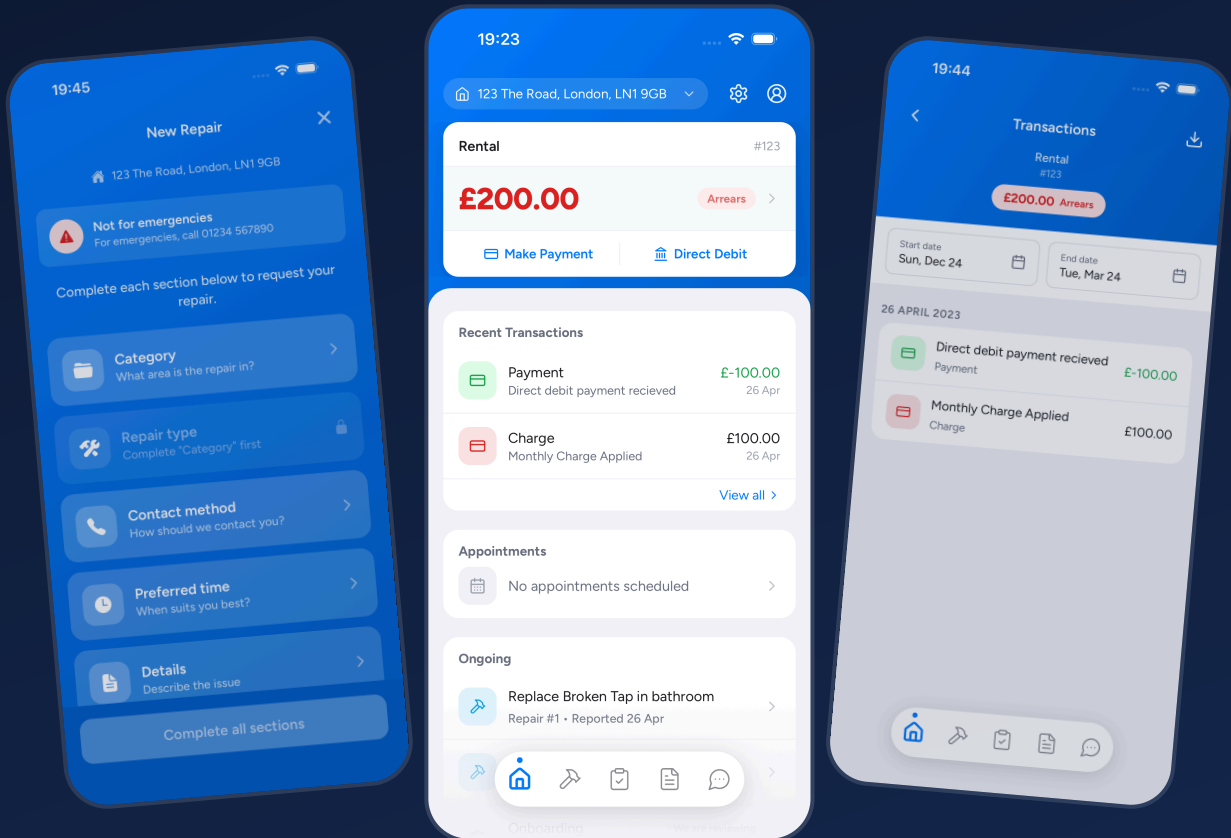


TENANT PORTAL FOR UK HOUSING PROVIDERS



# The ultimate tenant portal

A modern, fully managed SaaS platform that gives your tenants 24/7 self-service access via web and a native mobile app.



**24/7**

Self-service access

**SaaS**

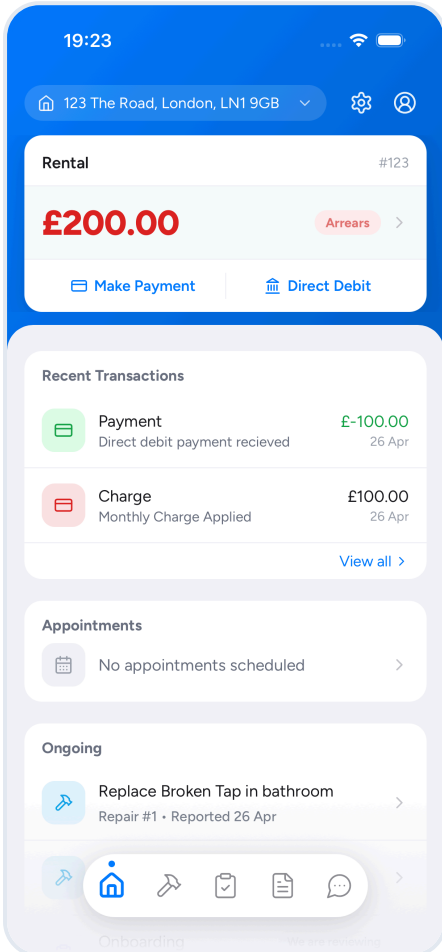
Fully managed & hosted

**Native**

iOS & Android app

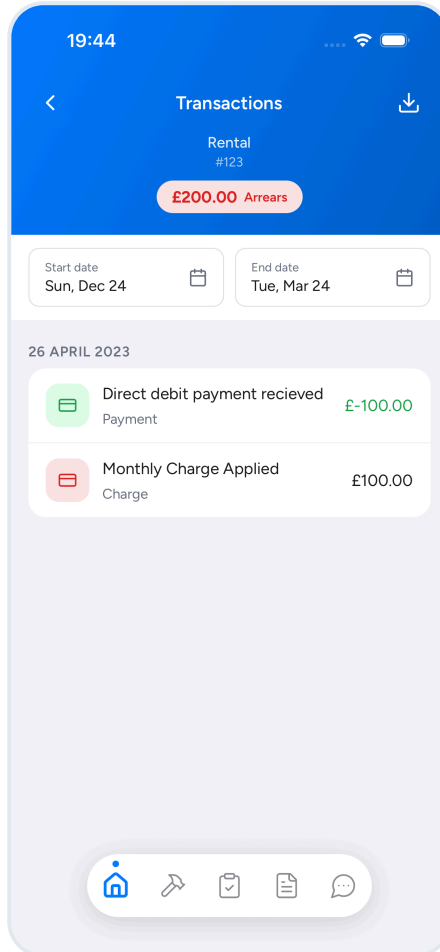
# Everything tenants need, in their pocket

TenantWise puts tenants in control. They can check their rent balance, make payments, report repairs, track progress, download documents and update their details — all from a native mobile app or web portal.



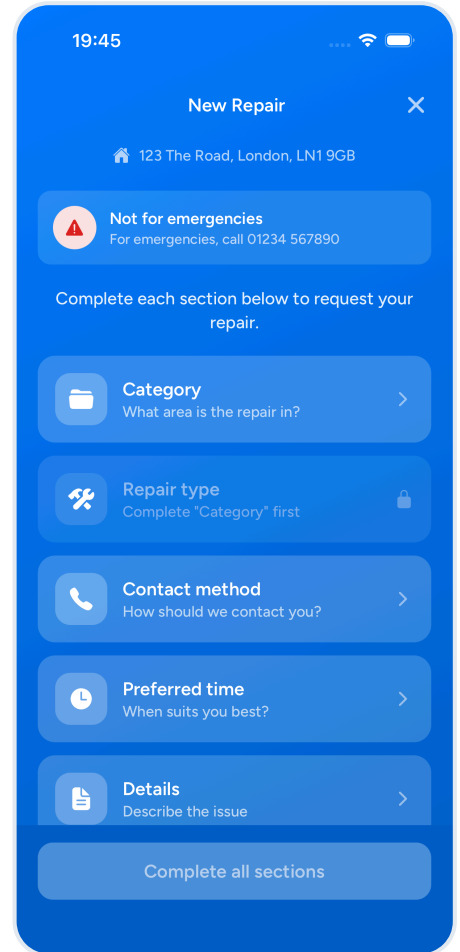
## Account overview

Balance, payments, repairs and appointments at a glance



## Transactions

Full payment history with downloadable statements



## Repairs reporting

Report a repair in under 3 minutes with real-time tracking

- **Electronic signatures** — Adobe Sign integration for tenancy agreements

- **Document management** — SharePoint access to letters and documents

- **Notifications** — Automated updates for repairs, payments and more

# Powerful tools for your team

The TenantWise admin dashboard gives your housing team complete visibility and control. Configure services, manage tenants, track engagement and automate workflows.

The screenshot displays the TenantWise admin dashboard. The top navigation bar includes the TenantWise logo and version (V3.0.0). The left sidebar contains a menu with items: Dashboard, Reports, Message Center, People, Repairs, Configuration, Integrations, Tasks, Shortcuts, Repairs Groups, Customers, Flow Instances, Support, and Docs. The main content area is divided into several sections:

- New user registrations:** 251 in the last 30 days.
- Total registrations:** 6132 Since system setup.
- Most Recent Signups:** A table showing the most recent customer registrations.
 

Firstname	Lastname	Email Address
David	Smith	david.smith@example.com
Rebecca	Jones	rebecca.jones@example.com
Tony	Matthews	tony@example.com
Matt	Johnson	matt.johnson@example.com
Joe	Bloggs	joe@example.com
Annabel	Jones	annabel.j@example.com
- Subscription:** Details about the current subscription, including the plan (Plan 1 (0-7000 households) - Active), add-ons (Mobile App, Tenant Onboarding), and renewal date (December 31, 2030). A link to contact sales for upgrades or changes is provided.

The user profile at the bottom left shows Andy Longhurst (andy@codebytwo.com).

## Reporting Dashboard

Real-time usage stats and engagement trends

## Repairs Config

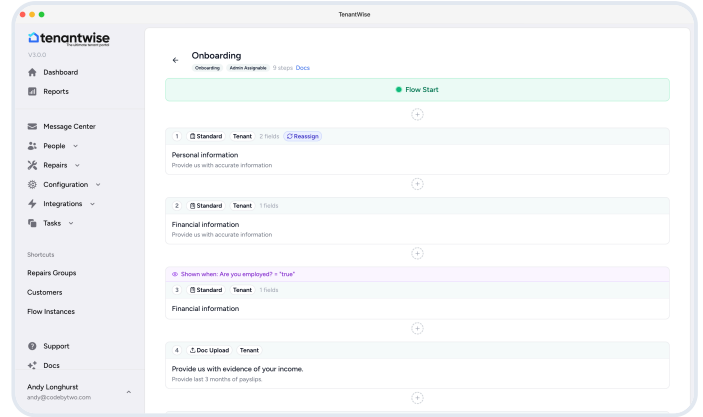
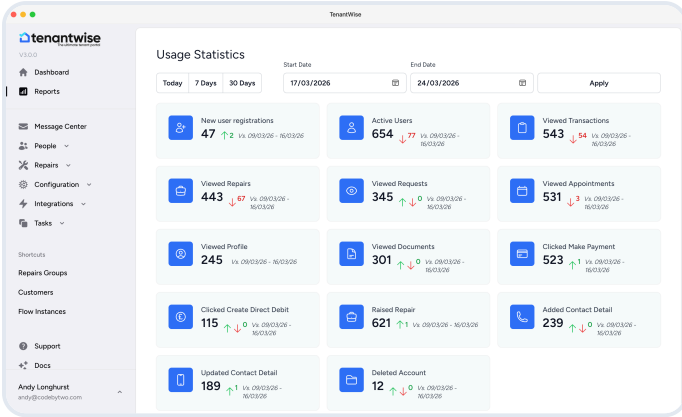
Set up categories and workflows in seconds

## Enterprise SSO

Microsoft Entra ID single sign-on

## White-Label

Your logo, colours and domain



### Usage Statistics

Track every interaction — repairs raised, payments made, documents viewed. Compare periods and spot trends with real-time analytics.

### Customisable Task Flows

Build onboarding templates with conditional steps, document uploads, Adobe Sign and automated reminders.

↓

**Reduce**  
avoidable calls

↑

**Improve**  
TSM scores

↓

**Cut**  
onboarding time

↓

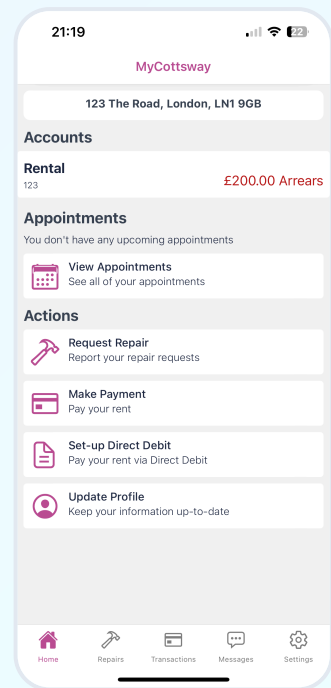
**Eliminate**  
paper processes

CASE STUDY

## Cottsway Housing Association

Cottsway integrated TenantWise with Civica Cx and allpay to deliver a modern self-service experience. The result: significantly higher digital adoption than their previous portal.

- ✓ Seamless HMS & payment integration
- ✓ Major increase in digital adoption
- ✓ Smooth implementation & responsive support
- ✓ Tenants self-serve repairs, payments & queries



*TenantWise stood out due to its included app, combined with its robust functionality and thoughtful design principles.*

**Wendy Hardy, Head of Housing, Cottsway Housing Association**

### Integrations

- Civica Cx
- Adobe Sign
- Microsoft Entra ID
- SharePoint
- allpay
- Custom HMS via API



# Ready to transform your tenant experience?

Take our free 3-minute Digital Engagement Health Check to benchmark where you stand, or get in touch to book a personalised demo.

## Health Check

[tenantwise.co.uk/health-check](https://tenantwise.co.uk/health-check)

Free 3-minute assessment

## Book a Demo

[hello@tenantwise.co.uk](mailto:hello@tenantwise.co.uk)

Personalised walkthrough

## Website

[tenantwise.co.uk](https://tenantwise.co.uk)

Features, blog & comparisons