

Resident Feedback for ISHA Website (not prioritised)

I want... (requirement)	...so that... (context / value)	Proposed changes
To be able to see a single page for my development which contains or links to all I need to know e.g . cleaning schedules and communal repairs	I can easily find the information I need specific to the development I live in without having to call someone at ISHA	Create where I live page with search option and drop down list Page to include links to housing services Estate Bulletins to be put on website Links to key agencies specific to that area
To be able to see email addresses for all ISHA staff (or at least all those who are likely to have customer contact)	I can more easily contact the people I need in a timely way	Staff contact details to be given for every relevant page and organisation chart with contact details for all staff to be available on contact us page
To be able to access pages which describe what key roles do (e.g. the Directors, TSMS, Estate Officers, Resident Involvement Manager, Revenue Officers, Repairs Team, Programme Manager), with names and photos of current post-holders.	I get a better understanding of who to approach with an issue, and so that I can see who I am speaking to.	Staff contact details to be given for every relevant page and organisation chart with contact details for all staff to be available on contact us page Photos will not be included.
A single page for <u>all</u> ISHA news, frequently updated (e.g. a blog style) and with links to backing documents etc.	I can more easily keep up to date with what is happening in “the world of ISHA”	Latest news to be on the front page. All other news and publications to be on Publications library
To have a single page with links to downloadable documents (this too could be linked off the page-per-development)	I can more easily find documents on the site.	Link to News and Publications on the first page for ‘Where I live’ and link on home page
To be able to track online the progress of all repairs calls I have raised (feedback)	I can track what is happening at a time that is convenient to me and without waiting to speak to someone on the phone	The repairs page will have an email link for you to ask what is happening to your repair – the standard for replying will be one working day. Track my Repair will take some time to develop, and is something we are working towards (there are resource constraints that

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		prevent this happening now).
To be able to securely pay money to ISHA online using a debit or credit card	I can easily keep up to date with payments	The Allpay website is a secure way to pay money to ISHA. We will improve the instructions on how to pay through Allpay. We are reviewing other systems to make it easier for you to pay on line and review your rent statement.
To securely query the status of my rent & service charge account on the website	I can easily check the account at a time that is convenient to me and without waiting to speak to someone on the phone	The pay my rent page will have an email link for you to ask what about the status of your rent or service charge. We will send you a copy of what you have asked for within 1 working day. We are reviewing other systems to make it easier for you to pay on line and review your rent statement. This will not happen immediately as there are additional costs involved.
The site to have a search facility	I can more easily find relevant documents	A search facility will be provided on all pages
The site to have RSS feed(s)	I can read ISHA news in my newsreader, so can see when there is something new without explicitly visiting the site	The new site will have RSS feed
ISHA to have an easy way of updating their website (e.g. a CMS tool such as ExpressionEngine, Wordpress, Joomla etc. etc.)	ISHA find it easier to keep the website fresh without using lots of resources	Training for staff has been included in the renewal of our website project, so that updating will be an easier process. Internal systems have also been reviewed to ensure that updates are

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ISHA to stop using "click here" in their pages and just link from appropriate words.	The pages will be easier to read because the text will flow better (and will improve accessibility)	project managed. We have started to implement this on our existing website. Where we are asking you to fill in a form we will still invite you to click to that page.
The web pages to be shorter and make more use of links	I can find what I want without too much scrolling	The web pages will be divided into sub headings on the menu bar to allow you to get a snapshot of items without having to scroll through loads of text.
ISHA to make more use of HTML for the web versions of documents (e.g. newsletters etc.) instead of Word and PDF	It will be easier to find information, and easier to view on a range of devices.	We will improve accessibility by making as much information as possible available through HTML as well as PDF.
The HTML and CSS to be standards compliant For example see http://validator.w3.org/check?verbose=1&uri=http%3A%2F%2Fwww.isha.co.uk%2Faboutus.html or http://jigsaw.w3.org/css-validator/validator?profile=css21&warning=0&uri=http%3A%2F%2Fwww.isha.co.uk%2Faboutus.html	It is easier to view the site in a range of browsers. (actually it's pretty good already!)	We will make sure that the new website will be viewable on a range of browsers. The website will be designed to compliant standards.

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<p>The website to be more compliant with accessibility standards. For example see http://www.cynthiasays.com/mynewtester/cynthia.exe?rptmode=-1&url1=http%3A%2F%2Fwww.isha.co.uk%2Faboutus.html</p> <p>Or http://www.cynthiasays.com/mynewtester/cynthia.exe?rptmode=2&url1=http%3A%2F%2Fwww.isha.co.uk%2Faboutus.html</p>	<p>The site will be more useful for visually impaired users.</p>	<p>Improvements to accessibility of the website will be made in terms of contrast, instant language translation (as available on Google), larger text and offering facility for further enlargement, visual clues (pictures) will be given to text headlines</p>
<p>ISHA to make it easier to find specific documents, like the Staff Organisational Chart.</p>	<p>The site will have information that is useful to residents.</p>	<p>Improved search facilities will be provided. Organisation chart will also be on contact us page</p>
<p>To be able to see prominent contact details for ISHA staff</p>	<p>I can easily contact the staff member I need</p>	<p>Improved search facilities will be provided. Organisation chart will also be on contact us page</p>
<p>Main Concerns:</p> <ul style="list-style-type: none"> • Maintenance • Complaints • Phone numbers 	<p>I can get a better service from ISHA</p>	<p>Report a repair page to be improved Complaints and compliments page to be created Contact numbers and emails to be given on relevant pages, and contact us to give front line staff, with organisational chart giving all contact details.</p>
<p>Better graphic material i.e staff pictures, pictures related to internal and external activities.</p>	<p>The site is more user friendly and engaging</p>	<p>Picture resolution to be standards compliant</p>
<p>Better statistical information about ISHA</p>	<p>I can compare my landlord with other providers</p>	<p>Improved performance information links to be given quarterly, and links to comparisons with other organisations to be given.</p>
<p>The website to be used for information distribution</p>	<p>I can get more information</p>	<p>Latest News will be regularly updated</p>

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<p>ISHA to improve the general layout and structure of the website. Currently 'like a tall building where to see the information you need to go up and down the stairs several times'. ISHA's website to not be set out as pages with huge long lists.</p>	<p>Information is easier and less time consuming to access.</p>	<p>This is a key comment that many residents have said they want improved. The web pages will be divided into sub headings on the menu bar to allow you to get a snapshot of items without having to scroll through loads of text.</p>
<p>The diamond links on the page not to be so confusing and easy to overlook because they look like part of the background design.</p>	<p>Can find the links available</p>	<p>Changes will be made to emphasise where links are, so that they are not overlooked as part of the background.</p>
<p>To be able to access corporate information – such as NRA information and Annual Reports.</p>	<p>I can find the information I need about ISHA and the NRA.</p>	<p>External links will be provided on the website, as well as all publications being in one place, and a about us page. The NRA are developing their own website and a link to this will be easily visible.</p>
<p>All of the text on the website to be in an easily readable font size.</p>	<p>The website is more accessible and easier to read</p>	<p>All text on website will be a minimum of Ariel pt 12 (unjustified paragraphs) with further options to enlarge the text and change the contrast.</p>
<p>The ISHA website to have a menu bar that better aids navigation of the site.</p>	<p>I can more easily find what I want</p>	<p>The menu bar will be positioned on top of the page with sub menu links</p>
<p>Forms that could be used to report repairs direct to ISHA.</p>	<p>I can report a repair when it suits me rather than ISHA's opening times</p>	<p>The repairs page will have an email link for you to ask what is happening to your repair – the standard for replying will be one working day. Track my Repair will take some time to develop, and is something we are working towards (there are resource constraints that prevent this happening now).</p>

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The website to give more information about the information that the Repairs Team will require when reported a repair.	I can give more accurate information so that the repair man doesn't come unprepared and then says "oh I have to go and get a part" and then I don't see him again	The repairs will explain better how to use locator and provide more information about the information that will help diagnose the problem.
A form to enable EFT payments online	I can make secure online payments	The Allpay website is a secure way to pay money to ISHA. We will improve the instructions on how to pay through Allpay. We are reviewing other systems to make it easier for you to pay on line and review your rent statement
The ability to log on and check my rent account	I know what payments I need to make, in my own time, rather than relying on office opening hours	The pay my rent page will have an email link for you to ask what about the status of your rent or service charge. We will send you a copy of what you have asked for within 1 working day. We are reviewing other systems to make it easier for you to pay on line and review your rent statement. This will not happen immediately as there are additional costs involved.
To be able to view an up to date copy of your Property Exchange list/information.	I know what exchanges are available	The Homemove (mutual exchange) link will be on the website and also links to the Choice Based Lettings sites (available homes in your Borough)

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An online payment system that is easy to use and doesn't require a very long rent payment number.	The payment process is simpler to use for ISHA residents.	We are looking at whether there are easier ways for you to validate who you are to simplify the payment system. However, this also has to be balanced with the need for secure payments that will not get paid into the wrong account.
Information to be laid out on the website in a way that means it is not very low down on the page The website content (text) to have clear format and not to be all basic text	I can get the information I want more easily	This is a key comment that many residents have said they want improved. The web pages will be divided into sub headings on the menu bar to allow you to get a snapshot of items without having to scroll through loads of text.
The website to have email addresses for ISHA staff	I know who I need to contact	Staff contact details to be given for every relevant page and organisation chart with contact details for all staff to be available on contact us page
An online complaints form that could be submitted directly to ISHA	I can submit a complaint more easily	An online complaints form will be available
A Resident Forum page	all ISHA Residents can share information and experiences without one another	The Resident Forum page has been piloted and will be launched in the New Year
To be able to email repairs easily from the website	I can report a repair when it's convenient to me	This will be available on the new site

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A section specifically for my development/building with information that is relevant to me	I can easily go to what I am interested in	We will create "where I live" page with search option and drop down list Page to include links to housing services Estate Bulletins to be put on website Links to key agencies specific to that area
A forum for Resident comments.	I can better talk to other residents	The Resident Forum page has been piloted and will be launched in the New Year
Easily navigable FAQs	Information more accessible and easier to find	Your Questions answered page created on the new website as well as improved search facilities
To be able to search for contact information for specific departments/employees at ISHA	It is easier to contact the right person	Staff contact details to be given for every relevant page and organisation chart with contact details for all staff to be available on contact us page