



Vert Housing
Specialist Supported Accommodation



Say hello to Arthur...

You may have noticed a new app appear on the TCL phones that we use in each service. This is a new app called Arthur.

Going forward, this is how we will communicate to you and the tenants (people you support) for anything to do with housing, maintenance and their tenancies. Please be aware, you will now report maintenance via this app and not the ASD app from now on.

We will be sharing the login details for each TCL phone, these login details are bespoke to each tenant. The information stored on the app is private, it may only be shared with your team members, management and professionals such as the CQC or contracts monitoring. The app is also a great resource for auditing purposes.



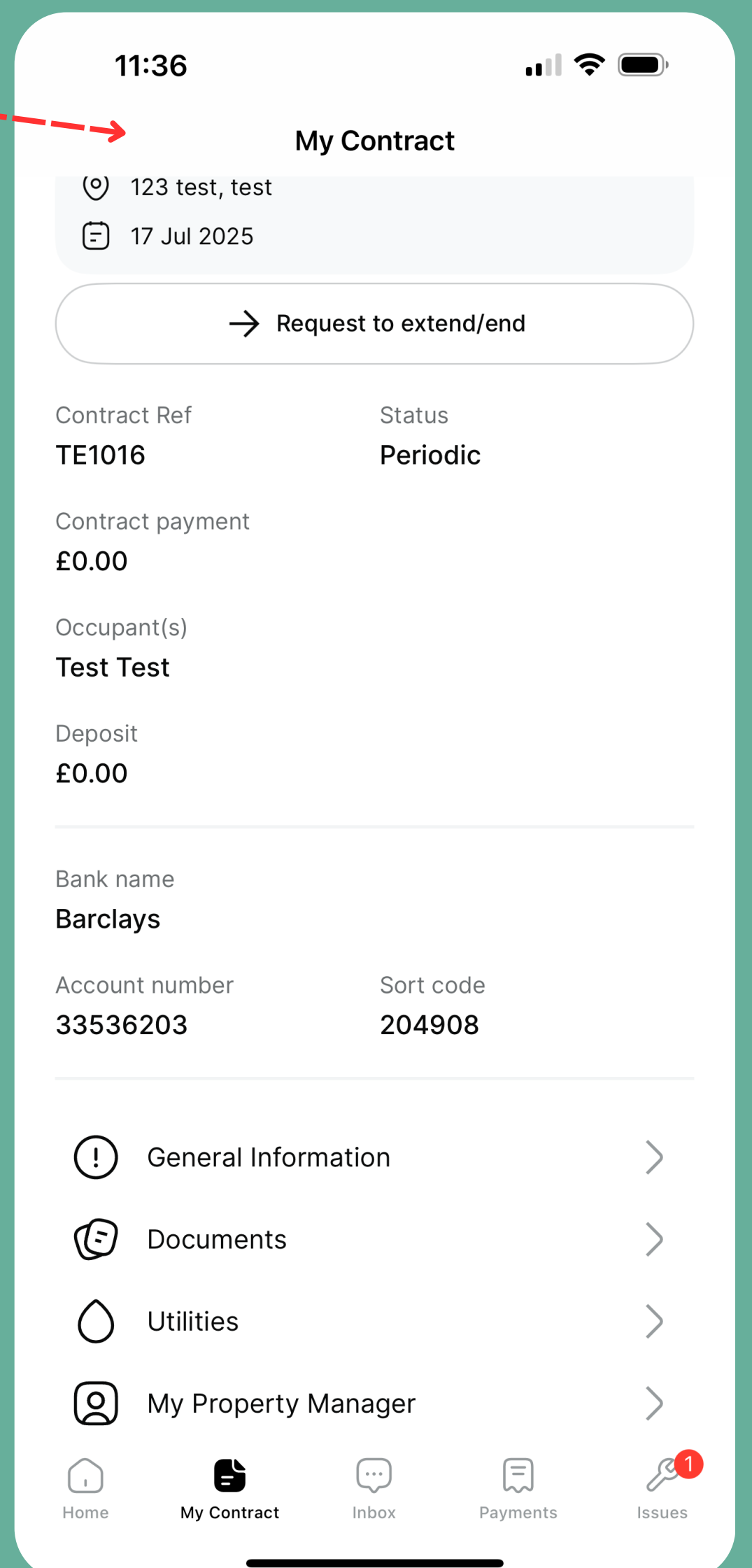
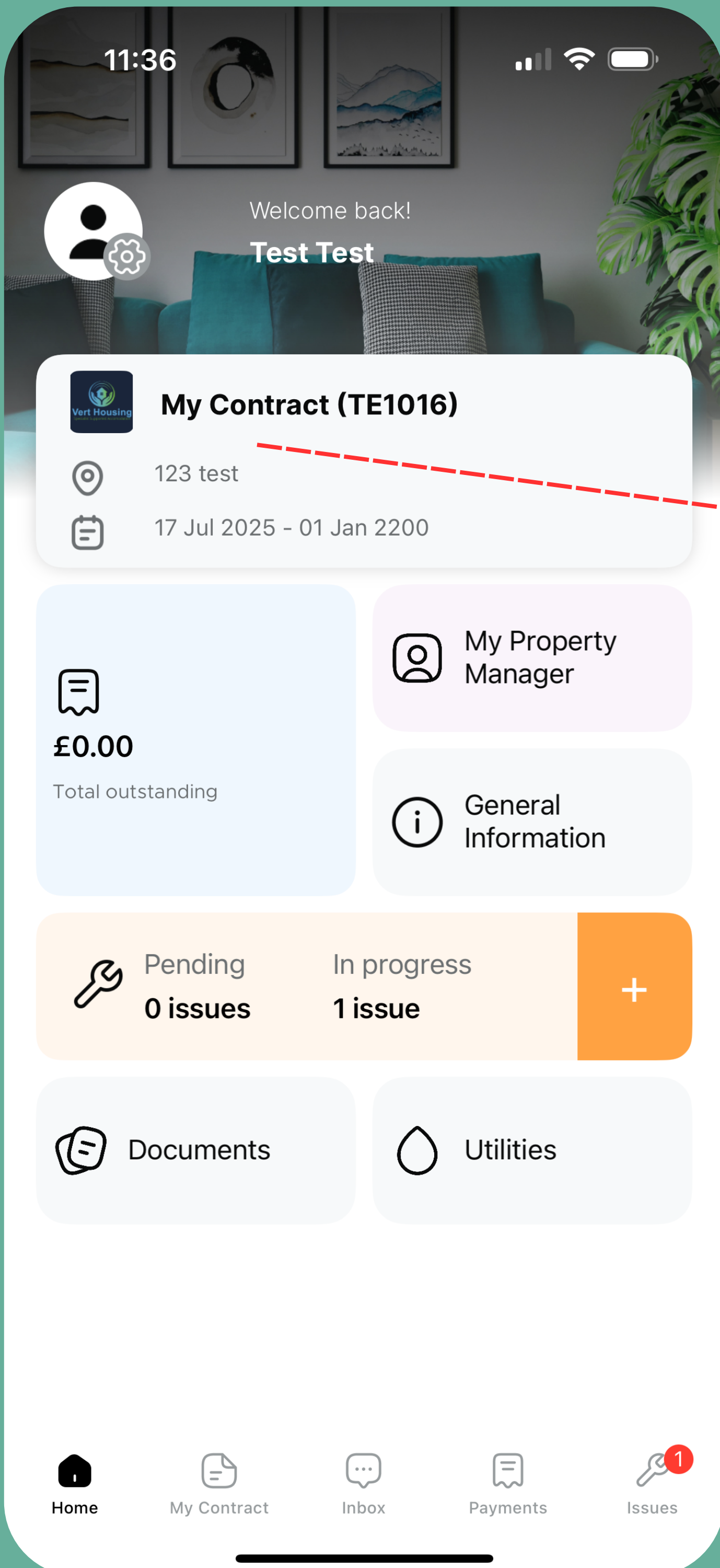
The following pages
will walk you
through the
features of the app
and how to use it.



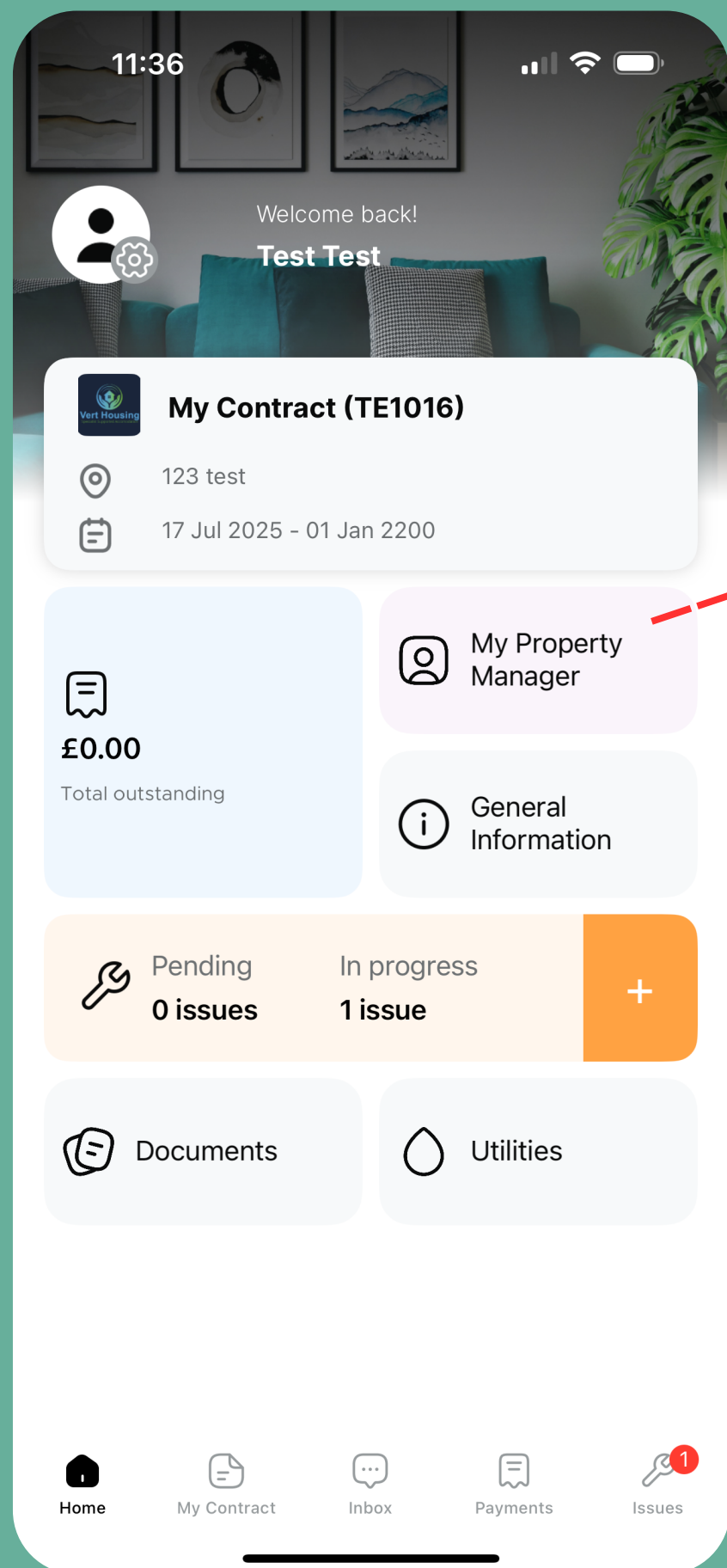
Vert Housing

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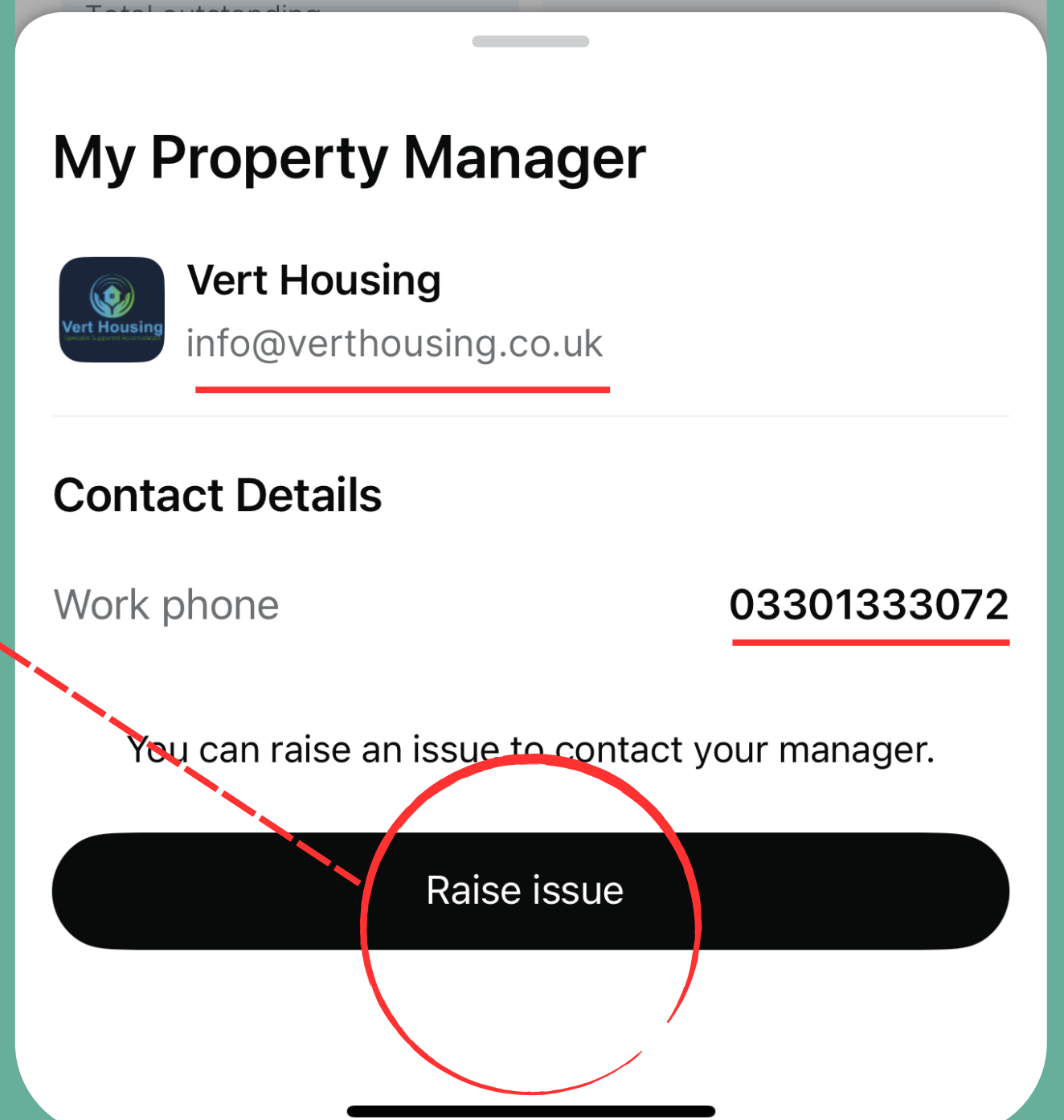
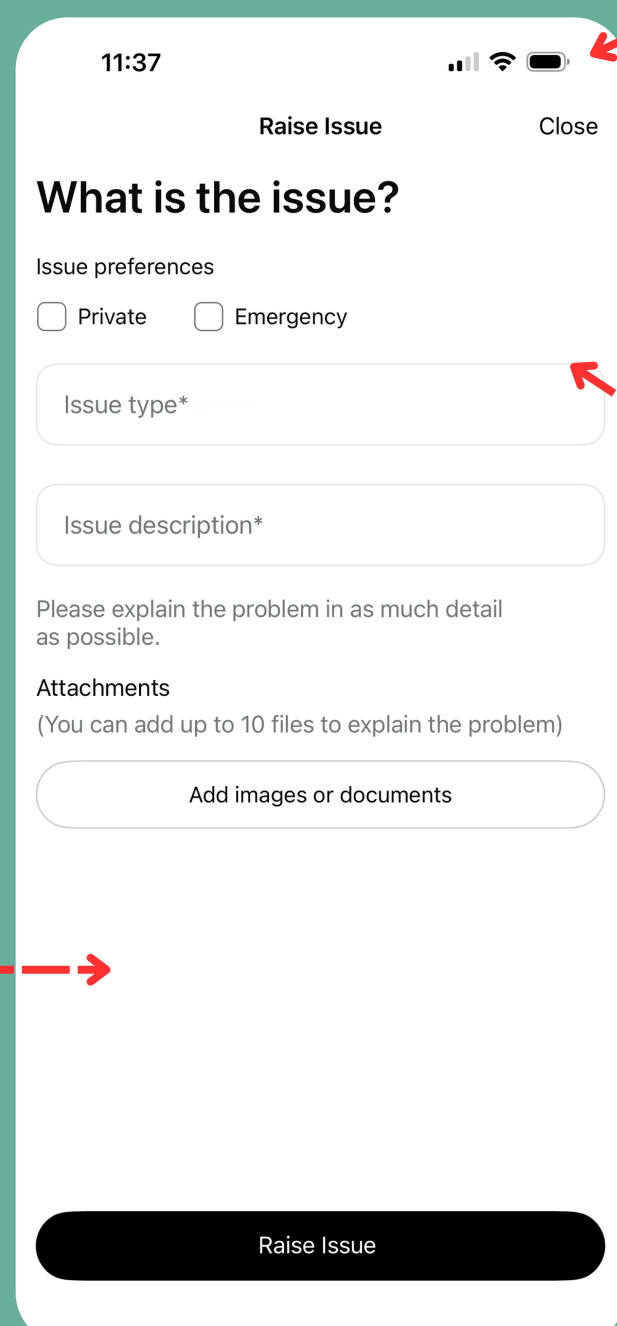
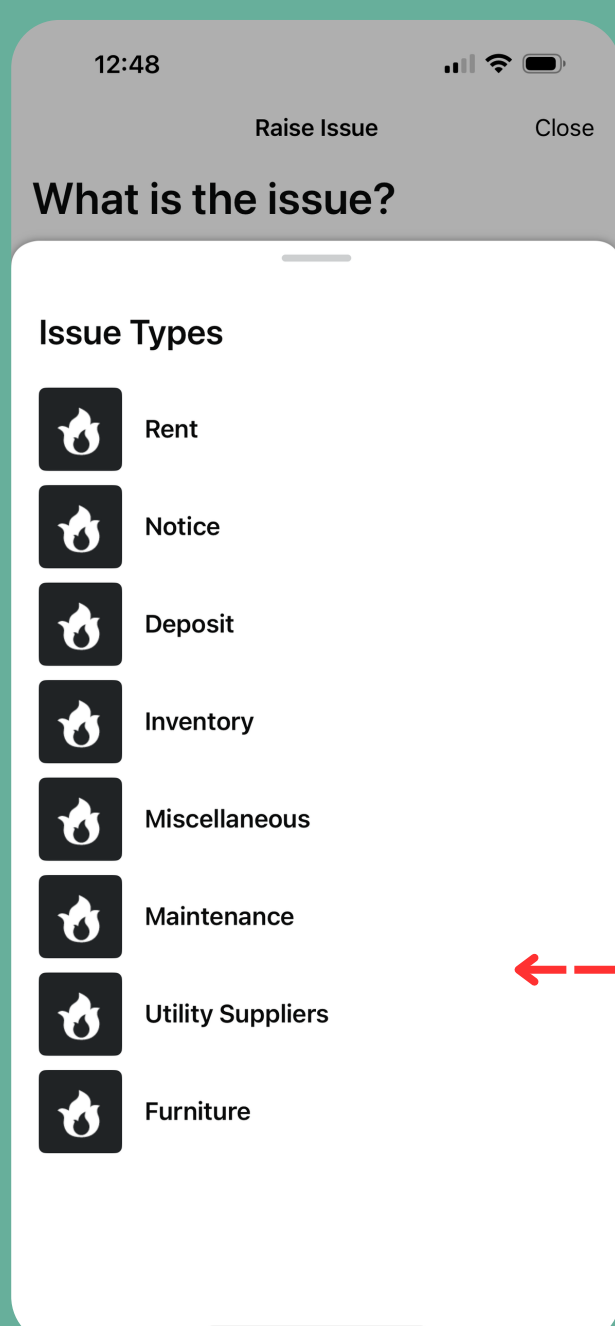
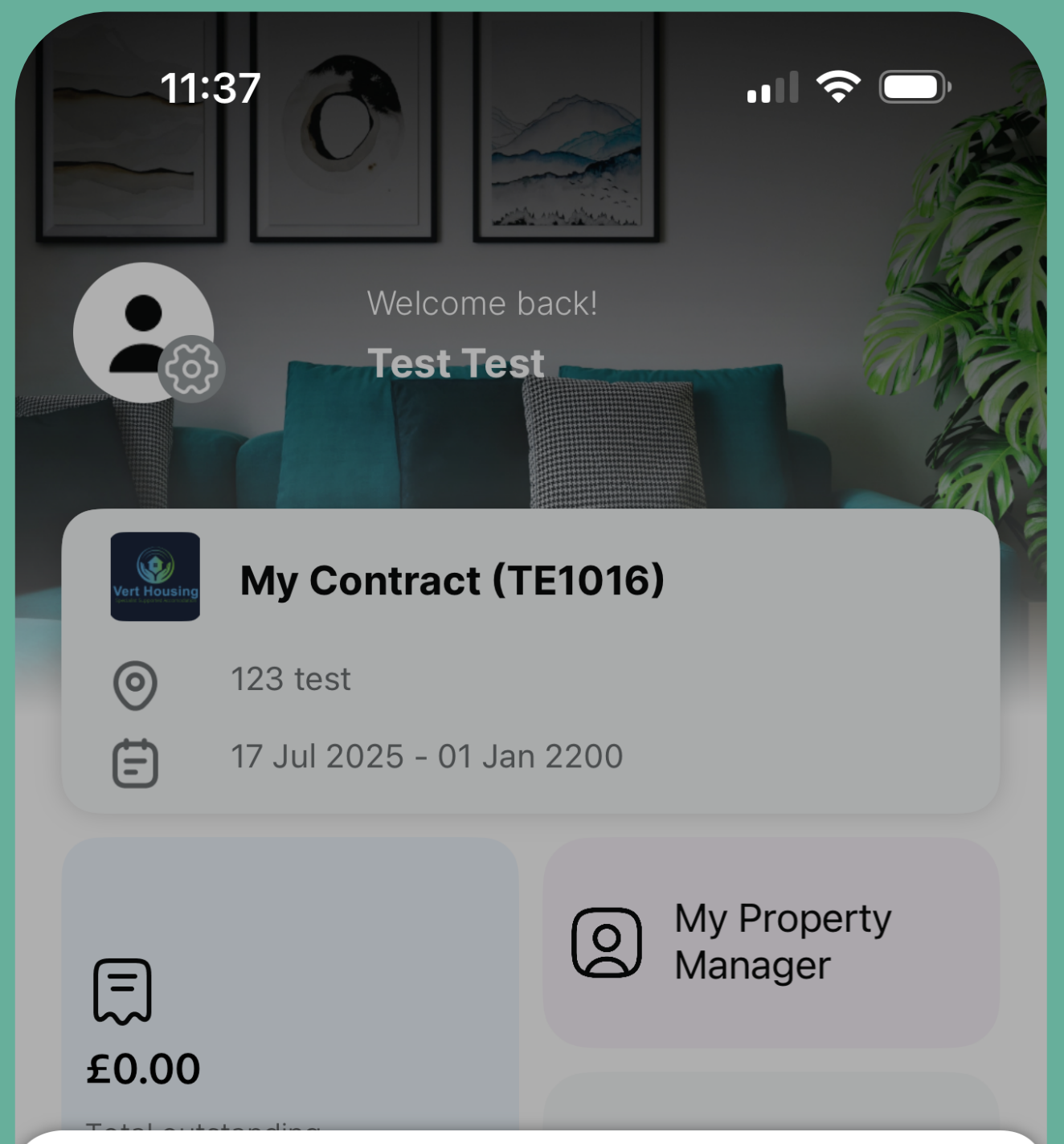
Open the app to view the home page, if you click on My contract it will open the page below. On this page you can view the tenant details. Please note all tenants are with us indefinitely so there is no reason to extend their tenancy, we also do not take deposits. The bank details for Vert Housing are here for reference. At the bottom there are links for: General info, Documents (tenancy agreements etc), utilities and Vert Housing's contact details. All to be explained next



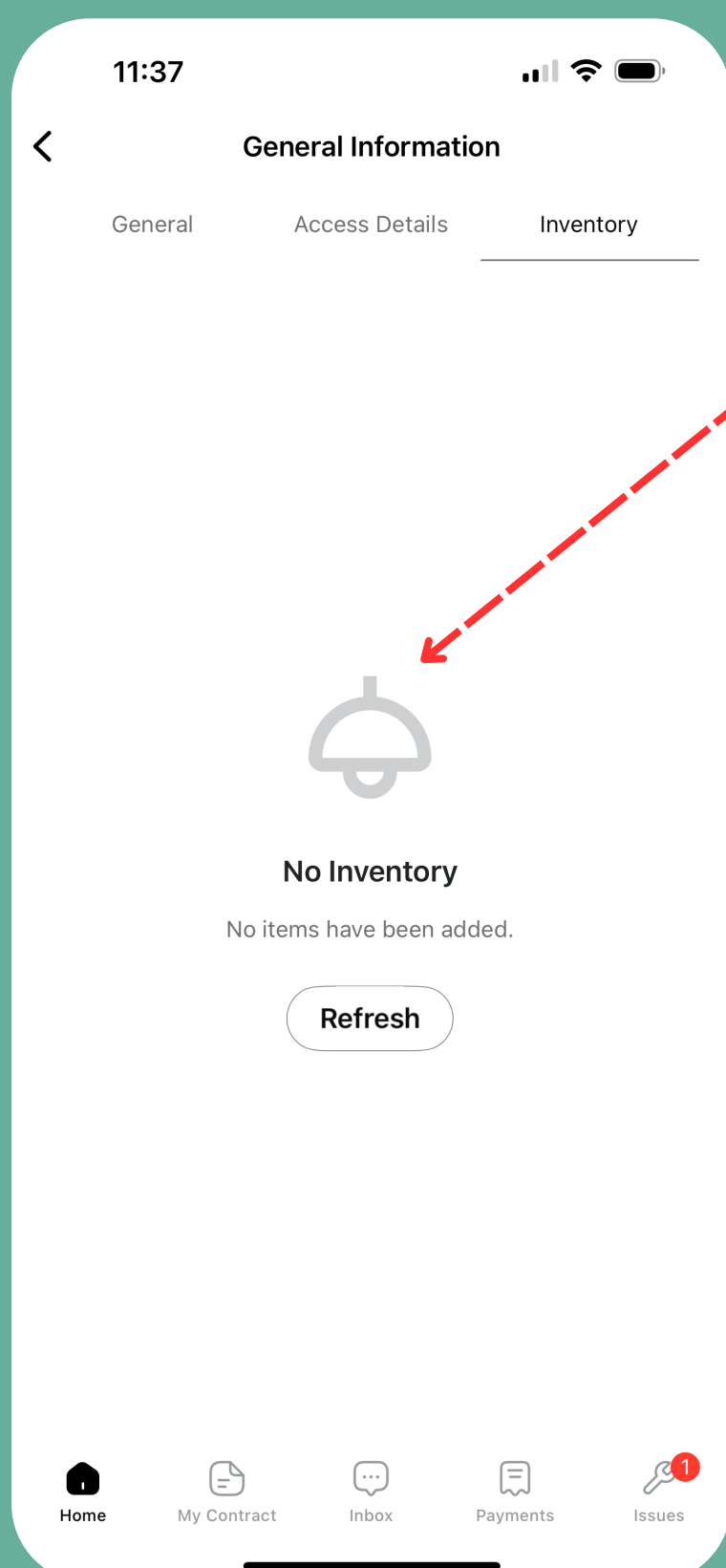
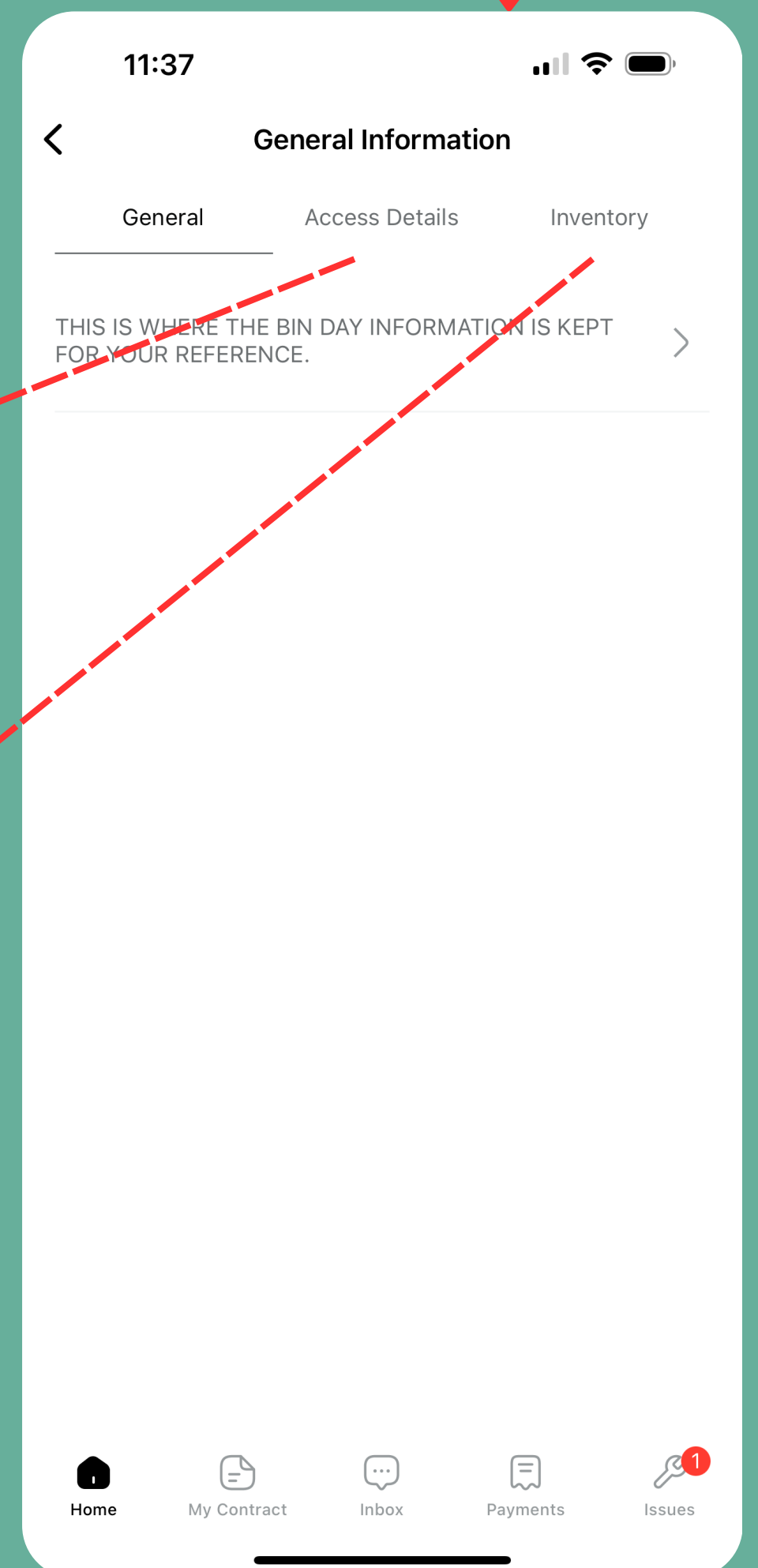
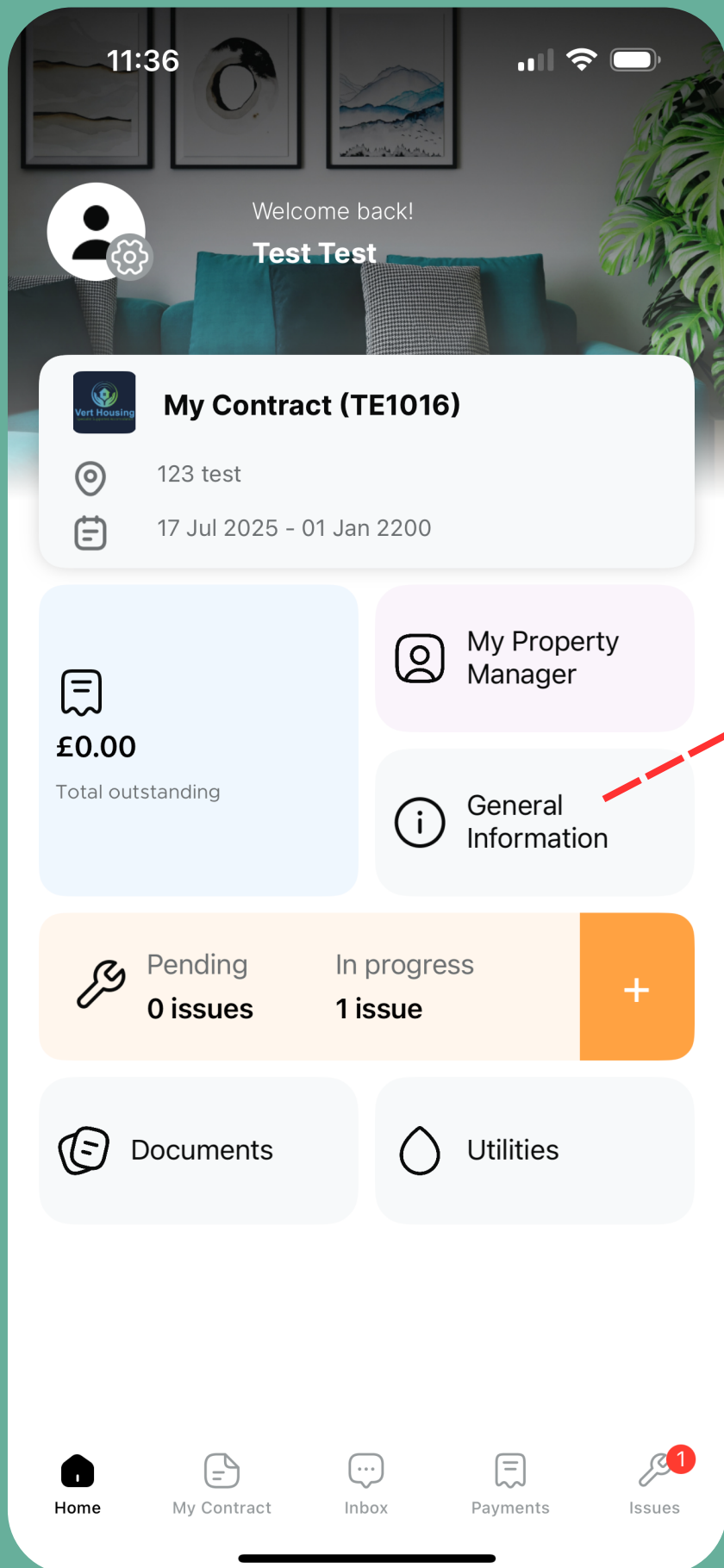
Click on “My Property Manager” This will open the page below. Please be aware that Vert Housing is not ASD Support; the property manager is Vert Housing. This page provides the email address and phone number for Vert Housing, these are only to be used in emergencies or for any questions you may have.



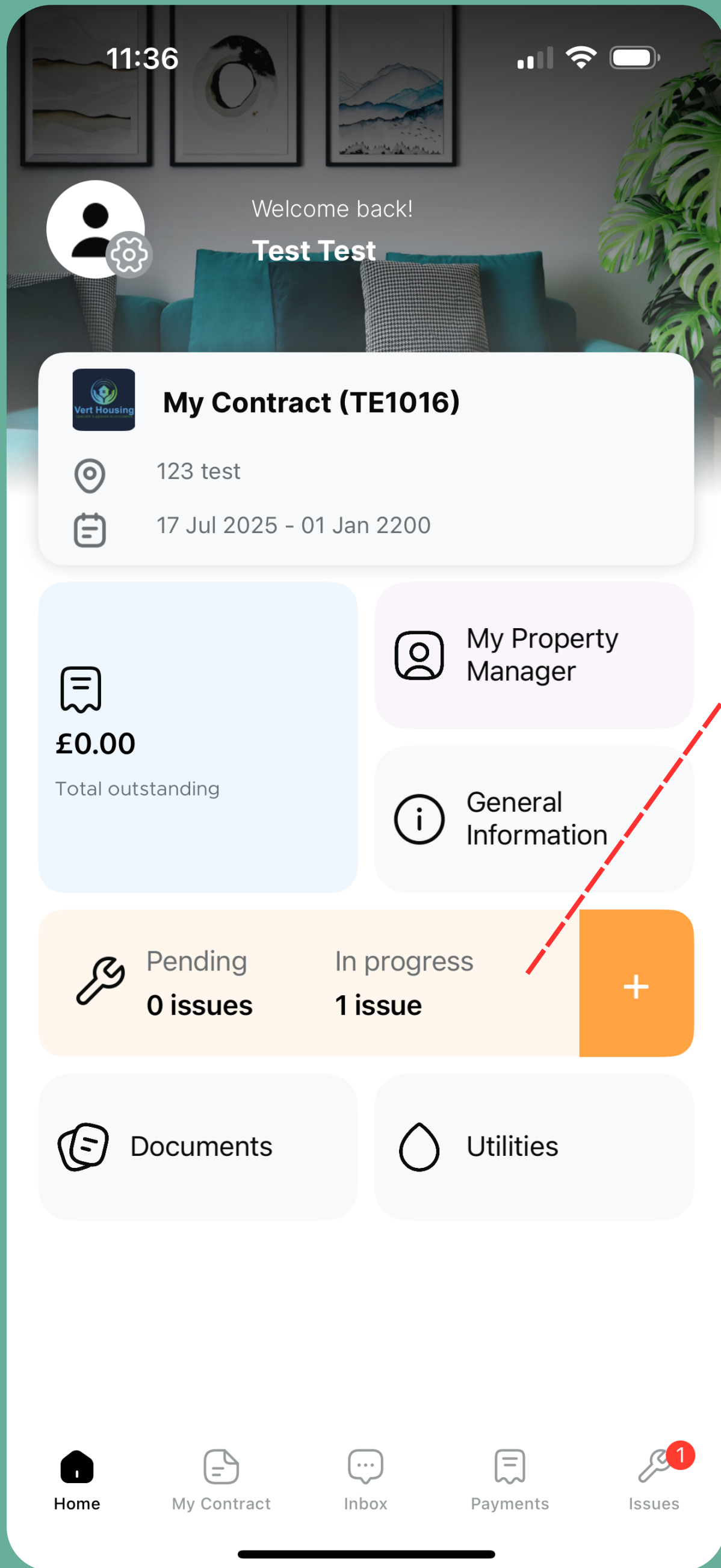
To report issues, including maintenance, click on “Raise issue”, select either private (preferred) or emergency if there is an immediate need. Click on issue type (which opens a different page) select the appropriate issue, then describe the issue and always upload photos. Then click raise issue to send..



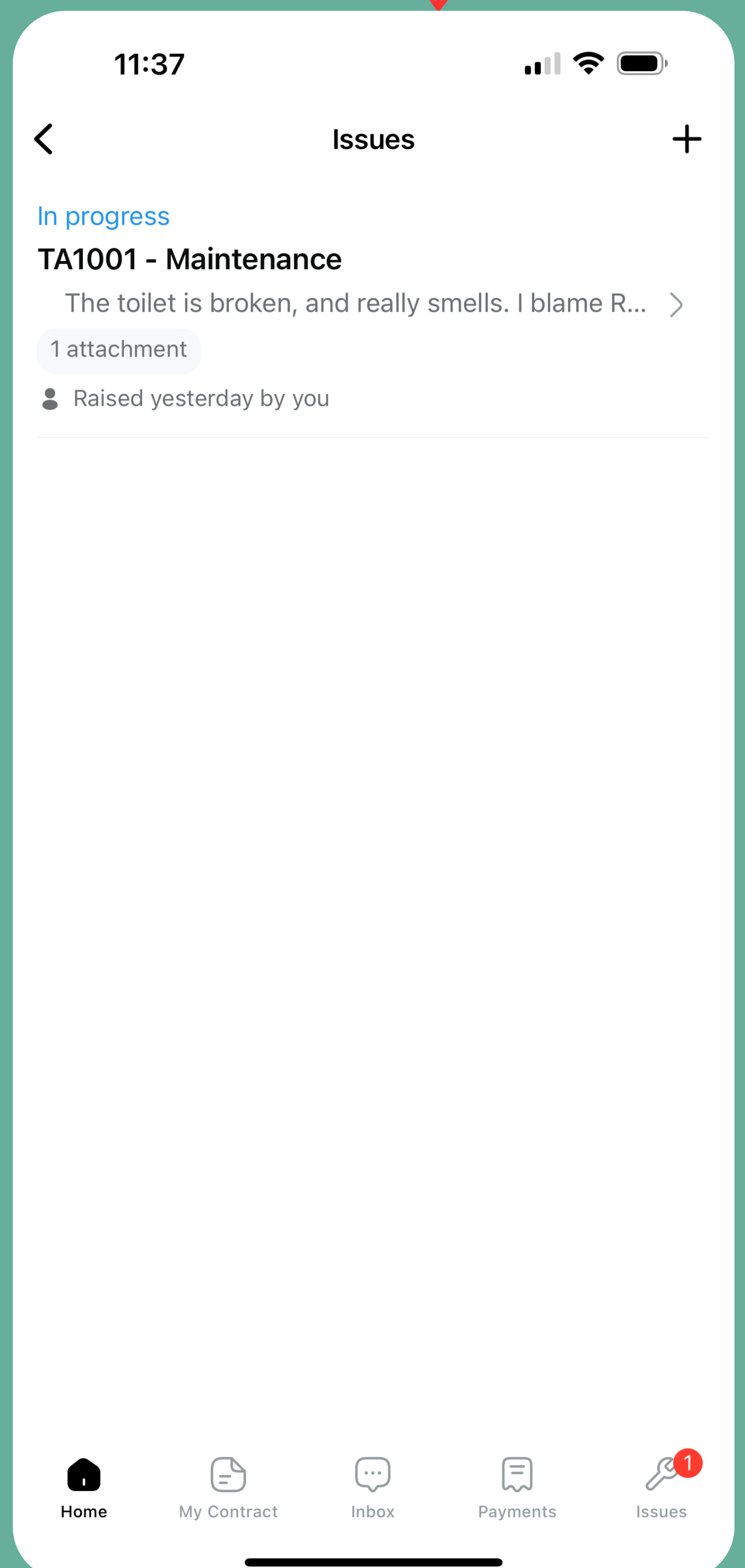
Click on General information, on here we put what day and which bin will be emptied each week

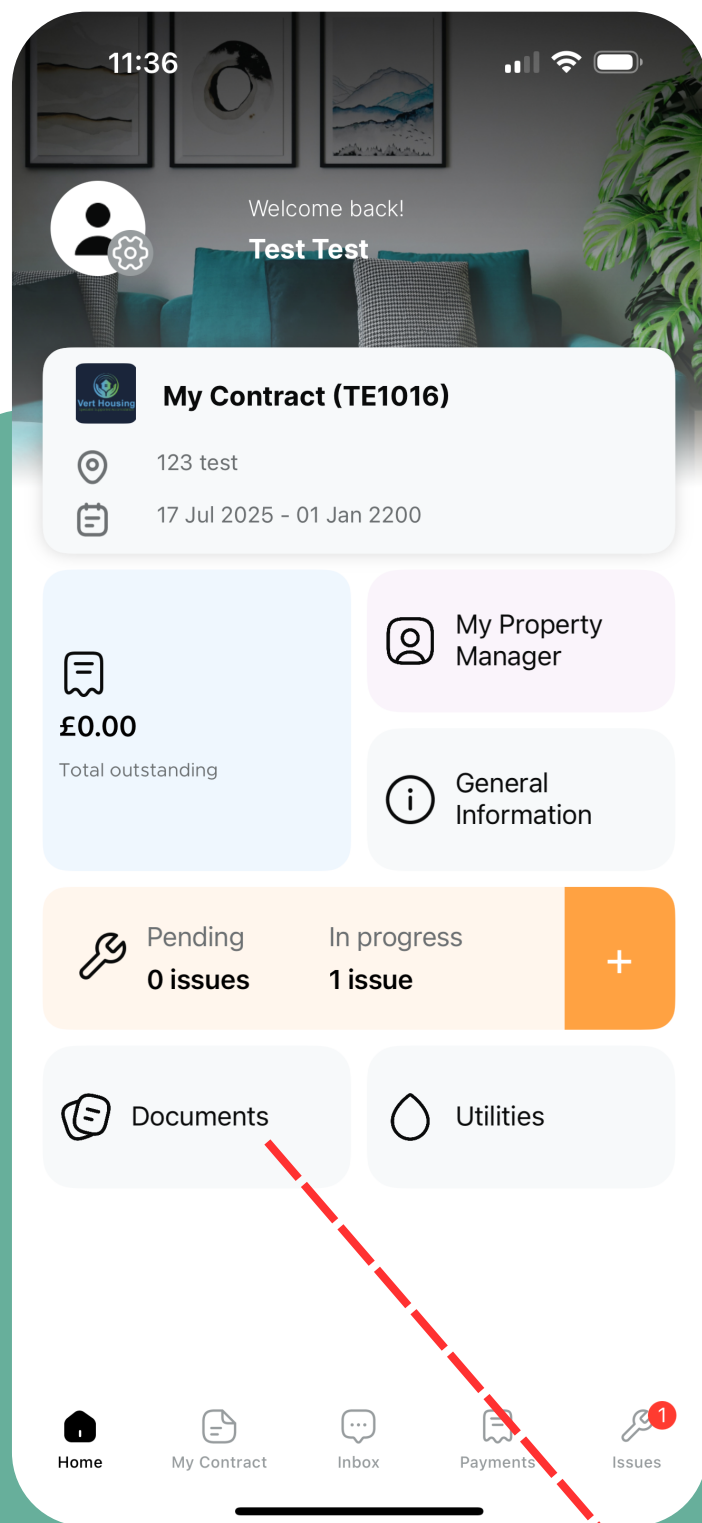


The other two pages are: The outdoor key-safe code for the property, please refer to this regularly as this will be where we the most up-to-date information will be kept. The next tab is “inventory”, this is where we will list all of the items that belong to ASD Support & Vert Housing.

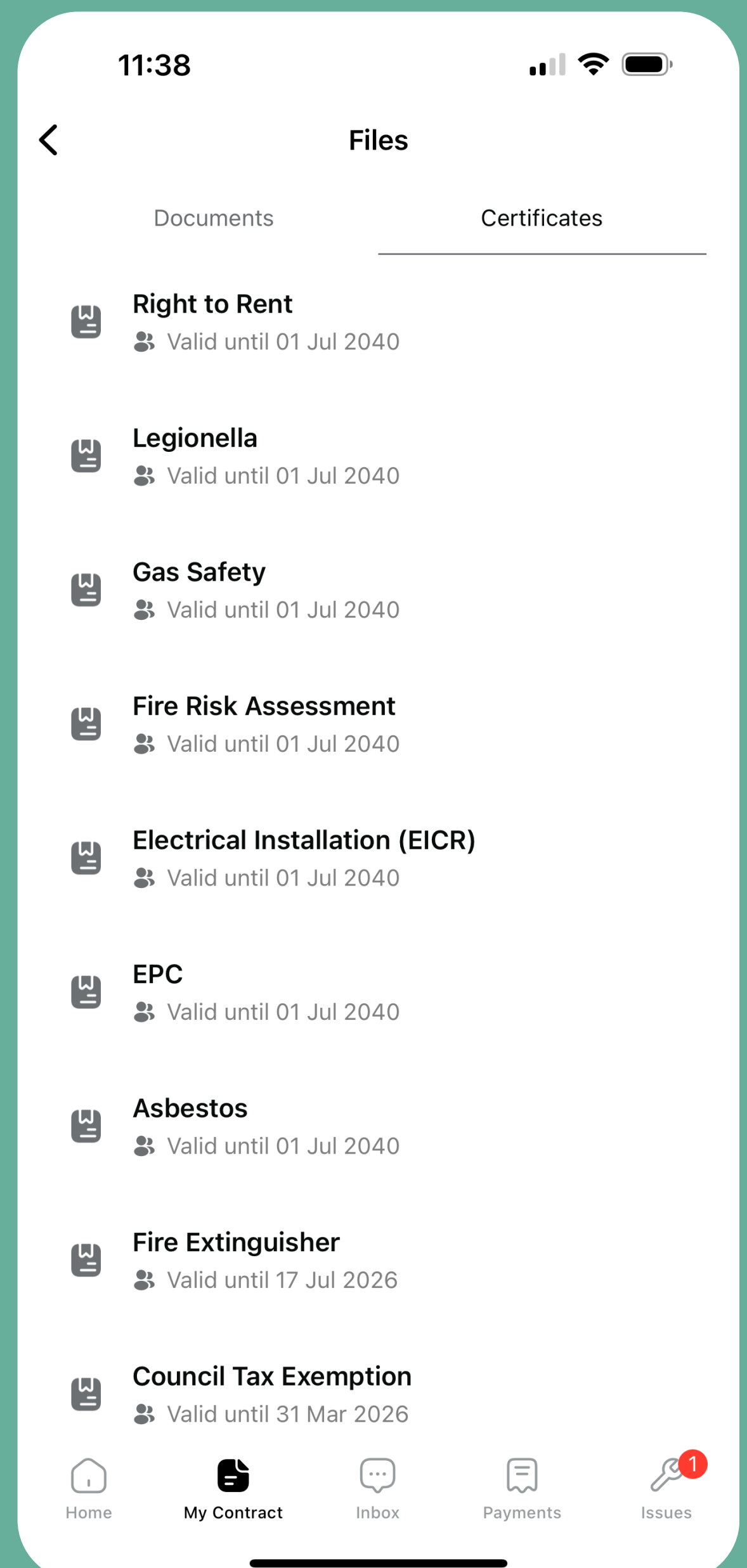
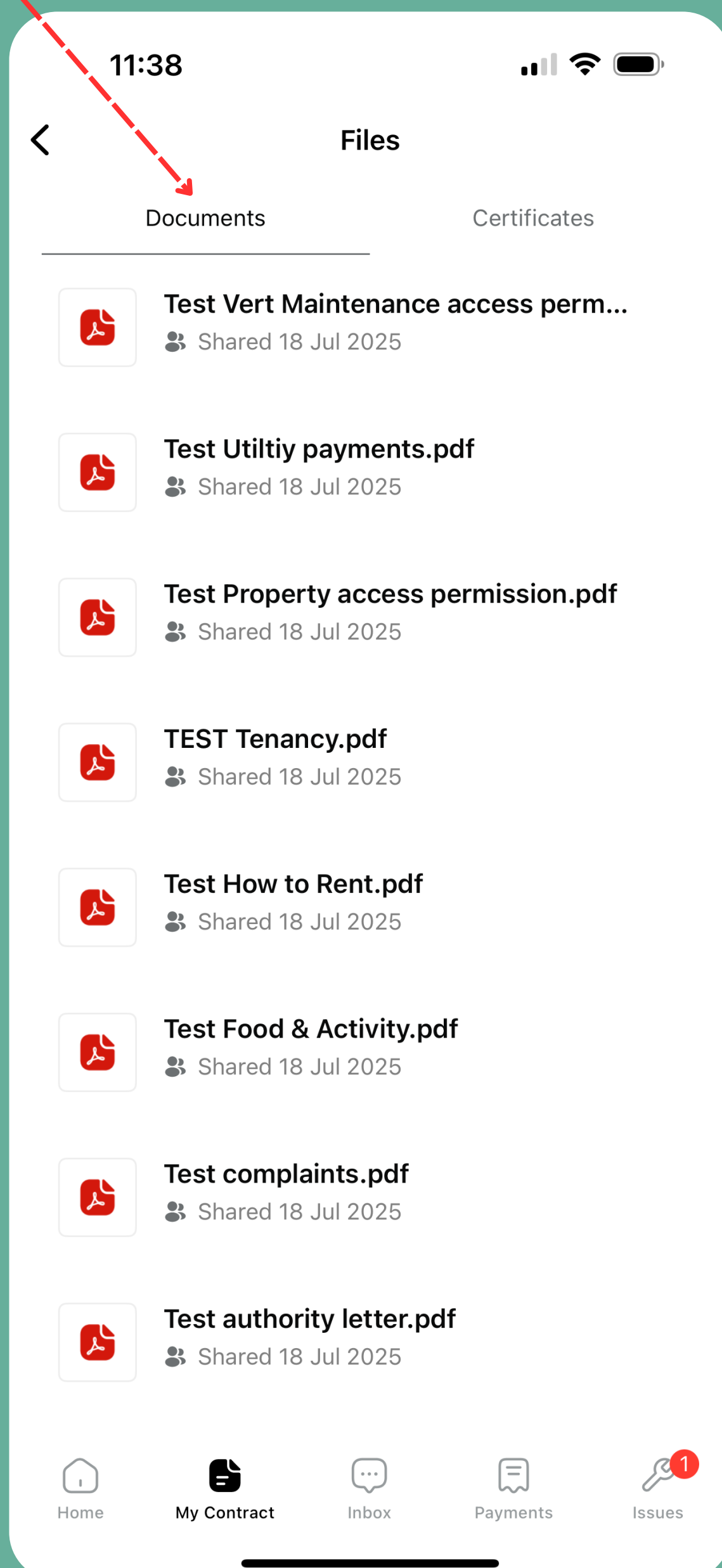


Click on the Orange banner to view the issues that have been raised, from here you can see how many issue have been raised and you can also create a new issue from here using the + button



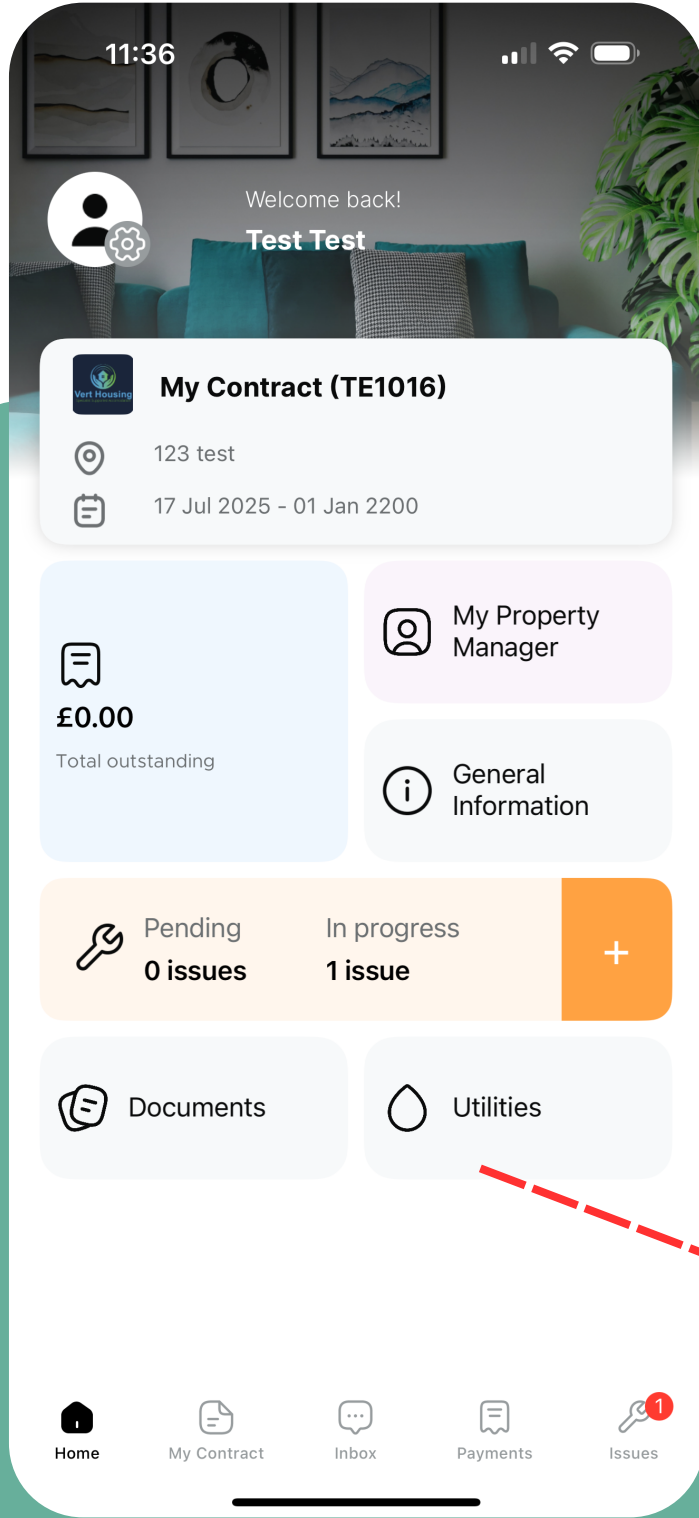


Click on “Documents” to open up all tenant documents. These are the documents shared with all tenants and their Deputies, if applicable. These can be shown to the CQC, contracts monitoring or be used for auditing purposes. The next tab is “Certificate” here you will find all up-to-date certificates and reports. They can be downloaded from the app or a web browser. The dates they are valid until are also underneath the name of the certificate.

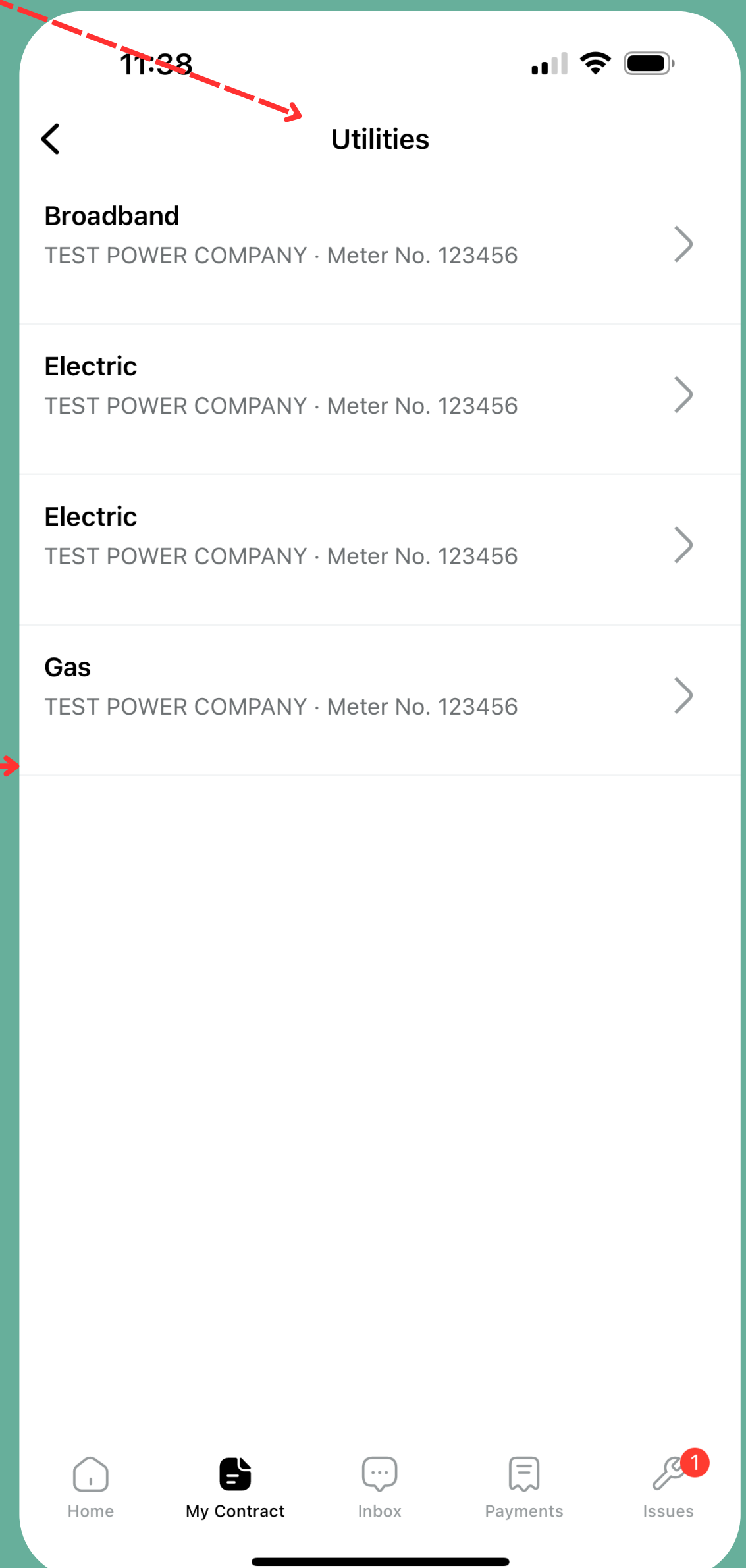
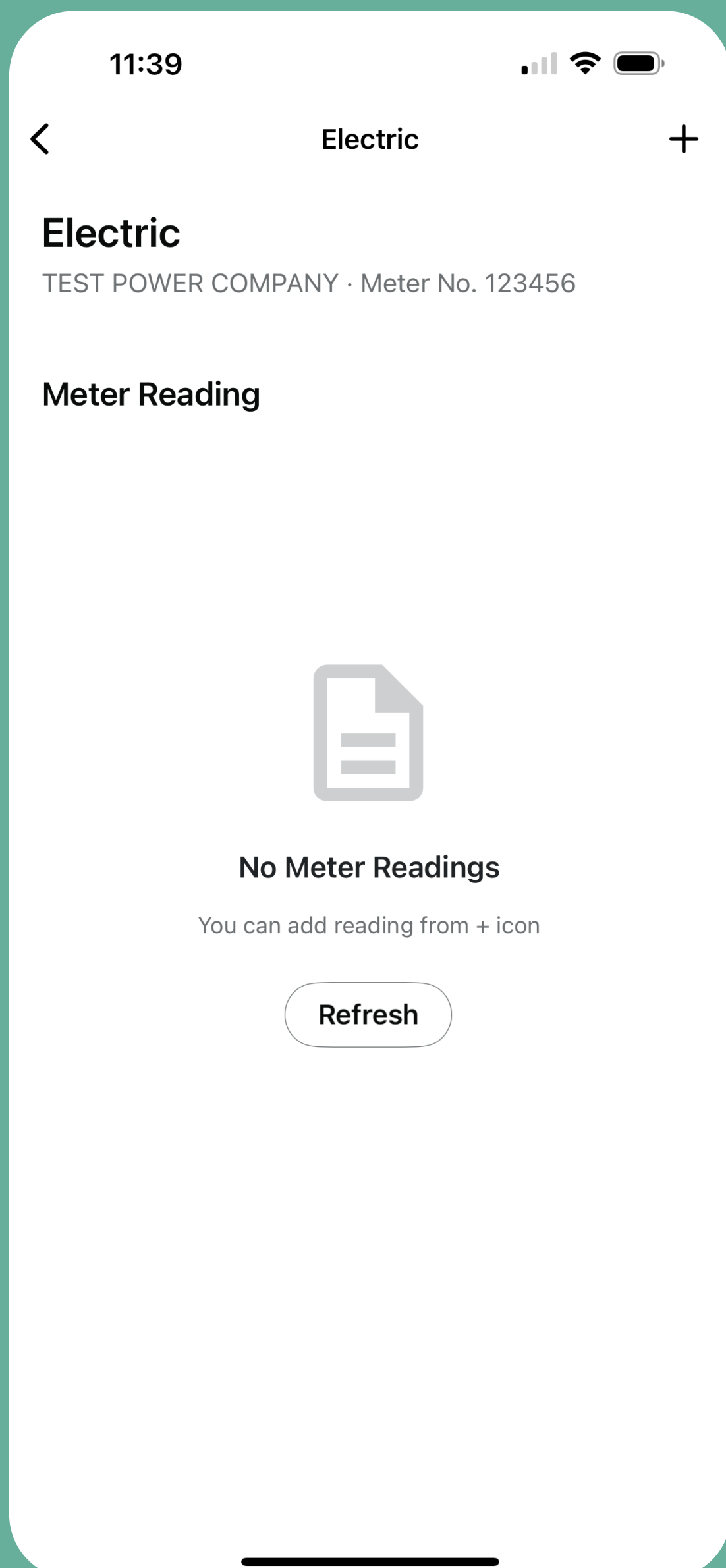




Vert Housing
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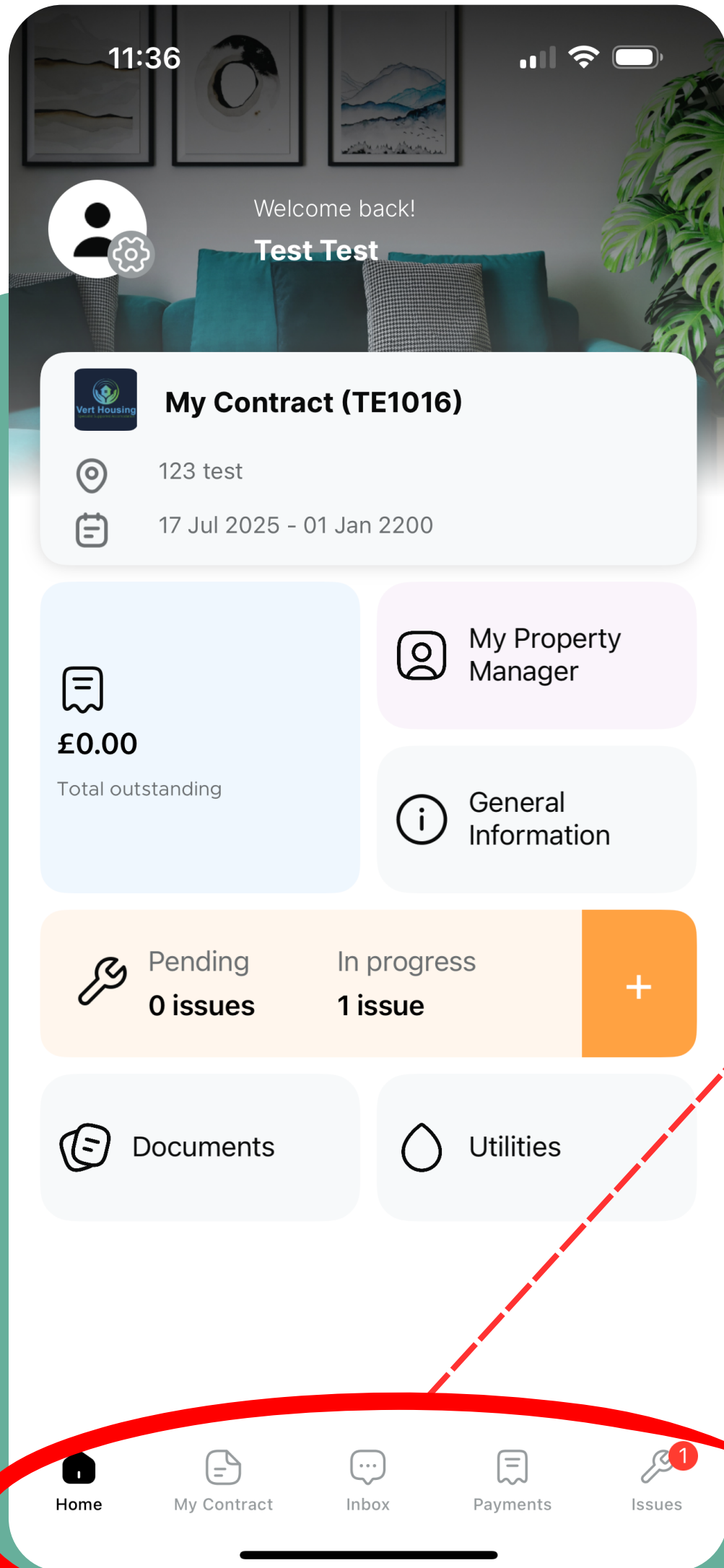


Click on “Utilities” to show all the utilities at the property, this provides the meter number and account number details for each one. This is for information purposes only. Vert Housing and ASD Support manages all of the utilities and their information. On the rare occasion we ask for a meter reading, they can be provided via the + button in the top right corner of the app once you have clicked one of the utilities.





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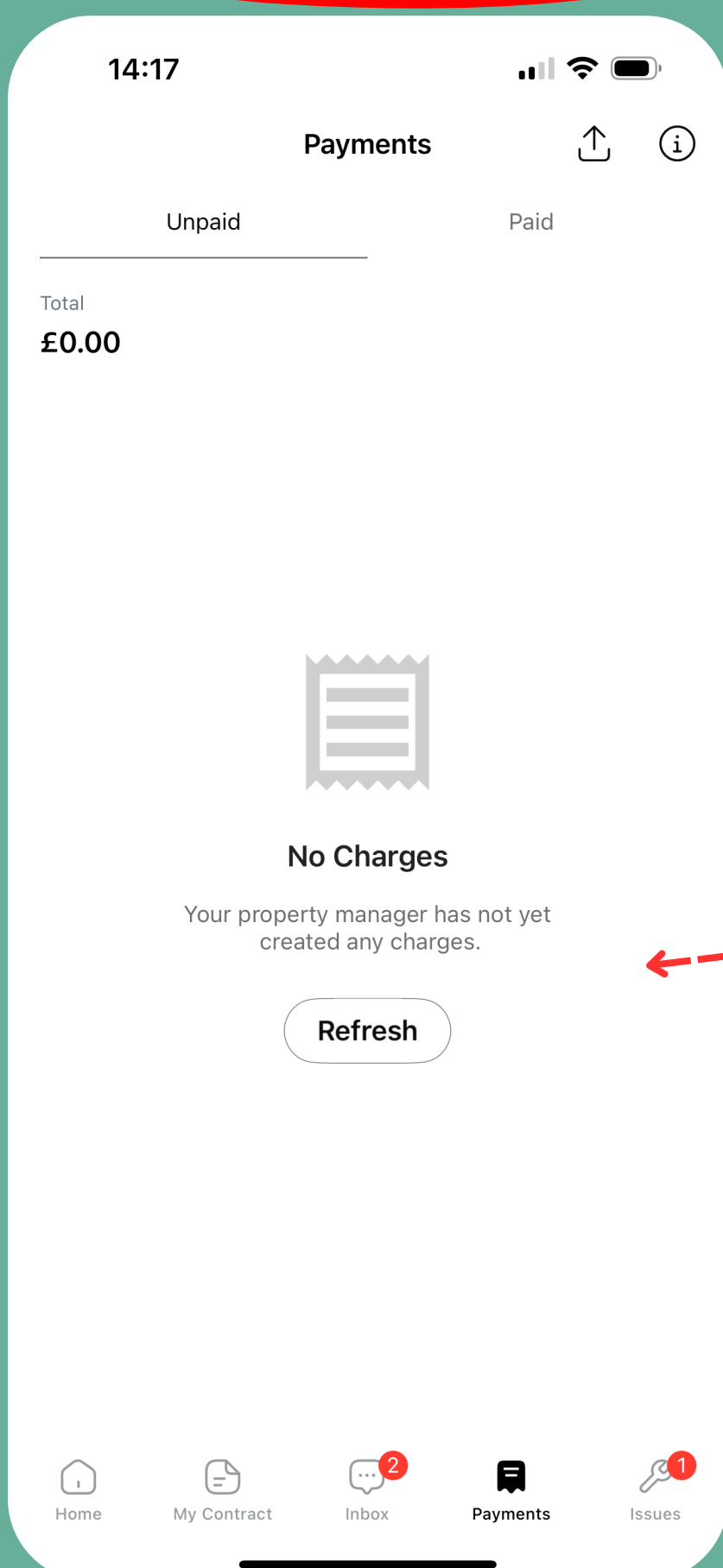
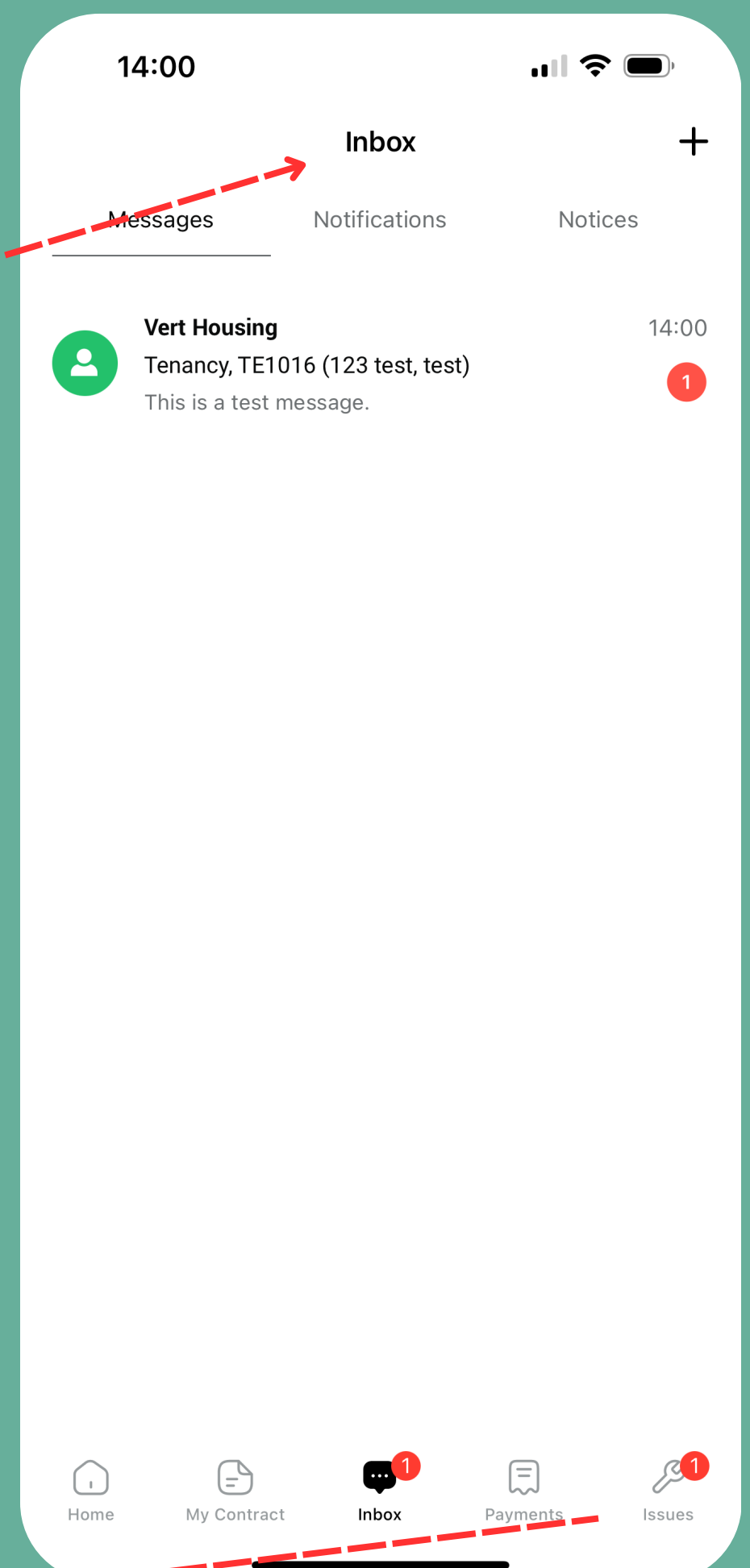


The bottom row of buttons have the following functions:

The “Home” button, will take you back to the home page.

“My Contract” button will take you to the page as highlighted on page 2 of this document.

The “Inbox” button has any messages that we may send to the property or tenant, it should show up in notifications on the TCL phone, there will also be notifications here and a notices that we may need to serve the tenant.



The final two buttons are “Payments” where you can see rent payments received and any outstanding payments, you can also download payment info here and send it to the tenant’s appointees or Deputies when requested. The last button is “Issues” which again takes you any issues that have been reported.