

# Integrated Housing System (IHS)- Council Briefings

16<sup>th</sup> October 2018

## Overview:

- Contract signed with Northgate Public Service for NPS Housing system
- First in Rep. of Ireland to go live with NPS Housing system
- Roll out will take ~18 months
- Project team from Housing and IT
- System Go Live Early 2020
- NPS- Brief background

# Impact on Key Stakeholders post go live

## Customers

- Tenants can self serve 24 hours a day, 7 days a week on any device (fully mobile responsive)
- Real time information will be available
- On line application forms, with save & retrieve and document upload
- Higher level of customer service- through automation of mundane tasks, staff time will free up to directly help those with the greatest need
- Improved engagement with extensive communication capabilities

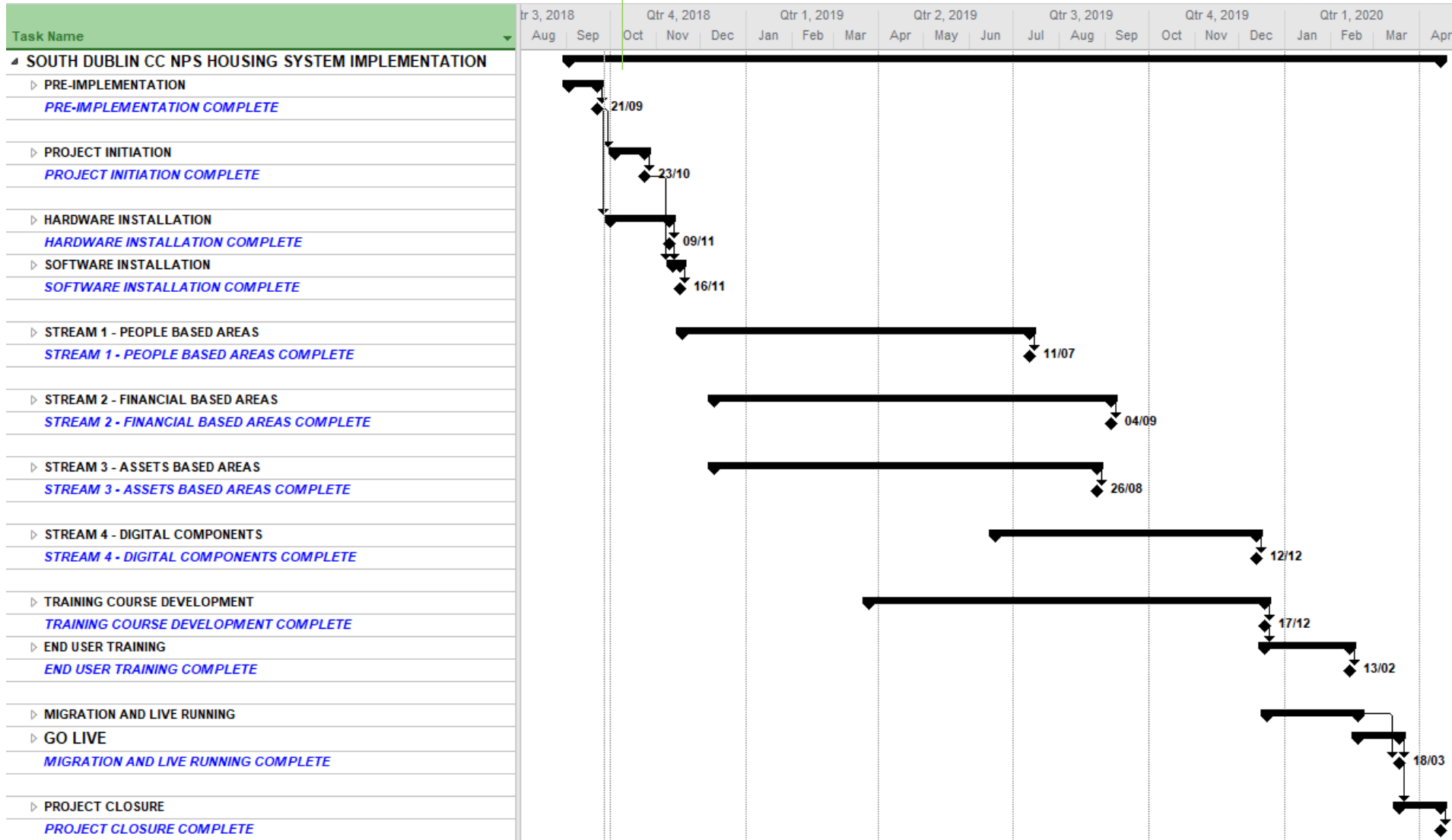
# Impact on Key Stakeholders post go live

## Councillors

- Improved response times to queries
- Real time information will be available
- Improved reporting capabilities
- Reduced grievances being raised from Housing customers
- Faster and improved decision making informed by real time management information
- Proactive rather reactive Housing department services through evidence based insight into current trends to enable appraisal of the different strategic options

# High-level Project Plan

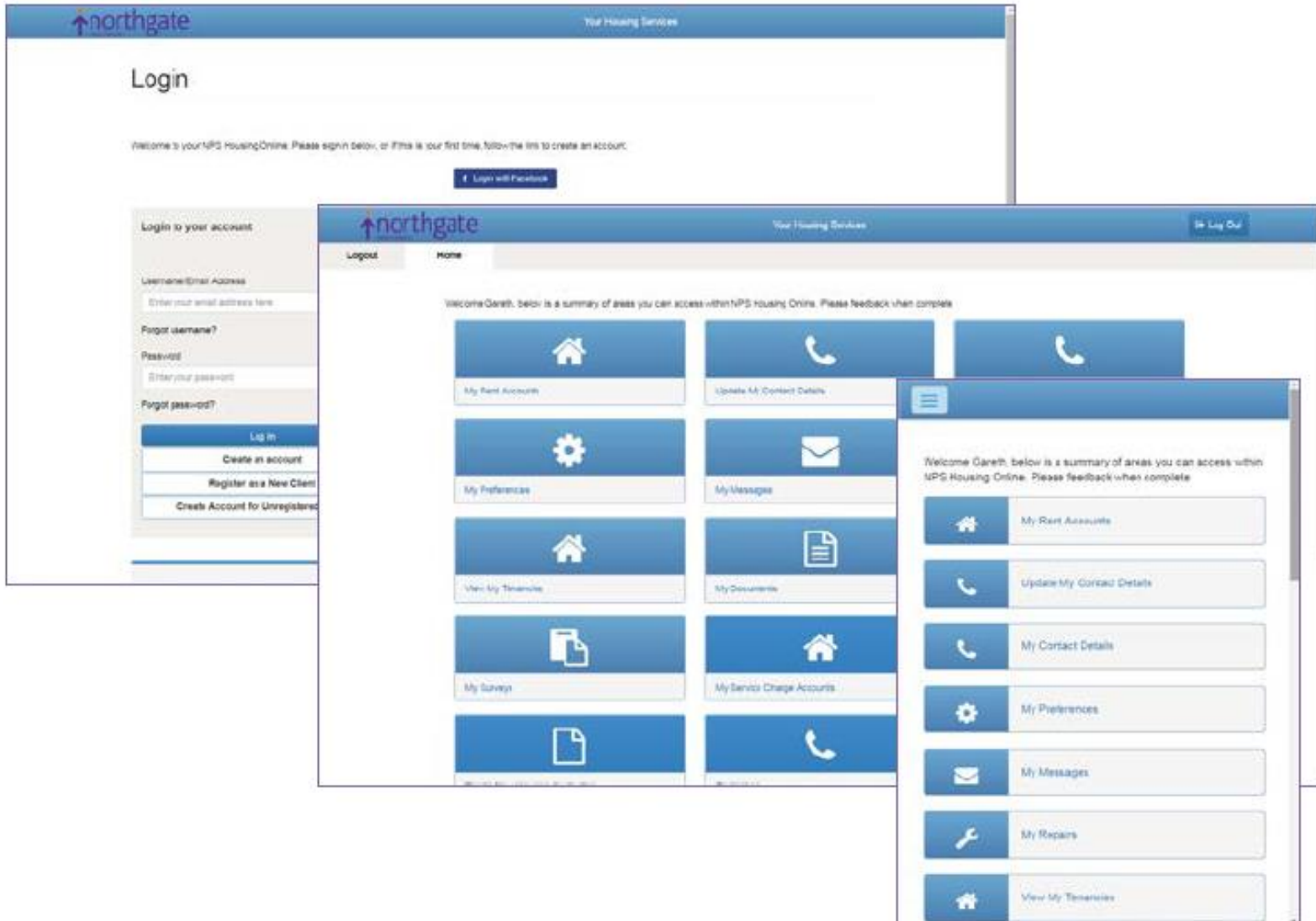
Today



# High level view of NPS Housing



# NPS Housing- Customer Portal



The image displays two screenshots of the NPS Housing Customer Portal. The top screenshot shows the login page with the Northgate logo and a 'Login' heading. Below the heading, there is a welcome message and a 'Login with Facebook' button. The bottom screenshot shows the user dashboard for a logged-in user named Gareth. The dashboard includes a navigation menu with 'Logout' and 'Home' options, and a grid of service tiles such as 'My Rent Accounts', 'Update My Contact Details', 'My Preferences', 'My Messages', 'View My Tenancies', 'My Documents', 'My Surveys', and 'My Service Charge Accounts'. A sidebar on the right provides a vertical list of these services.

**Northgate** Your Housing Services

## Login

Welcome to your NPS HousingOnline. Please sign in below, or if this is your first time, follow the links to create an account.

[Login with Facebook](#)

**Login to your account**

Username/Email Address  
Enter your email address here

Forgot username?

Password  
Enter your password

Forgot password?

[Log In](#)

[Create an account](#)

[Register as a New Client](#)

[Create Account for Unregistered](#)

**Northgate** Your Housing Services [Log Out](#)

[Logout](#) [Home](#)

Welcome Gareth, below is a summary of areas you can access within NPS Housing Online. Please feedback when complete

- My Rent Accounts
- Update My Contact Details
- My Preferences
- My Messages
- View My Tenancies
- My Documents
- My Surveys
- My Service Charge Accounts






















Welcome Gareth, below is a summary of areas you can access within NPS Housing Online. Please feedback when complete

- My Rent Accounts
- Update My Contact Details
- My Contact Details
- My Preferences
- My Messages
- My Repairs
- View My Tenancies

# NPS Housing

## Customer Portal- Repairs sample

Please select the appropriate section:

 Aerials	 Aids and adaptations	 Alarms and smoke detectors	 Basins and sinks	 Baths and showers	 Doors
 Drainage	 Electrics	 Floors, walls and ceilings	 Garages	 Gutters and rainwater pipes	 Heating and hot water
 Kitchen units	 Locks, latches and fittings	 Outside the property	 Roofing	 Stairs	 Toilets
 Water services	 Windows and glazing	 Damp medic			



# NPS Housing

## Customer Portal- Repairs sample

Selecting 'Doors' would allow for the selection of the type of door:

### Doors

Please select the appropriate sub section:

 Access, boarding and security	 Door entry systems	 Electric or gas meter doors	 External doors	 Internal doors
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The diagnosis diagram then allows for selection of the type of work actually required:

Please select the label that best describes the fault or damage:

**Related Items:**  
 Fittings | Locks and latches | Padlocks and bolts

Show Help

