

ITT02 – Outline Requirements

Southway Housing Trust Website Replacement 2016

Version 1.0

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1. Introduction

- 1.1.1. This document sets out “outline” requirements for the purpose of bidders understanding the high level objectives of the project in order to gain an understanding of Southway's strategic requirements, resource implications, timings and cost Etc.
- 1.1.2. This document is **not intended to be a finalised requirements specification** as it is the intention that the bidder awarded the contract will research the requirements during the first phase, and draw up a specification that is suited to the technologies and skill-set available. Flexibility will be key throughout the project regarding solution and options. Integration with existing systems will however be a key aspect of the decision making process where the Supplier will need to demonstrate capability.
- 1.1.3. Each section outlined below has a scoring criteria to indicate that the supplier has experience in this area and can deliver to the specification. To demonstrate you can meet this criteria we would like a well presented, clear pdf document of no more than 5000 words and we reserve the right to invite organisations to clarification meetings if required.
- 1.1.4. Refer to the accompanying document ITT01 – Invitation to Tender for contact details.
- 1.1.5. It is important to note that we will be considering this project in two stages.
 - Stage 1 – to create and present the concept of the website, the structure, the look and feel.
 - Stage 2 – to implement the proposal.
- 1.1.6. Southway reserve the right, at the end of stage 1, to withdraw and re-tender if it is deemed that the supplier is not able to deliver stage 2 to the required standard or cost.
- 1.1.7. Southway require a full estimate for stage one and a guide price for stage two.
- 1.1.8. We will create and submit a contract subject to the information provided through the tender process.

2. Outline Objectives and Scoring

Southway has taken the decision to review the current position regarding its website and associated services with a view to addressing any problems currently experienced and implementing systems and services that meet our current and emerging web requirements.

2.1. Key Objectives

- 2.1.1. The site should facilitate channel shift through delivery of first class online services that customers will want to use on a regular and ongoing basis. Content, functionality, ease of use, ease of access, integration with core back-office business systems and graphical presentation will be key factors as well as the mobile option being of equal quality.
- 2.1.2. Portray a professional looking image to each of our various customer bases.
- 2.1.3. Provide secure access and storage of confidential data and transactional data.
- 2.1.4. Facilitate a methodology for authorised Southway staff to edit and maintain specific areas of the site and its content whilst maintaining consistent styling throughout by means of appropriate release controls.
- 2.1.5. Enhance the core site functionality to make the site more interactive.
- 2.1.6. Comply with any relevant regulations and best practice guidelines.
- 2.1.7. It is important to note that Southway will own all intellectual property rights to all content and imagery on the website solution. If Southway chose to discontinue working with the successful provider (within the limits of an agreed contract) Southway Housing retain full intellectual property rights of all website content and imagery.

2.2. Scoring

- 2.2.1. Scoring is detailed next to each section as below.
- 2.2.2. We would like a well presented, clear pdf document of no more than 5000 words
- 2.2.3. Images and mock-ups will be viewed as advantageous as they will make some of the more subjective scoring (such as quality of design) easier to mark. Please note, this is not a crucial part of your response; however, if images and mock-ups are not being provided, then examples of previous work are essential.
- 2.2.4. Our panel will consider all tenders and scoring will be carried out by a panel of four Southway Staff comprising:
 - Communications Officer – Project Manager
 - Head of IT
 - Service Development Officer
 - Head of Customer Hub and Communications
 - IT Business Development Manager
- 2.2.5. Southway reserve the right to seek clarification meetings at their offices, regarding presenting information provided, if scoring is favourable but clarification is required

- 2.2.6. Scores are outlined below and the presented document must explain how you meet each of the points outlined.
- 2.2.7. The scoring is weighted as followed, with details of each scoring criteria listed from point 2.3 onward. (The scores total to a maximum of 200). Please note; Where score points do not add up precisely to the amount of bullet points within each section, points will be added or subtracted in these areas based on how clear the information is portrayed or if it is evident that this is an area within which your offering excels.
- Project Management – 20 points
 - User experience and aesthetics - 60 points
 - Security – 2 points
 - Social housing requirements - 4 points
 - Commercial requirements – 6 points
 - Content Management System – 20 points
 - Social Media – 4 points
 - Third party integration – 10 points
 - Mobile solution – 20 points
 - Development 10 points
 - Hosting – 4 points
 - Cost – 40 points

2.3. Project Management (20 points)

- 2.3.1. The project management element of this project is essential to its success. The company chosen must demonstrate ability to manage a complex project with varying facets, similar in nature to those listed in this document. They must demonstrate a large amount of input on recommending best practice and best solution that also provides future proofing and best value for money.
- 2.3.2. The solution must involve timely and clear project timescales built with the consultation of Southway Housing project team
- 2.3.3. The solution will outline the best format of consultation with stakeholders and demonstrate how this consultation will be carried out.
- 2.3.4. It is essential that quick and easy access to troubleshooting / meetings and general access to supplier support is possible.
- 2.3.5. It will be necessary for the chosen supplier to demonstrate that they can carry out timely or potentially frequent work on site with Southway Housing. The supplier must be able to respond to requests and meet at Southway's Head Office in Southway Manchester at short (24hr) notice. It is essential that it is made clear to Southway how these response times would be met; online/conference call meetings and such solutions will be considered an option if there is no detriment to service or trouble shooting as a result. Please note we are only seeking confirmation that the supplier can be available for on-site workshops, meetings etc. as required; we are not looking for the supplier to co-locate with Southway to deliver the work.
- 2.3.6. Southway Housing Trust has a commitment to include tenant representatives as well as from the communications team, to advise on design, function, experience, etc. As a

supplier of Southway, the winning bidder would be expected to: arrange, complete, document and evaluate feedback and create test plans for user testing, with and on behalf of Southway Housing Trust.

2.3.7. We would expect the successful bidder to investigate the current website then outline and execute a plan on how to ensure the content is up to date and relevant (and/or removed where necessary.) They will need to rationalise the site structure down to its most simple and functional form considering the priorities, whilst still meeting the requirements of all key audiences as detailed above. We would aim to make the site much more succinct and aimed toward the transactional functions of the site and key information rather than an information dump for everything to do with Southway. The structure and functionality should be tested with key stakeholders.

2.3.8. Additional considerations for proposal -

2.3.9. The bidder will incorporate and consider the following within their response / proposal:

- Provision for project management.
- Consultation with Southway stakeholders.
- Produce conceptual designs from initial discussions with stakeholders.
- Work with Southway and Southway's branding advisors to finalise production specifications, designs and branding etc.
- Develop site / App styling and branding.
- Development of the detailed specification.
- Develop and deliver site architecture
- Design of online services to meet presentation and ease of use criteria
- Providing a test environment linked to Southway's back office test systems (see point 3.3.1)
- Developing any relevant business logic determined within the specification stage.
- Load available content produced by Southway.
- Test and obtain sign off of accessibility compliance
- Deploy the live site
- Provide on-going maintenance services
- Search Engine Optimisation

2.4. User experience and aesthetics (60 points)

2.4.1. The proposed solution MUST be fully optimized and supported on all major devices, platforms and browsers.

2.4.2. Google Analytics and Web-tools support, in addition to any proprietary reporting services should be incorporated. The ability to track user experience, traffic, frequency and function is the lowest requirement, with reporting facilities.

2.4.3. Majority of information should be accessible within 3 clicks from the default page. This should be investigated in detail at the design phase. Internally we have carried out an exercise to try and ensure the information on the website is up to date and relevant. However, this will form an important part of the project. We would like the agency to coordinate a further in-depth look at the content to help ensure it is relevant, up to date

and appropriately structured. Where copy needs rewriting, the Southway Communications team can re-write as appropriate but will look for direction regarding what needs to be amended. The successful bidder will demonstrate how it will coordinate this process, providing clear timescales in advance for Southway to complete the work to an agreed content plan.

- 2.4.4. Where services, not owned or paid for by Southway Housing Trust (Facebook and Twitter etc.) are referred to in this document, an anchor link containing the required URL and description should be configurable in the CMS. The ability to; add, update and remove this at any time, is necessary. It must also be configurable to flag the type of display method is used for a link, i.e. `_blank`, `_self`, `_target`, etc. An option to specify the current or target window size would be preferred.
- 2.4.5. The website must be fully optimised for all major device types, screen sizes, resolutions, orientations, operating systems and browsers. For example, the site must be viewable and compliant to all aspects described in this document, when displayed on: Windows 10 PC, 19", 1920x1080, landscape, Firefox 43.0.4. Similarly: Windows 7 PC, 14", 1280 x 720, landscape, Opera 34.0.2036.25. Alternatively: Apple iPad Air 2, Safari, both orientations (Note: Does not have to reflect the exact design but should follow corporate house-style and MWBP).
- 2.4.6. With regard to PC computer monitors, the strategy adopted should be based on monitors getting larger and making best use of increasing screen space whilst still working well on older and/or smaller resolutions.
- 2.4.7. Google Analytics and Web-tools should be implemented and supported, utilising a dedicated customer account. Alternatives to this approach can be discussed and considered in response, provided they meet minimum requirements and contain reportability, preferably SSRS.
- 2.4.8. The use of direct links to pages / documents / content should be implemented.
- 2.4.9. Usage of the back button on a browser or device is necessary as well as site maps and direct links to return from a previously visited page (if appropriate).
- 2.4.10. The site must conform to W3C standards of web /application design, dependent upon the device and browser. HTML & CSS standards should be followed and adhered to. This is not limited to web application, or device.
- 2.4.11. The site should be fully WCAG 1.0 (AA) compliant in its design and implementation.
- 2.4.12. W3C WAI guidelines should be followed. Special consideration should be applied for Autism, Dyslexia and Visually impaired visitors.
 - The site should be available in 3 or more (Dyslexia friendly) background colours
 - The site content text should be available in multiple colours, fonts and sizes. This arrangement should be independent of each other and of the background colour.
 - The site should be free from clutter and content clearly split to aid the usage of content readers and interpreters.
 - Alt tags should be used to aid navigation and accessibility tools.

- 2.4.13. The usage of products such as, but not limited to BrowseAloud, should be considered sign and implemented and tested appropriately.
- 2.4.14. Functionality should be provided to facilitate visitors to select content in alternative languages.
- 2.4.15. Content should be definable by user and session. The ability to style and save text, display and colour settings should be available and the use of pre-defined styles should be made available to visitors. *This shouldn't be based on user login*
- 2.4.16. Content Web Parts or Widgets would be preferred to allow users to tailor their experience through targeted content inclusion / exclusion. *This shouldn't be based on user login*
- 2.4.17. A search facility should be available across the site, in the same format.
- 2.4.18. The search function should incorporate, into results, ALL content and media, including documents.
- 2.4.19. The data defined in the CMS should have the ability to be 'tagged' with appropriate search terms for intelligent content detection.
- 2.4.20. The search facility should be 'Intelligent' in its approach, allowing for relevant and targeted content retrieval. E.g. Filenames, content in files, Filename & Content etc.
- 2.4.21. If possible, the search function should have the ability to *learn* from previous search terms and return these in results or tag them as appropriately.
- 2.4.22. Previously searched terms should auto-populate the search text.
- 2.4.23. Content rating and subsequent priority result return should be utilised.
- 2.4.24. Results should be 'paged' in definable data sets, defaulted to a CMS defined quantity. This should also be configurable by the user or search attempt.
- 2.4.25. The search should be 'fast' in its return of content and relevant to the user's search reference and/or search history. A return time of 1 second for the first page of 10 results should be appropriate.
- 2.4.26. The existing functionality to allow links from the website to various other services should remain. e.g.
- www.allpay.net
 - www.facebook.com
 - www.twitter.com
- 2.4.27. Southway Housing has a bank of imagery that can be used in the design of the new website, but if additional images are required please state this as an additional cost in your proposal
- 2.4.28. The site must have the following accessibility features:
- Dyslexia
 - Sight difficulties / Visual impairments
 - User definable appearance schemes
 - Saved site preferences should be available

- Editable content Web Parts

- 2.4.29. The sites visuals must appealingly and simply to sign post tenants to the VERY easy to use transactional functions, however flexibility is a must with varying priorities and the necessity to promote and bring forwards elements of the organisation such as promoting and signposting towards the repairs service. Various options on how we may manage this would be welcome as we would also need to incorporate key messages and news.
- 2.4.30. We are keen to embrace the latest design principles and stand apart from our contemporaries with a fresh and innovative design. We are looking for a proposal which includes the design of a fully responsive website which will scale seamlessly between screen sizes and across all platforms: The mobile element of this is essential and should be a prime aspect of the development with full and clear consideration throughout the project.
- 2.4.31. Southway has a set of brand guidelines which we would expect the successful agency to make a core component of their proposal and the final website design. We would also expect the successful agency to demonstrate and deliver a rigorous approach to the design process and would expect to see the following stages in the proposal and project plan:
- Analysis and interpretation of the Southway brand guidelines
 - Initial concepts and mood boards
 - Definition of required templates
 - Wireframes of all templates (with supporting notes on key functionality)
 - First stage design of all templates (with supporting notes on key functionality)
 - Feedback and amends
 - Presentation of final template designs (ready for approval)
- 2.4.32. We want a clean and simple yet eye catching design (as we tend to go for a vibrant, colourful feel that makes us stand out.) It should allow users to quickly find the information they are looking for without being cluttered. A sound knowledge of the customer base and needs would be advantageous. We would expect the agency to provide insight and information regarding prioritising and structuring information correctly and appropriately, however there should be an emphasis on the transactional functions available; the website should be our primary and most effective tool in drawing calls away from our contact centre.
- 2.4.33. The mobile option for the site to adhere to all of the same quality standards as described above
- 2.4.34. Although not an essential requirement from the start, we would like to explore instant chat as an option and look at ensuring this could be integrated from the start or potentially added at a later date. Southway employ a Cisco Telephony system for external communications. It is possible to utilise this system as a presence indicator and Jabber. Southway would like to utilise this or an alternative client option to introduce an instant chat facility, which would be routed to appropriate staff, based on their presence. This facility should also integrate with our Housing Management System's CRM capability in order to centrally record the communication for future reference / action.

2.5. Security (2 points)

- 2.5.1. All online services to operate over HTTPS protocol.

2.6. Social Housing Requirements (4 points)

- 2.6.1. Provide access to first class on-line services that integrate directly with back office systems providing simple and clear content that addresses customers' needs.
- 2.6.2. Many Social Housing residents have a tendency to be amongst the group of the population who have the lowest digital skills, this needs to be taken into account in the design of the social housing content, navigation and relevant on-line services.
- 2.6.3. Ensure ease of access (and visibility) to the on-line services from anywhere within the site.

2.7. Commercial Requirements (6 points)

- 2.7.1. Promote Southway's commercial activities in a professional manner designed to focus on income generation. Including the development and delivery of associated site branding.
- 2.7.2. Provide online services that are aligned with the needs of Southway's commercial activity subsidiaries and directly integrated with relevant systems be that of Southway or partner organisations.
- 2.7.3. Provide distinction between the Social and Commercial content. (e.g. different CSS styling)
- 2.7.4. The site(s) should be saleable so as to cater for current and future business opportunities/activities.
- 2.7.5. *Please note; we are not seeking costs for two or more websites; just the main Southway Housing Trust website and possible portal solutions (which may simply include making a much more user friendly "skin" for the existing portal). We are looking to discuss this element with the supplier in more depth, but are not expecting pricings to reflect two separate websites. We are looking to establish whether the supplier can deliver the elements of a commercial website as instructed, so that we do not have to re-issue a tender with technical details etc. for a second or third website creation. There is, however, a wish that there is some duplication of back end functionality (ability to book repairs being the best example), that we are hoping would be cross purpose for two sites and included in the scope of this project.*

3. Functional Requirements

3.1. Content Management System (CMS) (20 points)

- 3.1.1. The website must be driven by an easy-to-use CMS, which will allow designated site administrators (or content administrators), the ability to add, amend and remove a variety of content media types and linked documents.

- 3.1.2. The CMS must allow content to be viewed by visitors or documents downloaded, the type of experience should be indicated and dictated by the CMS.
- 3.1.3. The CMS should control both the portal and front end of the site. The more flexible the CMS and more control it provides Southway, the more effective. This is a key part of the project.
 - 3.1.3.1 The CMS should be database driven, however, an alternative approach to data retention would be considered, such as XML.
 - 3.1.3.2 The content of the CMS data source must be easily backed up and readily available in the event of a need for Disaster Recovery (DR) or for replication in to a test/sandbox environment.
 - 3.1.3.3 Replication to an alternative environment must be supplied with scripts to copy data and modify and required parameters to ensure data integrity and environment independence.
- 3.1.4. A proprietary CMS is preferred but will not significantly influence the decision making process. E.g. Microsoft SharePoint, DNN etc. Please note we are open to considering other solutions (such as open source).
- 3.1.5. The CMS document retention policy should be definable by section/category/file type.
- 3.1.6. The CMS authentication should be Active Directory driven as a preference and permissions granted via AD group policy. As a minimum, the CMS must be capable of role definitions and functional security, the likes of which can be categorized into groups and managed centrally and authority delegated. E.g. Approver, Moderator, Owner with differing authority to process functions.
- 3.1.7. The CMS must allow content to be viewed by visitors or documents downloaded, the type of experience should be indicated and dictated by the CMS.
- 3.1.8. The CMS must be supported by an appropriate reporting tool. Preferred tools would be Microsoft SSRS as a minimum.
- 3.1.9. The winning bidder will provide adequate training to relevant Southway staff in the use of the chosen CMS.

3.2. Social Media (4 points)

- 3.2.1. The ability to utilise social media XML and RSS feeds should remain, such as Facebook and Twitter.
- 3.2.2. Social media content distribution from the CMS should be explored and options presented.
- 3.2.3. We will require the new website to accept YouTube and Vimeo embed codes.
- 3.2.4. Southway publishes news and comments simultaneously on the website, Facebook and twitter, along with other forums. The project should deliver a solution within the CMS to publish such material on all platforms simultaneously. This feed should also update all platforms with responses to each individual platform in turn, dependant on authorisation of the inbound communication (determined by a user's role).

3.3. Third-party Integration (10 points)

- 3.3.1. Southway currently utilises a Housing Management System (HMS), Capita OPENHousing. This system presents a front-end customer *portal* for use of our tenants and leaseholders. This *portal* provides the ability to do such tasks as, log a repair; add a customer communication; view a statement; etc. The projected website should provide the ability to either embed/incorporate the existing site or introduce a seamless, web service driven front-end user experience. A key factor will be the usability and presentation of the on-line functionality and/or data, Southway's objective is to enhance the user experience so as to drive user preference towards using the website and online services rather than contacting by telephone.
- 3.3.2. Options should be presented to Southway with value for money in mind

3.4. Mobile App/solution (20 points)

- 3.4.1. As the trend of online usage is steadily moving more toward mobile access and applications, it is the intention of Southway to implement a mobile option. The mobile option for our website is absolutely essential and of equal importance as the website. This option must be fully explored and developed alongside the desktop site and be absolutely as effective regarding both information and transactions. The project will not be considered without an effective option, as documented throughout these requirements.
- 3.4.2. If a separate application is deemed the most appropriate solution to achieve the above aims, we would introduce native smartphone/tablet apps (or best mobile option advised) for iOS and Android devices. If the option was an app it should be available in the App Store and Play Store respectively.
- 3.4.3. The apps should mirror for each App for both iOS and Android, and display port media.

4. Specification

4.1. Development (10 points)

- 4.1.1. The site should be developed and hosted as an exact replica, with an alternate (secured) URL or sandbox environment for UAT.
- 4.1.2. The site should be developed using an appropriate web technology, as agreed with Southway Housing Trust website project team.
- 4.1.3. If a SQL database is required, this should be Microsoft SQL Server, with an appropriate Management Studio and reporting environment (Preferably Microsoft SSRS).
- 4.1.4. The website and CMS should be designed and implemented in such a way that content can be segregated from the CMS and sensitive information, such as user names, password, sensitive documents and Personal Identifiable Information is secured with 128 bit encryption via SSL as a minimum.
- 4.1.5. Southway will remain the owner of ALL content during the life of the contract and post-support, regardless of the relationship between Southway and the supplier.
- 4.1.6. Southway will retain Intellectual Property owner status from project inception, through completion and beyond the life of the support contract, regardless of the relationship between Southway and the supplier.
- 4.1.7. Southway will be granted the ability to make changes to the CMS content, application styling and layout, throughout the life of the support contract without incurring penalties or invalidating any contract held with the supplier.
- 4.1.8. All data managed or hosted in relation to Southway's website services offered under this tender either by the winning bidder or relevant sub-contractor of that bidder must be held and managed in-line with European Data Protection Directive requirements.
- 4.1.9. All data relating to personal identifiable material must be held on secure, individual hardware within compliant data centres of the EU.
- 4.1.10. It is preferred that the site any optional Databases *not* be hosted within the premises of Southway Housing Trust.

4.2. Hosting (4 points)

- 4.2.1. Website
 - 4.2.1.1 Site hosting should be capable of allowing 1,000 simultaneous users. Additionally, bandwidth to the site should be sufficient to allow for videos that are hosted to be played to users concurrently.
 - 4.2.1.2 Site loading times should be sub 5 seconds for all content, with the ability to choose what content is loaded in order.
 - 4.2.1.3 The uptime of the website should be 99.999%, (Max permitted downtime 5.26 minutes per year).
 - 4.2.1.4 Southway will remain in control of the DNS records of the southwayhousing.co.uk domain, and will not relinquish this control.

4.2.1.5 The website should be constructed in a way that if Southway require movement of hosting companies, the website and all content can easily be moved, with minimal 3rd party intervention.

4.2.1.6 The website should have the ability to be crawled and indexed by Google, Bing and other major search engines.

4.2.2. Databases

4.2.2.1 Database hosting should be available on MS SQL Server with appropriate resource allocation and RAID 1/10 disk configuration.

4.2.2.2 Databases should be highly available, with uptime of 99.99% (Max permitted downtime 52 minutes 36 seconds per year)

4.2.3. Web Services

4.2.3.1 Web Services will be hosted securely within Southway's DMZ.

4.2.3.2 Currently Southway use Capita web services as part of their suit of core housing management system products, where new web services are developed by the winning bidder that supplier will be responsible for set-up and configuration of these new web services.

4.3. **Cost (40 points)**

4.3.1. Southway Housing is looking for a cost to provide all of the above. All costs must be pre-agreed and provided in absolute clarity, with a breakdown of how each element of the project is costed.

4.3.2. The highest points for this part of the evaluation will be awarded to the cheapest solution that meets *all* the criteria. A point will be removed for the second cheapest option, and so on.

4.3.3. The costing must be entirely transparent and if it is deemed to be unclear or unrepresentative of actual costs, Southway reserve the right to withdraw from the project

4.3.4. Southway is looking to enter into a long-term partnership with the successful agency. Typically we would be looking an initial two year agreement for technical support services and consultancy.

4.3.5. As we have an internal communications team that will manage the site we would hope that support costs and needs (due to ease of use and build etc.) would be minimal.

4.3.6. We are looking for details of available technical support, the associated ongoing costs and to abide by the terms of our contractual arrangement/SLA that will be submitted once tender applications have been reviewed and responded to.

4.3.7. We are looking for proposals that include details of your approach to this project along with a full breakdown of costs:

- Cost for the development and project consultation for the website
- Cost of an ongoing technical support and consultancy retainer, based on a two year agreement.

5. Site Structure and Outline Content Requirements

Southway has defined the following audiences and respective requirements. These will need to be considered as part of the redevelopment project. The table below outlines high level requirements that have currently been identified and should be used to assist in compiling information that will be presented to Southway via your proposal.

Level	Audience	Requirement
High	Tenants - current and prospective	Easily order repairs directly via a tenant portal which automates the process and interacts with existing systems.
		Easily access private rent and account information which is automatically pulled through from existing systems. This would also include linking to an external site (AllPay) to pay rent.
		Access rehousing information (primarily signposting to Manchester Move)
		Report Anti Social Behaviour directly
		Make a complaint
		Gain quick, searchable and simple access to a variety of tenancy, neighbourhood and environmental information and ways to get involved with Southway that is easy and instinctive to navigate.
		Signposting to Social Media channels for news
		Access high priority news (and newsletter area)
		General ease of communication with Southway including Web chat and linking this with the Call Centre.
Medium	Leaseholders - current and prospective	As with tenants however will also require some specific Leaseholder info
	Staff	Access to information and news about Southway Housing
	Board members, Authorities and other interested parties	Access to annual reports and other key information about the running of Southway Housing
	Prospective staff	Access to careers information and the latest vacancies. Ability to apply for a role – looking at current “job portal” and possibly replacing.

Level	Audience	Requirement
Lower	Private customers and contractors (Repairs / Development)	Currently these brands are link directly with Southway Housing. It will be necessary to look at how people are signposted to information around commercial/private repairs and the development subsidiary. Also look into booking system of private repairs.
		Access info on who we are/what we do
	Resident/Tenant groups and associations	Access info on Getting Involved
	Press	Access News (or signposted clearly to news on Social Media) Freedom of info, board papers (if legally required?) and press/media contact details
	Other public and housing bodies	View accreditations, awards and regulatory identifiers



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