



your home

# Online services

*Only a click away*

Available in large print, Braille and on CD

# Welcome to Northwards Housing online

At [www.northwardshousing.co.uk](http://www.northwardshousing.co.uk) you can:

- order your own repair and pick your own appointment
- check your benefits – and how they'd change if you got a new job, moved, or had kids
- look for a new home – check available homes, with maps and area guides
- see your rent payments over the weeks – what you've paid and what you owe.

Our friendly website plugs you into all this, and more, at home or on the move, 24 hours a day.

## Not got the internet at home yet?

Most Northwards homes are within a mile of free-to-use,

internet-ready computers, and advice about getting on line. For details see the list of libraries at the end of this leaflet.

## No passwords or paperwork

Our website is open-to-all – just click and you're in. But if a service shows your personal details – like rent payments – we make sure only you see them, by asking for your tenancy reference number and your post code.

Why not write your tenancy reference number in the box below? To find it look on your rent card – it's the 13-digit number in the bottom right



## My tenancy reference number is:

If you can't find your tenancy reference number, phone us on 03000 123 123.

# Are you getting the benefit?

**Answer a few simple questions to help you cash in on line.**

Want to check if you're getting the right benefits and paying the correct rent? Or like to see how a new job could affect your benefit?

Are you thinking of getting a Northwards home and wonder how much rent you'd pay?

The online rent and benefit calculator shows you how much rent you should pay based on your personal circumstances.

It tells you how much housing benefit, council tax benefit and working families tax credit you should get. No need to sit with a Northwards official or spend ages on the phone.

You don't have to understand complex rules or give your name and address. Just answer some simple questions about your household, and the calculator does the rest. There's advice about making a claim, and, by changing some answers, you can quickly see how things like a new job, or someone moving out,

would affect your benefit – right down to the last penny!

Look out for our online benefit application form.

**Log on to the calculator at:**

[www.northwardshousing.co.uk](http://www.northwardshousing.co.uk)

and follow the link to

“rent & benefits”.



# Use a mouse to get a house

**If you're looking for a new home there are two easy ways to find one.**

Manchester Homefinder is a quick, no-fuss way to see which homes are available, and apply for the home of your choice. There are guides and maps to every area in Manchester, with details about every home.

Homefinder makes getting a home more about choosing what you want, and less about sitting on a list waiting to be offered something. Log on to see what's available and apply for exactly the home you want – just as if you were buying a house. For some people, and some homes, it's simply first-come-first-served.

Before you use Homefinder you'll need to register for rehousing.



You can do this online too. You can also find somewhere new to live quickly by exchanging your home with another Northwards tenant, City Council tenant elsewhere in Manchester or the tenant of another not-for-profit landlord like a Housing Association. By using Manchester Homeswap you can search for

tenants who live in the type of home you want and who are looking for a place like yours.

For Homefinder, Homeswap and rehousing click on [www.northwardshousing.co.uk](http://www.northwardshousing.co.uk) and follow the links to “homefinder & homeswap”.

## Check your rent

Use the website to check your rent balance – see what you've paid recently, and what you owe. See how we work out the amount you pay – rent, heat charge, housing benefit, arrears payments and so on.

Go to:  
[www.northwardshousing.co.uk](http://www.northwardshousing.co.uk)  
and follow the links to “rent & benefits”.







## Widening the net

More people are ‘logging on’ to the internet every day – prices have tumbled, computers are friendlier, and you can even get the internet on digital tv or mobile phones. We’re determined that our tenants won’t be excluded. We’ve got special internet kiosks in our three local offices. You can log on to [Northwardhousing.co.uk](http://Northwardhousing.co.uk) and lots of other useful websites too. It’s absolutely free! No need to book, just come along to:

**549 Cheetham Hill Road  
Cheetham Hill, Manchester,  
M8 9NW**

**1 Monsall Street (junction  
off Queens Road) Collyhurst,  
Manchester, M40 8QZ**

**White Moss Road  
Blackley, Manchester, M9 6NZ.**

We’re open for clicking from 9am to 4pm, Monday to Friday.

## Learn by the book

All Manchester libraries have free internet computers – there’s a library within a mile of your home. Friendly staff can start you off. See the list at the end of this leaflet.

## Web links

Local community groups are getting into the internet. Find your nearest by ringing Manchester community information network on 0161 230 1430. We give free internet-ready computers and training to tenant and resident groups. Call your local group to find out more (details at [www.northwardshousing.co.uk](http://www.northwardshousing.co.uk))

## Computer dummy?

### Never used the internet?

Don’t worry. Libraries run training courses – call for details. There are plenty of other courses too – some free. Beginner’s courses can start by teaching you how to turn a computer on!

### Try adult learning centres like:

**Abraham Moss in Crumpsall,**  
0161 908 2200

**Victoria Mill in Miles Platting,**  
0161 234 5640

**The Manchester College,  
Rochdale Road, Harpurhey,**  
08000 688 585

## **Libraries with free internet access**

Please call for opening times

### **Central Library, St Peter's Square:**

0161 234 1900

**Clayton:** 0161 219 6097

### **Crumpsall, Abraham Moss:**

0161 908 1900

**Gorton:** 0161 223 0775

**Higher Blackley:** 0161 740 1534

**Miles Platting:** 0161 254 7021

**New Moston:** 0161 219 6461

**Newton Heath:** 0161 234 4474

## **The things you can do... with a mouse**

### **Order a repair – it does exactly what it says on the screen!**

Now you can be in control – order a repair and make your own appointment on the internet. No need to phone us – make an appointment to get your repair on a day you choose, at a time that suits. Answer a few simple questions using the clear drawings, then pick from the on-screen appointments on offer.

The more urgent your job, the quicker your appointment. Pick the one you want, and it instantly books the right worker to come at the right time. You can do this in the evenings, at the weekend and on bank holidays. And now there are four appointment times a day to choose from – so less waiting around for you! Order your repair at [www.northwardshousing.co.uk](http://www.northwardshousing.co.uk) and follow the link to “at your service”.

## **The human touch**

Our website doesn't replace human contact. It's just one more way to get in touch or use our service.

Modernisations like this are cutting paperwork and freeing up staff to get out and about where you need them – on your street, keeping an eye on the neighbourhood, listening to your views, making sure gardens are tidy and rubbish is cleared.

Contact us

### **E-mail:**

[info@northwardshousing.co.uk](mailto:info@northwardshousing.co.uk)

**Tel:** 03000 123 123

## Extra services for customers with reduced hearing or vision

To get this leaflet in Braille, large print or on CD:

**Call:** 03000 123 123    **E-mail:** info@northwardshousing.co.uk

**Fax:** 03000 124 123    **Text phone:** 0161 274 0899

Nëse këtë dokument e domi të përkthyer, ju lutemi telefononi numrin më poshtë, ky dokument gjendet edhe në gjuhën braille, në format me germa të mëdha ose në CD.

Albanian

إن كنت تريد ترجمة هذه الوثيقة، يرجى الاتصال بالرقم المذكور أعلاه. تتوفر هذه الوثيقة أيضاً بصيغة برايل للمكفوفين وبالحروف الطباعية الكبيرة أو على قرص مدمج – سي دي.

Arabic

如果您想要一份中文译本，请拨打下列电话。  
这文件也有盲文版、大字体版和 CD 光盘备索。

Chinese

Přejete-li si překlad tohoto dokumentu zavolejte prosím na níže uvedené číslo. Tento dokument je také k dispozici ve slepeckém písmu, ve velkém formátu nebo na CD.

Czech

Si vous désirez une traduction de ce document, appelez le numéro ci-dessous. Ce document est également disponible en braille, en gros caractères ou sur CD.

French

نه گه ر بڻت ڇوڻه نه رڇوسه ي. نه م به لڳه نامه به وه رڳريت، نڪانه به يوه ندي بکه به نه و ژمنه ي څواريه وه. نه م به لڳه به هه ر وه ها به شينوازي نوسراوي ڳوڻران، نه چيني ڳه زره و بيان نه سه ر سي دي هه به.

Kurdish

Se deseja obter este documento traduzido, por favor contacte o número abaixo, este documento também está disponível em Braille, impressão grande ou CD.

Portuguese

I faddii aad rabto 'in dukumentigan lagu turjumo fadlan soo wac lambarka hoose, waxaa dukumentigan weliba lagu heli karaa farta Braille ee dadka indhaha la', far waaweyn ama cajal (CD).

Somali

اگر آپ امن دستاویز کا ترجمہ چاہتے ہیں تو براؤ کریم نیچے دئے گئے نمبر پر کال کریں، یہ دستاویز بریل، بڑی چھپائی یا سی ڈی کی شکل میں بھی دستیاب ہے۔

Urdu

03000 123 123