



WELCOME TO YOUR AUTUMN NEWSLETTER

Newsletter— Autumn Edition

Issue 3—2024

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Welcome to our Autumn Edition which provides you with useful links and information about the new and exciting work we have been carrying out over the last few months. This newsletter will also better inform you how these changes may impact you, as our customer.

Our First Customer Engagement Panel!



Auckland Home Solutions (AHS) held its first Customer Engagement Panel meeting on Monday 4th November.

A total of 5 customers attended the meeting along with their chosen support workers. AHS also had a guest attendee, which was Kevin from TPAS (Tenant Engagement Experts).

Some members attended in person and others via Microsoft Teams. The first meeting was a fantastic opportunity for the panel to be introduced to each other and visit AHS's Head Office and some members of the team who they have never seen before.



What was discussed?

Within the meeting the Terms of Reference were agreed and dates of future meetings were penciled in that will focus on reviewing the Sign-Up Process for new customers, including reviewing the 12 week survey. This survey is designed to give new customers the chance to provide AHS with valuable feedback after they have moved in to establish what can be done to improve customers experience when first moving into their new home.

Customers also asked that we look at a Communal Area Standard to ensure all properties offer the same standard. They also asked AHS to review Energy Efficiency to give the most affordable energy to our customers.



There is still time to Join!

AHS will publish updates from each Customer Engagement Panel Meeting and if you are interested in joining the panel please contact AHS:

Email – info@ahscic.co.uk

Telephone – 0191 5870848

Housing Officer – speak with your housing officer when they next visit your property.

Join

us

OUR NEW APP!!



THE DEVELOPMENT JOURNEY

AHS met up with a small focus group at one of our properties to give a demonstration of the how the App and the website portal works

Feedback was received from the customers including what they liked and what they didn't. Suggestions were made as to how user-friendly it was and what improvements could be made. This feedback has helped to design the app you will use today!

Main Feedback Received: our group decided that they would all use the App rather than the website version as they found it was easy to navigate around.

AHS Customer Portal Guide

Follow the guide provided to start using our app today!

Accessing the Portal

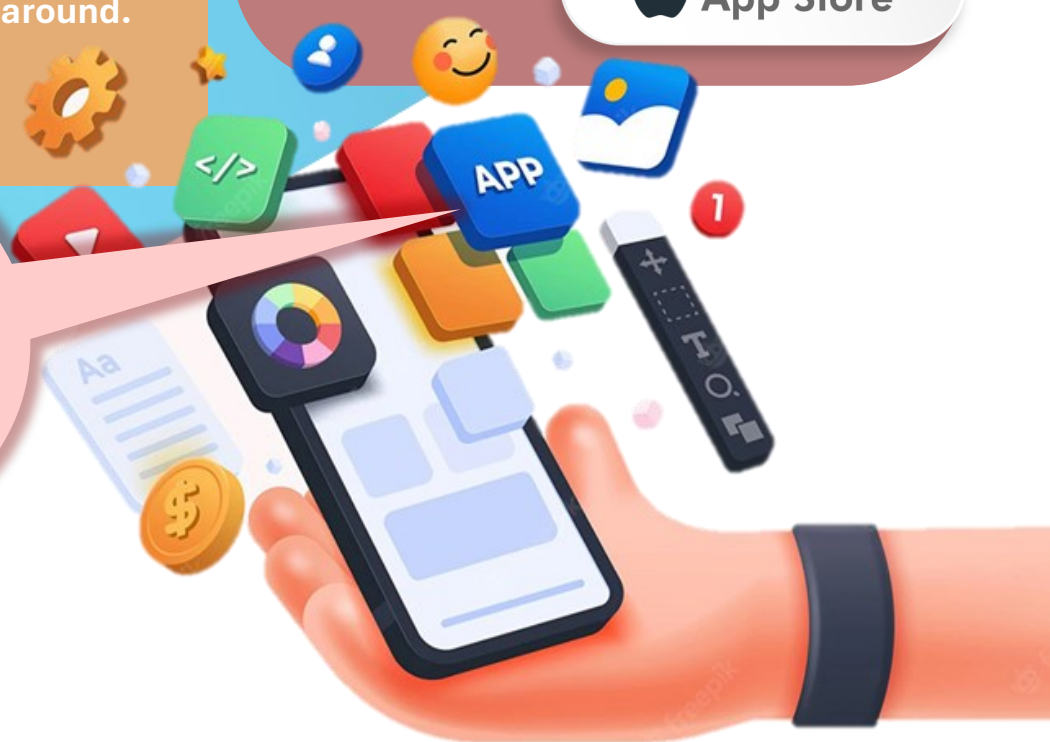
To access the portal, firstly you can start by visiting our website via <https://www.aucklandhomesolutionscic.co.uk/> and click on the "Customer Portal" button that you will find located near the top right of the screen.

Or you can simply download our app called "**MyAuckland**" on the Google Play Store or the Apple App Store.



Get the App TODAY

It is just a few clicks away!



Your App— How to Sign Up



When signing up to access your customer account, you will need to have the same email address that is used for your customer account. Your customer account is what AHS use so you can access your information and account. You will also need your account code.

If you do not have this information, feel free to contact your Housing Officer or get in touch with us via: info@ahscic.co.uk.

1. Go to our website using the following link <https://www.aucklandhomesolutionscic.co.uk/>

You can then click on the option called “Customer Portal” near the top right corner.

Or download the ‘MyAuckland’ app.



If you know you have not previously provided this to AHS, don't worry you can contact us and we will help!



If you do not know your customer code, you can contact us or there are other ways to log in mentioned on page 5!

2. Click the sign-up button and enter your account code (as mentioned above) and your email address and then click submit.

3. After clicking submit, you will then need to go into your emails and receive an email from AHS (via: repairs@ahscic.co.uk) which will contain your password.



4. Going back to the sign in page you will need to enter the same email address and the password that you have now received from AHS. Then click login.

5. You should now be logged in.

Another Way to Sign Up!



Like everything at AHS, we believe our customers should have options to choose from. Therefore, there is an alternative way to sign-up which does not require you to know or have your customer account code. Keep reading to find out how!

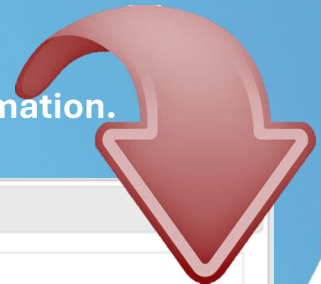


Firstly, Repeat the Same Steps...

1 - Go to our website (<https://www.aucklandhomesolutionscic.co.uk/>) and click the option called “Customer Portal” near the top right corner. Or open our app.

2 – Click the sign-up button and enter your email, even if you don’t know your account number you will need to enter a number in the box provided. In this instance, please use ‘0000’.

This will bring up a new window requesting alternative information.

A screenshot of a web form titled "Account Sign Up". The form has a grey header bar with the title. Below the header, there is a message: "There is a problem validating your account. Please enter the information below to validate your account." The form contains three input fields: "Email Address" with the value "jimbob44@gmail.com", "Surname", and "Date of Birth". At the bottom of the form, there are two buttons: "Cancel" and "Submit".

3. Within the new fields provided it will now give you the option to sign up using your surname and date of birth in the DD/MM/YYYY format.

Once completed, click submit.

4. You will then need to go into your email account and find an email from AHS (via: repairs@ahscic.co.uk) which will have your password in it.

5. Going back to the login page, you will need to enter your email and password into the fields and then click login.

6. You should now be logged in.



Changing Your Password

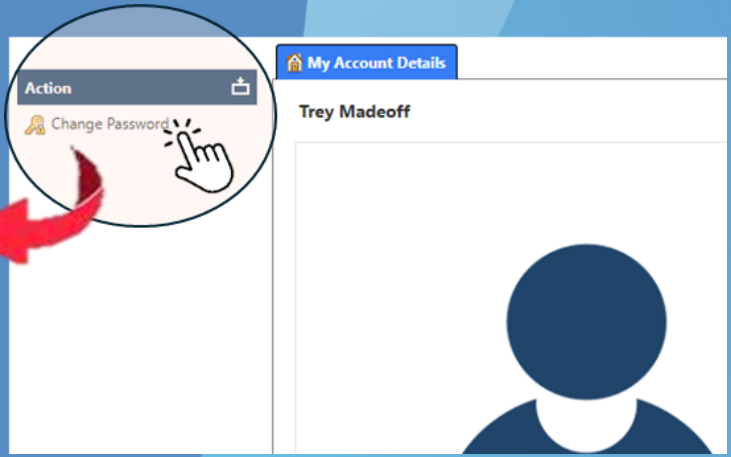


After logging for the first time, it is now possible to change your password.
TOP TIP: We would recommend writing your new password down or saving it somewhere so if you forget it, you can still login!

When Using a Computer

If you are using a computer to change your password, the button will be in the top left corner, as shown below

You can Click on this action to change your password..
Make it memorable!

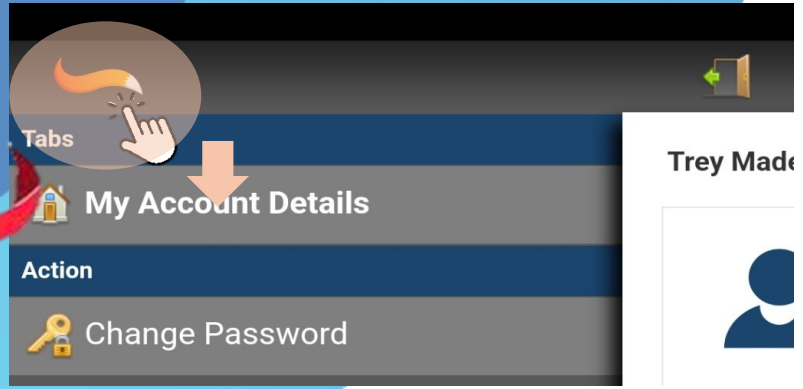


When Using a Phone

On the phone app. there will be a fox's tail showing in the top left corner.
Click on the fox's tail and the drop-down option will be found.

You can now change your password

Note: The drop down list will not show unless you click the Fox's tail!



Features!

Notices - when logging in it shows a notice that can have attachments like the newsletter. This can be skipped or not shown again depending on the button you click.

My Personal Details - you can check your personal details and update some of them.

Accounts and Payments - This page shows your transaction history and your account balance.

Repairs - log new repairs and view previously made repairs.

Get in Touch - This page allows you to contact us by filling out a quick form which will be sent to us.

Give us your Feedback - This page is where surveys will be added in the future. Where you can complete them.

Home Contents Insurance



Home Contents Insurance - Why do you need content insurance?

Whether you live in a shared house or a self contained flat, contents insurance is essential for safeguarding the items you value most, such as furniture, electronics, clothing, and personal mementos. Many customers mistakenly believe their landlord's insurance covers their personal belongings, but this is not the case. Having contents insurance gives you peace of mind, knowing you're protected against unforeseen losses. Home content insurance policies are designed to cover your personal belongings from unexpected events such as theft, fire, water damage, and more.

As part of our commitment to helping you protect your home and belongings, we have researched into a reliable and affordable options for content insurance: Post Office, Direct Line and Tesco all provides flexible, affordable coverage, tailored to individual needs, with optional add-ons like accidental damage protection.

How to Get Started

To get a personalised quote or learn more about these options, you can visit their websites or call their customer service teams. **Protecting your belongings is just a phone call away!**

Insurance Companies Contact details :

Post office content insurance

03334 439 850

www.postoffice.co.uk



[Contents Insurance | Contents Insurance Cover | Post Office](#)



Tesco

0345 366 8632

www.tescobank.com

[Contents Insurance - Apply for a quote online \(tescobank.com\)](#)

Direct Line

0345 246 8372

www.directline.com



[Home insurance | Direct Line](#)

Christmas 2024 Opening Times

AHS's opening times during the Christmas and New Year period are:

Monday 23 rd December	9am – 5.00pm
Tuesday 24 th December	9am – 12.30pm
Wednesday 25 th December	CLOSED
Thursday 26 th December	CLOSED
Friday 27 th December	9am – 5.00pm
Monday 30 th December	9am – 5.00pm
Tuesday 31 st December	9.00am – 5.00pm
Wednesday 1 st January	CLOSED
Thursday 2 nd January	9.00am – 5.00pm
Friday 3 rd January	9.00am – 5.00pm

If you need to report a repair
(including when we are closed)
please contact the following number:

0191 650 0988

Note this number is monitored 24 hours.

