

Business outcomes

1,600+

resident logins to the portal every month

24/7

access to housing services, day or night

12,884

homes managed across the borough

“

One of the things I like most about the portal is that it's not 9 to 5. I can report repairs at any time.”

— Resident, Waltham Forest

Waltham Forest Council gives residents 24/7 access to housing services with a new resident portal.



The customer: Waltham Forest Council

Waltham Forest Council manages 12,884 homes across the borough, including almost 10,000 rented properties.

Improving the resident experience is a key part of the council's Housing Transformation Programme, with a focus on making services easier to access, improving communication and giving residents more opportunities to self-serve online.



The challenge: limited digital access and manual processes

Before the resident portal launched, residents had to use different channels to access housing services. There was no single place to report repairs, check account information or keep track of tenancy details. Many services were only available during office hours, making it harder for residents to get things done at a time that suited them.

The council wanted to create a more convenient experience by bringing services together in one place and giving residents greater choice and control over how they access support.

Plentific products in use

- Resident portal
- Repairs diagnostics
- Appointment booking
- Rent account and statements

Delivered since launch

As this was the council's first resident portal, it was rolled out in phases so improvements could be made on real resident feedback.

-  **June 2025**
Internal go live and testing with the council's housing systems
-  **July 2025**
A small group of residents tested the portal and gave feedback
-  **August 2025**
Full launch to all residents through the council's digital channels



The resident portal helped me log my repairs and manage my tenancy details. Before it was more time consuming. Now I can log repairs at my own time."

— Resident, Waltham Forest



The solution: a scalable, resident-first digital portal

Working with Plentific, the council launched a Housing service resident portal designed around a simple goal: making it easier for residents to access the services they need. At the heart of the portal is a repairs diagnostics tool that guides residents through reporting a repair and helps them book the right appointment quickly and easily.

Residents can report repairs, book appointments, check their rent account, update their details and track requests online, anytime, day or night. By bringing services together in one place, the council has made it easier for residents to manage their tenancy at a time that works for them, and to deliver a faster, more efficient service.



The results: accessibility, efficiency and empowered residents

Since launch, residents have taken up the portal steadily and now use it to run everyday housing tasks themselves. Key outcomes include:

1,600+

resident logins per month

24/7

access to housing services

Self-service

repairs diagnosis and appointment booking

One place

improved convenience and visibility



Looking ahead

The council is continuing to develop the platform, including a dedicated mobile app making it even easier for residents to access services on the go, as well as additional online services. By continuing to invest in digital services, the council is creating a more responsive, convenient and resident-focused housing service.