

Housing


Ombudsman Service

Interactive Casework Portal - Landlord Frequently Asked Questions

Using the Portal – FAQs

➤ What sort of system do I need to access the Portal?

You can access the Portal from most used browsers and our Accessibility

Statement (see  on page 9 of the user guide) has more information about this.

➤ How do I change the email address I use for the Portal?

Please contact us via email to portal@housing-ombudsman.org.uk if you would like to change the email address that we use to communicate with you.

➤ What do I do if I'm not receiving a notification email when there is something for me to review on the Portal?

You should receive an email when there is an update if you're not receiving a notification, please let us know by email to portal@housing-ombudsman.org.uk

➤ How can I upload an email thread?

The best way to send an email thread is by making the document a PDF file first or copying and pasting the information into a Word file. Use the print to PDF function to create a file, that you can name and upload.

➤ How can I send a file that is over 20mb?

You can't; you will need to reduce the size before sending it.

There are some tips below but if you're unable to reduce the file size enough, please send a message to the caseworker using the Portal who will be happy to help.

- Adobe Pro lets you break down large PDF files into several smaller documents.
- You can also visit the Adobe website to use their online PDF compressor.

➤ **Can I send more than one message on the Portal?**

You can only reply to a message, you can't create a new message.

You can reply to a message multiple times, (see page 15 of the user guide) but it's helpful if you aim to send all your queries within one message where possible.

➤ **How long can I use the Portal until it automatically logs me out?**

For security, if you are logged into the Portal and inactive, the system will warn you after 25 minutes that it will log you out, which it does after 30 minutes.

If you need to send us a long message or letter, we recommend that you type the detail into a word file and copy into the message field or save the document and attach it as a file.

➤ **Why can't I see all the cases that the Housing Ombudsman Service has assessed for my organisation on the Portal?**

When we create your Portal account, you will see cases that are open with our Dispute Support and Dispute Resolution teams, as of the date of activation.

Cases that were closed before your account was activated on the Portal will not be visible. Cases closed after your account is activated will remain visible for two years.

➤ **How quickly will the Housing Ombudsman Service reply to my message?**

Our caseworkers will aim to reply to any case related messages within 15 working days and any technical issues reported to the Portal mailbox will be replied to within 5 working days.