

Change of Tenancy Alpha: Show and Tell, 9 February 2021

Digital Housing team (Redbridge) / Amido



Agenda

We are recording this session

- Project and team intros – **Miranda / Rob**
- Service mapping progress – **Rachel**
 - ‘To-be’ change of details
- Design progress – **Hugo / Rob**
 - Worktray – **Hugo**
 - Change of details snapshot - **Rob**
- Usability testing recruitment – **Richard**
 - Overview of what to expect
 - Invitation to participate
- Low code provider onboarding - **Rob**



Local Digital Fund project to help Redbridge housing management systems

We've been selected!

#LocalDigitalFund



Core project team

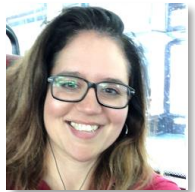
Redbridge Digital



Richard Bateman
- User Researcher



Miranda Man
- User Researcher /
Content Designer



Charlotte Barnes
- Delivery Manager

Tom Harrison
- Programme Director

Redbridge Housing

Karen Kirby
- Product Owner

Jeff Smith
- Product Owner

Amido

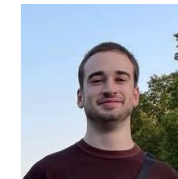


Rob Pearson
- UX Lead



Rachel Bailey
- Service Designer

Nicola Burns
- Service Designer



Hugo Altendorf
- UX Designer

Service mapping process

- Continue refining Change of Details 'to-be' process by:
 - Working with UX
 - Working with Product Owners
 - Working with User Researchers
- Analysis on evidence from tenant required for Change of Details process

Outcome

- Change of Details to-be process agreed by Product Owners
- First workshop for Sole to Joint as-is process




Change of Details to-be process


- Streamlined process by:
 - Removed the need to update two systems
 - Automated notifications sent to tenants
 - Included a prompt to remind tenants
 - Automatically closing a case after 10 working days if no response
 - Introduced a work tray
 - Automatically uploading evidence to Information at Work
 - Automatically viewing evidence



Design progress – Housing Officer Worktray

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Search for a property 

Work items

View: All processes Housing patch: LBR1 - [Housing officer name] Show: 10 items

2 Peter Street, N14 5ST Alicia Evergreen Abdal Evergreen	Change of details	Initiated 02.01.2022	1 day left	Awaiting HO review
12 Tiptree Hill, N12 6XT Samatha Donaldson	Sole to joint tenancy	Initiated 12.01.2022	4 days left	Awaiting HO review
4 Pole Street, N11 0IP Kimi Pullman Justin Pullman	Succession	Initiated 09.12.2022	6 days left	Awaiting evidence
2 Peter Street, N14 5ST Lex Green	Change of details	Initiated 02.02.2022	9 days left	Awaiting evidence
Flat 3, Homefield road, N10 7UI Amir Isra	Succession	Initiated 08.02.2022	10 days left	Awaiting evidence

Change of resident details user journey

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Home > 14 Wellington Road, E11 2HB > Change of tenant details

Change of tenant details

Ms. Vida R Catarina

Tenant's requested name

Title ▾

Forename



Initial

Surname

[Next](#)

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- 1 Edit tenant name
- 2 Request evidence of name change
- 3 Edit further tenant details
- 4 Confirm further tenant details
- 5 Review evidence

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Usability recruitment

- **Usability testing recruitment**

- When
- Who
- Why

- **What to expect**

Users to be provided with various tasks to complete using the prototypes of the proposed new user interface and asked to score the prototypes on their experience

- **Invitation to participate**

Open invitation to Housing and Customer Service Officers



Low code provider onboarding



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