenants usage. Our reporting dashboard makes it easy to see how your tenants are using your portal.

MAKE YOUR TENANTS LIVES EASIER TODAY.

We can setup your portal in a matter of minutes. Contact us to get started.

Cottsway

chooses TenantWise

Published: June 2024

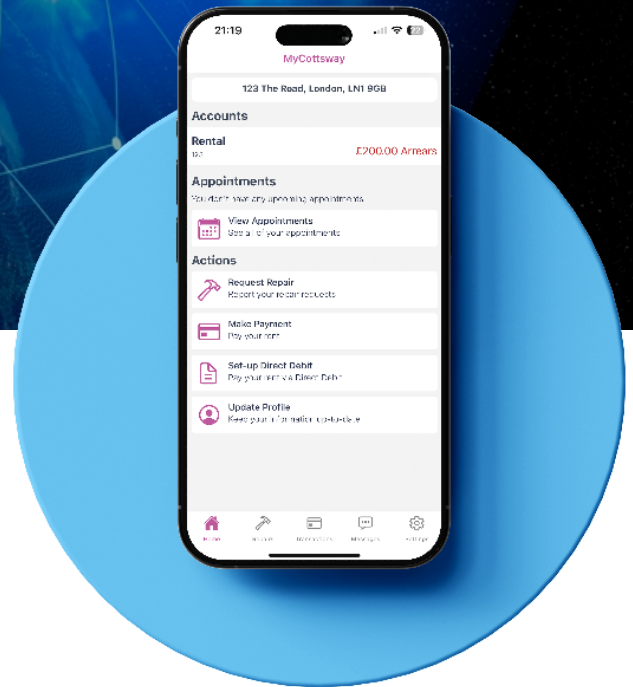
Cottsway, a leading housing association in West Oxfordshire, is dedicated to providing quality and affordable homes for their community. Their commitment to exceptional customer service drives them to continually seek innovative solutions to enhance their operations. When Cottsway integrated TenantWise with Civica Cx, they found it to be a transformative tool that significantly improved their services and customer satisfaction.

The implementation and onboarding process with TenantWise was remarkably smooth. Cottsway appreciated the responsiveness and efficiency of the support team during this critical phase, ensuring a seamless transition without any disruptions. This efficiency set a strong foundation for the positive experience that followed.

One of the most notable benefits of TenantWise for Cottsway has been the integration of the customer portal with their existing housing management system, Civica Cx and their payment systems, allpay. This integration was crucial as it allowed customers to self-serve and manage various aspects of their tenancy at their convenience through a user-friendly mobile app. The shift to a self-service model has not only enhanced customer satisfaction but also increased operational efficiency. The statistics from Cottsway demonstrate a significant rise in overall usage compared to their previous portal, highlighting the app's effectiveness and user appeal.

Support, maintenance and development have been another area where TenantWise has excelled. Cottsway consistently received quick responses and timely solutions from the TenantWise support team, along with continuous service improvement delivering new features. This level of support has been integral to maintaining the system's effectiveness.

tenantwise.co.uk



Before selecting TenantWise, Cottsway conducted a comprehensive market review, exploring various solutions. TenantWise stood out due to its included app, combined with its robust functionality and thoughtful design principles. These features made it an attractive and valuable product for Cottsway, offering scalability and adaptability to meet both current and future needs. This foresight ensures that TenantWise will continue to be a crucial component of Cottsway's digital strategy.

Looking forward, Cottsway plans to expand their digital presence and offerings further. They view TenantWise as a key enabler in achieving this goal, helping them to enhance customer engagement and service delivery. Based on their positive experiences, Cottsway highly recommends TenantWise to other businesses looking for a reliable and effective customer portal.

In summary, Cottsway's partnership with TenantWise has been highly successful. The seamless integration, user-friendly features, excellent support, and scalability of TenantWise have significantly contributed to Cottsway's ambition to provide more digital services, positioning them well for future growth and innovation.

*Case study provided by
Wendy Hardy, Head of Housing, Cottsway Housing
Association.*



CONTACT US

TENANTWISE.CO.UK