

Portals for People Service Definition

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About Us



“We are committed to assisting housing associations, housing providers and local councils throughout the UK, enabling them to address the unique challenges they face.”

Rachael Bishop, CEO

About us

We provide a modern, affordable, comprehensive property management platform for UK housing associations, housing providers and local councils.

We understand your challenges – from navigating complex compliance to managing tight budgets and meeting evolving tenant expectations.

Our platform helps you streamline operations, ensure compliance, and improve tenant satisfaction, all at a fraction of the cost of traditional systems.



Our Mission

At Portals for People, we are passionate about empowering UK housing associations, housing providers and local councils with the technology they need to thrive. We believe powerful, modern software shouldn't have a prohibitive price tag. Our mission is to provide cost-effective, user-friendly, and comprehensive solutions that help housing providers improve efficiency, ensure compliance, and deliver excellent services to their tenants.



Our Values

Authentic	We act with integrity, building trust in our interactions
Courageous	We step forward together, taking smart risks, tackling the issues and leading with confidence
Purposeful	We follow our vision, challenging ourselves and celebrating progress in order to create meaningful change
Responsible	We consider our use of resource (people, materials, capital) and empower each other to achieve
Diligent	We understand how our products are used and how they help





Our Portal



“The collaboration and introduction of Portals for People at Birch Housing was seamless. The solution addressed many of our ongoing operational challenges and brought with it a great potential roadmap to fulfil future opportunities. It significantly enhanced operational efficiency and data management capabilities.”



The Challenge

UK housing associations, housing providers and local councils face increasing pressure.

Legacy IT systems often create inefficiency, data can be fragmented across different departments and keeping up with compliance requirements is a constant demand.

Added to this are tight budgets and the need to deliver excellent, modern digital services that tenants expect. Finding a solution that addresses all these points without breaking the bank can seem difficult.

Our Solution

We built Portals for People from the ground up to address these challenges directly.

It's a modern, cloud-based (SaaS) platform designed with the specific needs of the UK housing sector in mind.

We believe effective housing management technology should be accessible, affordable, and easy to use.



About our services

Data-driven insights

With a strong focus on data and research to drive decisions, our services help organisations enhance user engagement, improve efficiency, and deliver meaningful value to their stakeholders.

Helping your teams work better

We work closely with each organisation to understand their unique needs, culture, and tenants. This collaborative partnership allows us to create integrated, transformational digital experiences and products that drive breakthrough change.



Key Benefits

Cost-Effective

Significantly lower annual costs than competitors, offering clear value and ROI.

Comprehensive & Compliant

We step forward together, taking smart risks, tackling the issues and leading with confidence

Efficient & User-Friendly

Our intuitive interface and automated workflows save your team valuable time and reduce administrative burden. Enjoy a smooth SaaS implementation.

Tenant-Focused

Improve communication and service delivery with features that enhance the tenant experience.



Key Features



Tenant & Property Management

A centralised system for managing comprehensive tenant records and real-time occupancy tracking to maximise housing stock efficiency and minimise voids.



Repairs & Maintenance Tracking

An end-to-end workflow to log, assign, and monitor reactive and planned maintenance, featuring automated reminders to ensure high standards of property habitability.



Compliance Documentation Management

A secure digital repository that automatically monitors expiry dates and alerts managers to missing or overdue statutory safety certifications, ensuring total regulatory adherence.



Key Features



Housing Benefit Management

Integrated processing of benefit claim data with automated notifications to local authorities to reduce manual administration and improve revenue assurance.



Reporting & Analytics

Real-time, customisable dashboards and reporting tools that provide actionable insights into KPIs, occupancy trends, and compliance performance for strategic oversight.



Communication & Automation

Scalable automation of stakeholder communications, delivering timely email notifications for tenant inductions, benefit status changes, and critical task alerts.

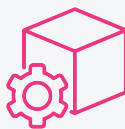


Key Features



Auditing & Security

A robust, GDPR-compliant framework featuring full system audit trails, multi-factor authentication, and AES-256 encryption to protect sensitive citizen data.



Flexible Structure

A sophisticated parent-child architecture designed for large organisations to delegate regional property management while maintaining unified central governance.



Support Tracking

A transparent evidence-gathering module that captures live, digitally-signed support notes and time-stamped records to validate service delivery and safeguard against funding clawbacks.





Our Services

Digital Self-Service Portals

We design and deploy intuitive portals that empower residents and staff to self-serve around the clock, facilitating repair requests, rent payments, and enquiries to reduce contact centre volumes.

Cloud Computing and Infrastructure

Our cloud-native SaaS architecture provides a scalable, resilient, and secure environment that reduces the need for local hardware and ensures high availability for critical housing services.

Legacy System Migration and Integration

We specialise in the secure transition of data from ageing legacy software to modern platforms, ensuring seamless integration with existing finance and payment systems to maintain operational continuity.

Maintenance and Continuous Development

Our service includes proactive system maintenance and iterative development cycles, ensuring your platform evolves alongside changing regulatory requirements and technological advancements.

Digital Business Transformation

We provide strategic consultancy and implementation to overhaul manual workflows, replacing them with streamlined digital processes that increase organisational agility and staff productivity.

Omni-Channel Technology Modernisation

Our solutions modernise your communication infrastructure, providing a unified technology stack that delivers a consistent and seamless service across web, mobile, and traditional channels.



How we help

Residents and Community Engagement

We build instinctive, easy-to-use platforms that allow customers and colleagues to self-serve at any time.

By automating communications and tracking progress transparently, we drive digital inclusion and improve Tenant Satisfaction Measures.

This focus on accessibility ensures that service delivery is consistent, timely, and responsive to the needs of the wider community.

“Portals for People has already delivered significant results for our Housing Association, including increased efficiency, improved compliance, better occupancy management, and enhanced reporting capabilities. We love it!”

Helen Western - HA Expert



Strategic Housing Management and Regulatory Compliance

Portals for People provides a modern, cloud-native alternative to restrictive legacy systems, specifically designed to automate and simplify the housing management process for mid-sized associations and local authorities.

By streamlining routine functions such as repairs, rent collection, and statutory compliance, the platform centralises data to provide a real-time 360-degree view of all tenants and properties, ensuring business decisions are backed by transparent, evidence-based insights.

For organisations navigating high demand and strict regulatory oversight, the system acts as a single source of truth for property data and safety records, linking existing IT infrastructure to facilitate reliable auditing.

This integrated approach creates a transparent environment where compliance is automated and service standards are consistently upheld, safeguarding funding through verifiable, digitally-signed evidence of service delivery.



Technical and IT Leadership

We deliver a secure, GDPR-compliant SaaS platform that prioritises data integrity and system reliability through encryption and multi-factor authentication.

By providing a scalable infrastructure with dedicated onboarding support, we help IT leads manage digital transformation and legacy system replacement within strict budgetary frameworks.

Frontline stakeholders

Our solution empowers frontline staff by automating up to 80% of routine tasks, including repair logging and compliance tracking.

This reduces the administrative burden and allows colleagues to increase their presence within estates to tackle complex resident issues. With a unified view of tasks and appointments accessible on any device, staff can make rapid, insight-based decisions to improve void turnaround and rent collection.



Contact us

Do you have any questions?

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