

New Tenant Portal coming soon – easier access to your tenancy information



How Stone Circle is building stronger, more connected communities

We're currently developing a new online Tenant Portal, designed to make it easier for residents to manage their tenancy and access important information - all in one place.

The portal is powered by MRI Engage, a widely used housing management platform, and is being carefully configured to reflect Stone Circle's services, values and brand. While it's still in development, we wanted to share what's coming and why it matters.

Why we're introducing a Tenant Portal

Managing a tenancy often involves paperwork, phone calls and waiting for information. Our aim is to simplify that experience.

The new portal will give residents secure, online access to key tenancy information - at a time and place that suits them - while helping us improve communication and service delivery.

It's part of our wider commitment to:

- Make services easier to access
- Improve transparency and communication
- Support residents to feel informed and in control

What the portal will offer

Once launched, the Tenant Portal is expected to allow residents to:

- View key tenancy documents securely
- Check rent balances and statements
- Make payments online
- Report repairs and track progress
- Access important updates and information

Over time, additional features may be introduced as we continue to improve the service based on resident feedback and operational learning.



Designed around residents

While the technology behind the portal is robust, the focus is firmly on people.

The portal will be:

- Easy to use and accessible
- Secure and compliant with data protection standards
- Integrated with our housing management systems, reducing duplication and delays

Importantly, it won't replace personal support. Our team will remain available to help residents who prefer to speak to someone directly or who need additional assistance.

What happens next

The Tenant Portal is currently being developed and tested. Once it's ready to launch, we'll share clear guidance with residents on:

- How to register
- What information is available
- Where to get help if needed

We'll also continue to review and refine the portal to ensure it genuinely improves the resident experience.

A step towards more connected services

This new digital service supports our wider ambition: building stronger, more connected communities, where residents have the tools, information and support they need to feel at home.

The purple shape is customisable; you can change the colour, leave it as is, or add an image to it. To add an image, follow these steps:

Select the shape > Shape Format > Fill > Picture or texture fill > [locate your image] > OK.

To make sure that the image is in place proportionately, got to **Picture Format > Crop > Fill.**

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