



For immediate release – 29 May, 2019

## **Caledonia Housing Association launches new Repair Wizard on their online portal Connect**

Caledonia Housing Association (CHA), one of Scotland's leading providers of affordable homes, has today launched a key new feature on its online resident portal, Connect.

Connect, CHA's online portal, has been developed in partnership with Housing Insights and their PanConnect platform. Connect gives residents a platform from which to take control of their tenancy through accessing and managing key information. Connect's newest feature is its Repair Wizard, now available to all users on the portal.

Repair Wizard lets residents request and manage their repairs around the home in the palm of their hand, enabling them to report repairs, upload images of faults and even organize the time and date of a repair direct with the relevant repair contractor. By giving residents control of their repairs, this allows for a seamless experience with repair requests from residents being managed directly by CHA's trusted repair contractor.

With over 500 residents already signed up to Connect, the new Repair Wizard feature is set to boost the rising number of residents signing up and using the portal.

Tim Calderbank, Director of Customer Services at Caledonia Housing Association, said:

“We are thrilled with the positive response we have had since launching Connect. We are hoping the launch of our new Repair Wizard feature continues to help our residents save time and effort.”

“We appreciate the feedback our initial test users have given us and welcome all feedback and suggestions from the growing number of residents signing up and using Connect on a regular basis.”

The CHA team are working on continually expanding Connect and its features in the coming months, listening to all user feedback throughout this process.

**Ends**

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### **Further enquiries**

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### **Notes to editors**

#### **Caledonia Housing Association**

Caledonia Housing Association is one of Scotland's leading providers of high quality affordable homes for people in housing need. It owns and manages around 4,000 homes across Tayside, Fife and the Highlands, with just over 1,500 owned and managed in West Dunbartonshire by Cordale Housing Association and Bellsmyre Housing Association.

Caledonia Housing Association is a registered Scottish Charity and provides homes for rent and also low cost ownership. It caters for many diverse needs, offering mainstream housing for families, couples and single people, as well as supported accommodation, sheltered and amenity housing, residential care and other specially adapted properties, including those specifically designed for wheelchair users.

<https://caledoniaha.co.uk>