Quick Reference Guide
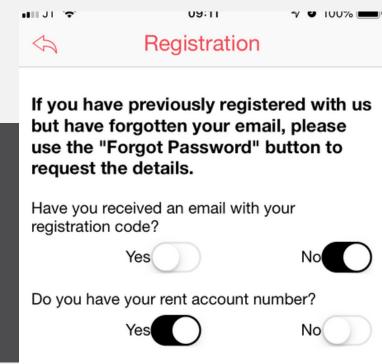
Using our self service client app

ANDIUM @ HOME

Registration process

We must have a record of your email address on our system in order to validate your identity, Please ensure that we have your email address before attempting to register to use the app.

1. When you first open the app click the Register button.
2. You will be asked if you have received an email with a unique code - answer No to this
3. You will be asked if you have a rent account number - answer Yes to this.

If you have previously registered with us but have forgotten your email, please use the "Forgot Password" button to request the details.

Have you received an email with your registration code?

Yes ○   No ●

Do you have your rent account number?

Yes ●   No ○

Press Next to continue

Next

Registration process

1. Before attempting to register for our app please ensure that we hold your email address on our system. This is required to validate your identity
2. If we have your email address on our system. You will receive an email with a unique code, which is required to complete the registration process.
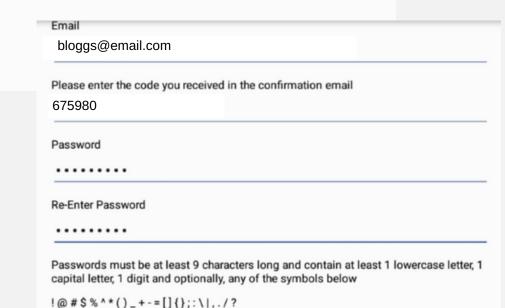3. You will be asked to set up a password for the app and the process is complete.

Register l.baudains@andiumhomes.je with Rent Account Number 1123456

Rent Account No

123456

Email

bloggs@email.com

When you tap on the Initial Registration Stage button below, you will receive, by email, a code that you will need to enter that confirms your email address.

Registration Successful

Initial registration stage complete. The code will expire in 24 hours. If you do not receive a code via email within 24 hours, please contact our customer support centre on 500700

Tap Next to continue with the registration

Email

bloggs@email.com

Please enter the code you received in the confirmation email

675980

Password

••••••••

Re-Enter Password

••••••••

Passwords must be at least 9 characters long and contain at least 1 lowercase letter, 1 capital letter, 1 digit and optionally, any of the symbols below

! @ # $ % ^ * ( ) _ + - = [ ] { } ; : \ | , . / ?

Final Registration Stage

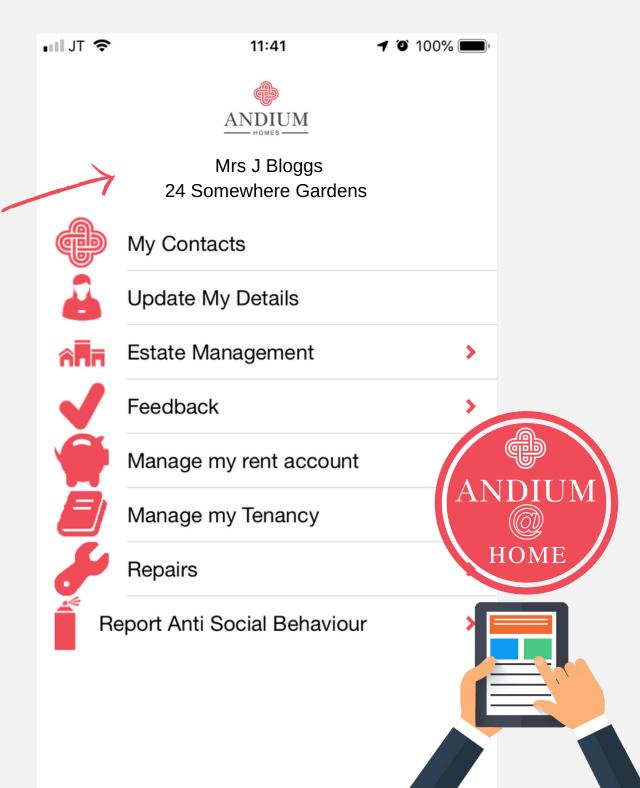Previous   Close

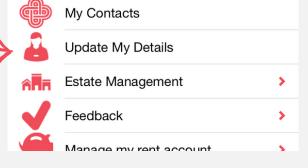Once successfully registered you can log in with the password you created.

You will see your name and address at the top of the screen

There are a number of menu options which will provide you with various functionality which we will run through in this document for you.
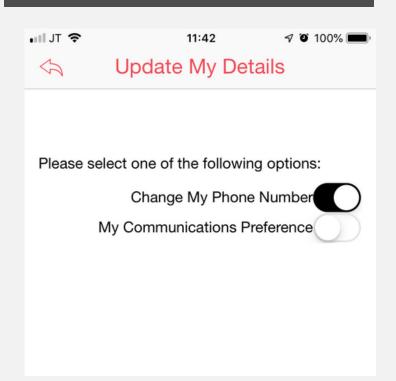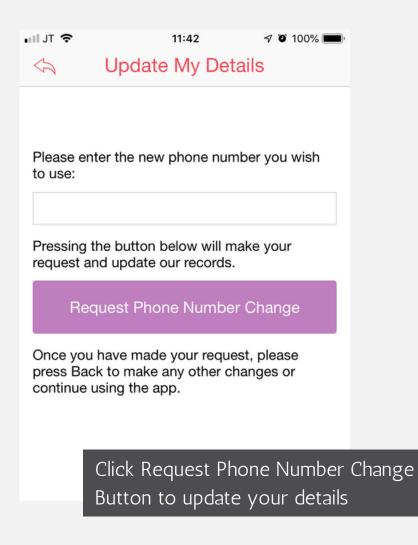
● JT 11:41 100%

ANDIUM
— HOMES —

Mrs J Bloggs
24 Somewhere Gardens

My Contacts

Update My Details

Estate Management

Feedback

Manage my rent account

Manage my Tenancy

Repairs

Report Anti Social Behaviour

ANDIUM
@
HOME

Update my Details

This section will allow you to update your phone number and communications preferences on our system

My Contacts

Update My Details
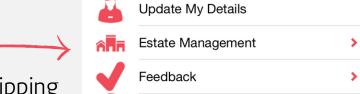
Estate Management ›

Feedback ›

Manage my rent account ›

1. To update your phone number on our system
2. Toggle the Button next to Change my phone number
3. Enter your new number of the next screen

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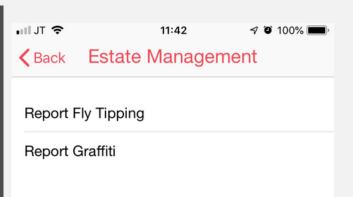
↶ **Update My Details**

Please select one of the following options:

Change My Phone Number ⬤

My Communications Preference ◯

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↶ **Update My Details**

Please enter the new phone number you wish to use:

Pressing the button below will make your request and update our records.

Request Phone Number Change

Once you have made your request, please press Back to make any other changes or continue using the app.

Click Request Phone Number Change Button to update your details

Estate Management

This section will allow you to report Fly Tipping and Graffiti on your estate.

Update My Details

Estate Management ›

Feedback ›

Manage my rent account ›

1. Select the report you wish to make; Flytipping or Graffiti
2. Provide as much information as possible in the report

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‹ Back   **Estate Management**

Report Fly Tipping

Report Graffiti

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Report Fly Tipping

Report Fly-Tipping

Please provide some general information about the fly-tipping incident

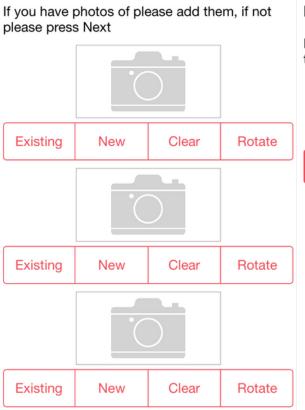Details of flytipping ⊗

Click Next

Next

Estate Management

This section will allow you to report Fly Tipping and Graffiti on your estate.

Update My Details

Estate Management ›

Feedback ›

Manage my rent account ›

Manage my Tenancy ›

In both the flytipping and graffiti reports you can attach photos and tag the location

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If you have photos of please add them, if not please press Next

| Existing | New | Clear | Rotate |

| Existing | New | Clear | Rotate |

| Existing | New | Clear | Rotate |

Previous   Next

Report Fly-Tipping - Location

Please record the location of the fly-tipping incident

Current Location

Saint Helier

Previous   Next

Report Fly-Tipping - Confirmation

Are you sure you wish to report this fly-tipping incident?

Yes   No

Your request will be processed within the next 5 working days, please tap "Finish" to confirm.

Your contact has been logged, we will be in touch if we require any additional information from you.

Click Finish to submit your report

Previous   Finish

Feedback

This section will allow you make a comment, compliment or complaint regarding a service, member of staff or a policy.
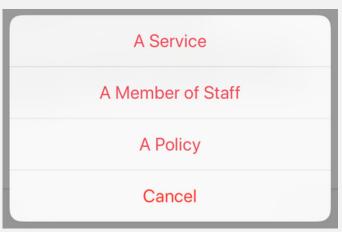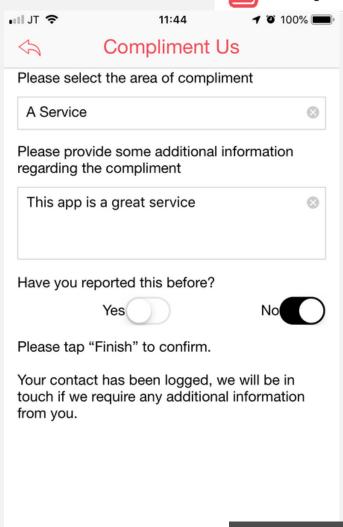
Estate Management ❯

Feedback ❯

Manage my rent account ❯

Manage my Tenancy ❯

1. Select the item you would like to comment on - service, staff, policy
2. Complete as much information as possible on the feedback form.

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◁   **Compliment Us**

Please select the area of compliment

A Service   ⊗

Please provide some additional information regarding the compliment

This app is a great service   ⊗

Have you reported this before?

Yes ⬤——   No ——⬤

Please tap "Finish" to confirm.

Your contact has been logged, we will be in touch if we require any additional information from you.

A Service

A Member of Staff

A Policy

Cancel

Click Finish to submit your report

→ Finish

Manage my rent account

This section will allow you manage your rent account by viewing a quick balance, a detailed statement as well as managing your rental payments by setting up a direct debit or making a payment online.
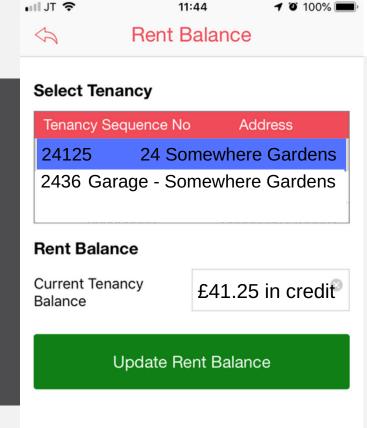
	Feedback	›
	Manage my rent account	›
	Manage my Tenancy	›
	Repairs	›
	Report Anti Social Behaviour	›

Rent Balance

1. At the top of the screen you will see any tenancies you hold
2. Highlight the tenancy you wish to view the balance on then press Update button
3. This will populate and update the Current Balance field

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Rent Balance

Select Tenancy

Tenancy Sequence No	Address
24125	24 Somewhere Gardens
2436	Garage - Somewhere Gardens

Rent Balance

Current Tenancy Balance   £41.25 in credit ⊗
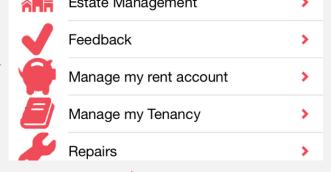
Update Rent Balance

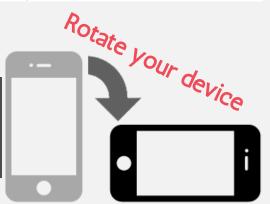Press the Update Rent Balance to refresh the amount each time you go into this page.

Close

Manage my rent account

This section will allow you manage your rent account by viewing a quick balance, a detailed statement as well as managing your rental payments by setting up a direct debit or making a payment online.

	Estate Management	>
✓	Feedback	>
🐷	Manage my rent account	>
📕	Manage my Tenancy	>
🔧	Repairs	>

Rent Transactions

Rotate your device

There is a lot of information on this screen which is best viewed in landscape mode. The table can also be dragged from left to right if the data goes off the page.

Transaction Date	Description	Charges	Payments
10 May 2019	Direct Debit Payment...		£1,557.00
24 Apr 2019	Refund	£6.71	
18 Apr 2019	Rent - 24 Somewhere Gardens		£145.00
4 Apr 2019	CityPay - Online Payment		£1,057.00

Drag the screen from left to right to see more information

Close

Manage my Tenancy

This section will allow you manage your tenancy, by updating household members, giving notice, view lettings available on our website

Manage my rent account	>
Manage my Tenancy	>
Repairs	>
Report Anti Social Behaviour	>

1. At the top of the screen you will see the household members listed on your tenancy.
2. If you want to add a household member to your tenancy click add.
3. This will open a form that allows you to fill in the new household members details.

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⤺ **Update Household Members**

Name	Relationship
Mr Bloggs	Husband

Add

Pressing the button below will make your request and update our records.

Update Household Members

Once you have made your request, please press Back to make any other changes or continue using the app.

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⤺ **Update Household Members**

Title

Forename

Surname

Date of Birth

Relationship to client

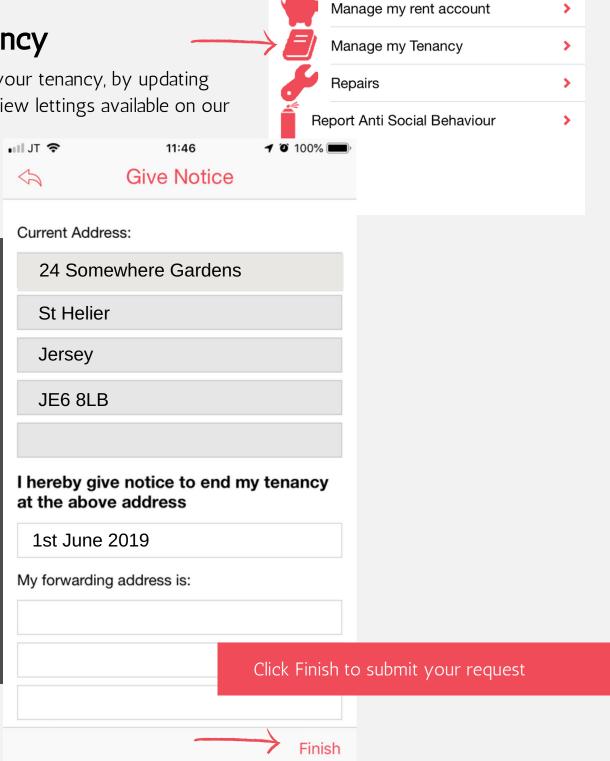Click Done to submit your request

Cancel   Done

Manage my Tenancy

This section will allow you manage your tenancy, by updating household members, giving notice, view lettings available on our website

Manage my rent account ›

Manage my Tenancy ›

Repairs ›

Report Anti Social Behaviour ›

1. If you wish to give notice the form will auto populate your address.
2. You must let us know the date you wish to terminate your tenancy and as much information about your forwarding address and your contact details.
3. This will not end your tenancy on our system, it will generate a request that will be actioned by our team.
4. Rent will continue be charged to you until the keys are returned. It is important that you check your rent balance when you return your keys

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Give Notice

Current Address:

24 Somewhere Gardens

St Helier

Jersey

JE6 8LB

I hereby give notice to end my tenancy at the above address

1st June 2019

My forwarding address is:

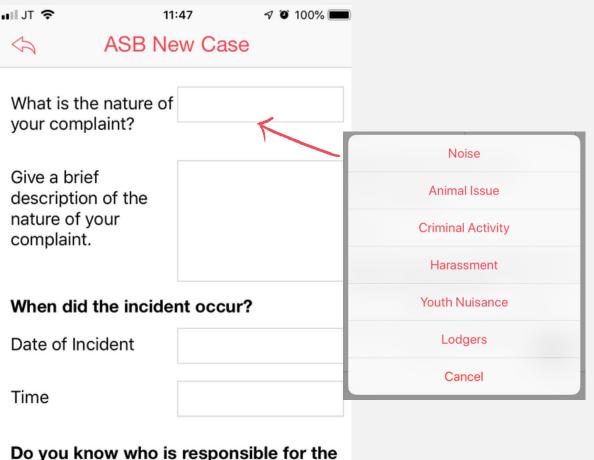Click Finish to submit your request

Finish

Report Anti Social Behaviour

This section will allow you report any instances of anti social behaviour or provide an update on an existing case you have reported to us

Manage my Tenancy
Repairs
Report Anti Social Behaviour

1. Complete as much information as possible on the report of Anti Social Behaviour report including the nature of the complaint and the date and time etc
2. If you know who is responsible for the anti social behaviour being caused please fill in their property address

ASB New Case

What is the nature of your complaint?

Give a brief description of the nature of your complaint.

When did the incident occur?

Date of Incident

Time

Do you know who is responsible for the issue you are reporting?

Yes   No

Are you sure you wish to report ASB?

Yes   No

Noise

Animal Issue

Criminal Activity

Harassment

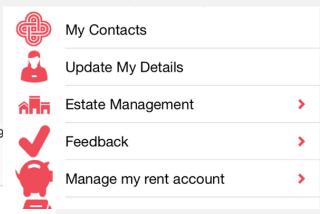Youth Nuisance

Lodgers

Cancel

Click Finish to submit your request

Finish

My Contacts

Any request you make with us via the app, in person or by phone or email will be recorded as a record on our system as a contact. You'll be able to see a full list of your contacts and their status in the My Contacts section of the app.

My Contacts	
Update My Details	
Estate Management	>
Feedback	>
Manage my rent account	>

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↩ **My Contacts**

1. All of your contacts will be listed in date order with a subject classification.
2. You highlight any of the contacts and click into it to view more information

Date	Subject		
09/04/2019	Fly-Tipping	ⓘ	>
09/04/2019	Offensive Graffiti	ⓘ	>
09/04/2019	Comment or Suggestion from Clie...	ⓘ	>
09/04/2019	Compliment from Client: 1483624	ⓘ	>
09/04/2019	Report ASB by Client: 1483624	ⓘ	>
09/04/2019	Additional Household Member for...	ⓘ	>
09/04/2019	Give Notice Requested For Client:...	ⓘ	>
07/04/2019	Fly-Tipping	ⓘ	>
04/04/2019	Report ASB by Client: 1483624	ⓘ	>
04/04/2019	Fly-Tipping	ⓘ	>
03/04/2019	undefined	ⓘ	>
02/04/2019	undefined	ⓘ	>

Close

My Contacts

Any request you make with us via the app, in person or by phone or email will be recorded as a record on our system as a contact. You'll be able to see a full list of your contacts and their status in the My Contacts section of the app.
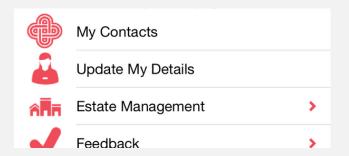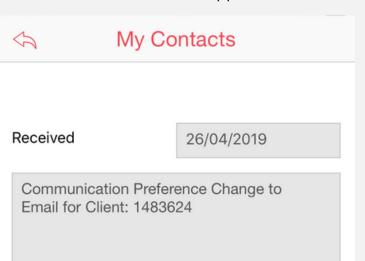
My Contacts

Update My Details

Estate Management

Feedback

My Contacts

Received
26/04/2019

Communication Preference Change to Email for Client: 1483624

Actions generated will show a status., due date, completion date and comments.

Details of the contact will be displayed along with any actions generated showing underneath

Action	Status	Due Date	Completion Date	
Communications Pref	Completed	26/04/2019	26/04/2019	upd:

← → Drag the screen from left to right to see more information

Action	Status	
Communications Pref	Completed	

Done

Click Done to return to the full list of contacts

Done