

45

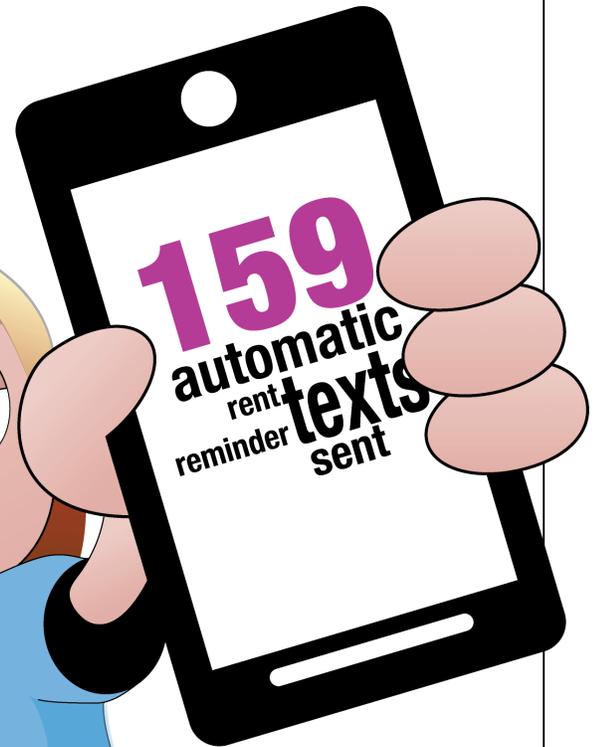
housing offers made online

monthly hits

323

Apply for housing online
www.moray.gov.uk/housingapplication

5,456



Mar 03, 2016 14:04 GMT

Users of housing web pages and online services on the up

Council house tenants and applicants are the first in Moray to benefit from the council's 'Moray Connected' programme – and are taking full advantage of being able to manage their services online 24/7.

The Moray Connected team spent the second half of 2015 working with the housing service to create online services for customers, with a number going 'live' during January.

The statistics in the image below give an ‘at a glance’ look at how customers – and the council – are benefitting from the introduction of online services, including:

- Applicants receiving housing offers by email, and being able to accept a property immediately. Beforehand, an applicant would receive a letter from the housing service and have to post a response back, often a minimum turnaround of a week. Now they can accept or reject a property instantly.
- Tenants will receive an automated reminder text if they have forgotten to pay their rent, to prevent them falling into arrears. Beforehand, a housing officer would have to type out a text manually, post a letter or make a phone call.
- Applicants can apply for council housing online 24/7 via apply4homes.co.uk.
- Applicants can view their position on the housing list simply by entering their application reference number. Again, they can do this 24/7, without having to visit a council access point or ring the contact centre.
- Tenants can view and pay their rent balance online, and set up a repayment plan if they are in arrears.

Making the most of technology to create an efficient service for our tenants helps Moray Council keep rents low – they’re currently among the lowest in Scotland despite the recent 5% increase.

You can keep up-to-date with all the developments from the Moray Connected team by visiting [here](#)

or tell the team what council services you’d like online by emailing connected@moray.gov.uk.

Famous for its colony of dolphins, fabulous beaches and more malt whisky distilleries than any where else in Scotland, Moray is a thriving area and a great place to live. Nestling between Aberdeenshire and the Highlands, Moray stretches from Tomintoul in the south to the shores of the Moray Firth,

from Keith in the east to Brodie Castle in the west.

Contacts



Sharon Dunbar

Press Contact

Media and Communications Officer

sharon.dunbar@moray.gov.uk

01343 563046

07967 748826



Peter Jones

Press Contact

Communications manager

Press, public communications, social media, events, FOI, campaigns, crisis comms.

peter.jones@moray.gov.uk

01343 563601

07974 191318