



How to review correspondence

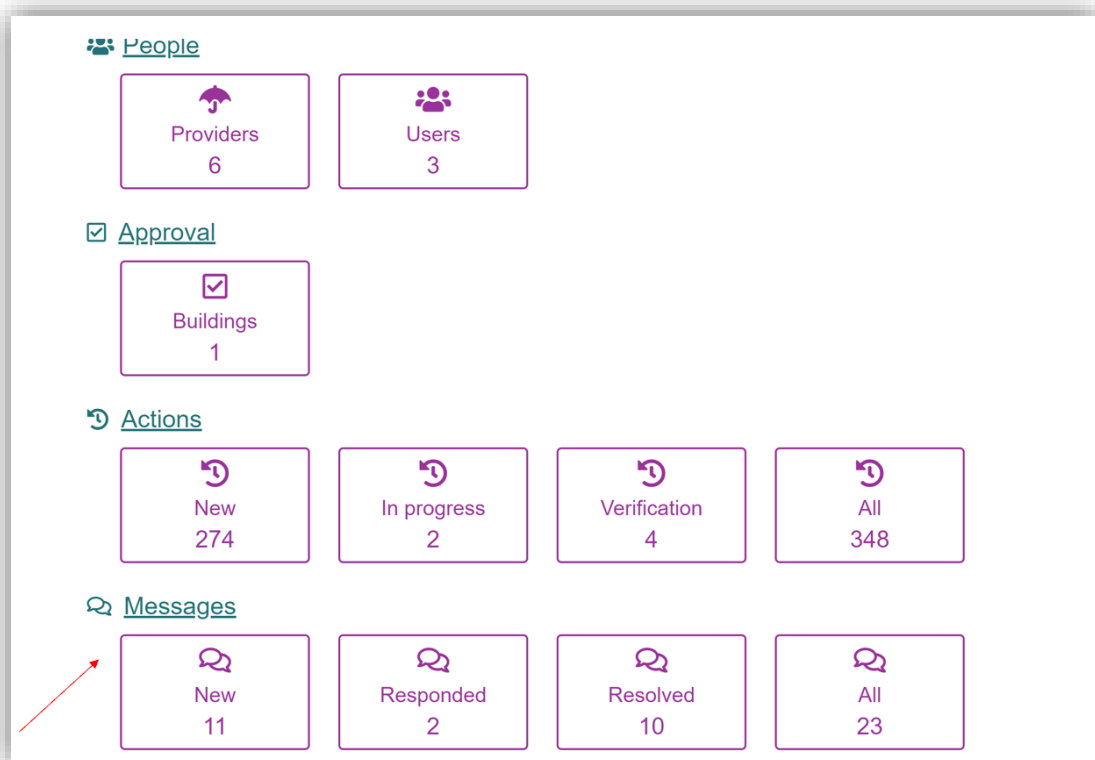
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How to review correspondence

The **Correspondence** component of the app allows you to **Raise, Respond, and Resolve** messages with a provider.

- i. **Raise, Respond, and Resolve** correspondence with a Provider, selecting one of the **Messages** tiles below from **the Dashboard**.



- ii. Once you click on the **New, Responded, Resolved** tile, you will be directed to the main **Correspondence** page, which provides an overview of **All** correspondence. Correspondence (messages) are listed by **Provider** and **Status**, and date (in ascending order).

[Correspondence](#)

Provider: Status: Text: From: To:

[All messages \[23\]](#)

Text	Provider	Status	Date
Slow	Test lettings	Closed	18/08/2020 11:55
Complaint	Test lettings	Raised	18/08/2020 11:57
Asbestos	Test lettings	Closed	20/08/2020 09:55
hi	1st Step Housing (Kent) Limited	Raised	21/08/2020 14:52
hello	1st Step Housing (Kent) Limited	Raised	21/08/2020 14:53
Hello	Test lettings	Raised	21/08/2020 14:54
Another	Test lettings	Raised	21/08/2020 14:56
Late Documentation	1st Step Housing (Kent) Limited	Closed	01/09/2020 11:51
Late Documentation	Rapid Lettings	Closed	01/09/2020 11:58
No Air Ventilation	Rapid Lettings	Raised	09/09/2020 12:29
overdue documentation	Test Lettings 01	Raised	17/09/2020 12:55
overdue documentation	Testing Lettings 01	Closed	17/09/2020 12:56
overdue documentation	Testing Lettings 01	Closed	17/09/2020 13:48
Grade D	Testing Lettings 01	Closed	25/09/2020 13:38
Certificates	Testing Lettings 01	Closed	06/10/2020 13:50
SiS still haven't received cer...	Testing Lettings 01	Closed	07/10/2020 13:53
hello	Testing Lettings 01	Closed	08/10/2020 10:45
late certification	Testing Lettings 01	Raised	13/10/2020 11:53
hello	Testing Lettings 01	Responded	14/10/2020 13:53
hi	Testing Lettings 01	Responded	15/10/2020 10:50
minor hazards	Testina Lettings 01	Raised	21/10/2020 15:10

- iii. Correspondence messages are searchable by **Provider**, **Status**, and the **Text** field.

[Correspondence](#)

Provider: Status: Text: From: To:

[All messages \[23\]](#)

Text	Provider	Status	Date
Slow	Test lettings	Closed	18/08/2020 11:55
Complaint	Test lettings	Raised	18/08/2020 11:57
Asbestos	Test lettings	Closed	20/08/2020 09:55
hi	1st Step Housing (Kent) Limited	Raised	21/08/2020 14:52
hello	1st Step Housing (Kent) Limited	Raised	21/08/2020 14:53
Hello	Test lettings	Raised	21/08/2020 14:54
Another	Test lettings	Raised	21/08/2020 14:56
Late Documentation	1st Step Housing (Kent) Limited	Closed	01/09/2020 11:51

- iv. Complaints can be filtered by specific **From** and **To** dates.

[Correspondence](#)

Provider: Status: Text:

From: To:

[All messages \[23\]](#)

Text	Provider	Status	Date
Slow	Test lettings	Closed	18/08/2020 11:55
Complaint	Test lettings	Raised	18/08/2020 11:57
Asbestos	Test lettings	Closed	20/08/2020 09:55
hi	1st Step Housing (Kent) Limited	Raised	21/08/2020 14:52
hello	1st Step Housing (Kent) Limited	Raised	21/08/2020 14:53
Hello	Test lettings	Raised	21/08/2020 14:54
Another	Test lettings	Raised	21/08/2020 14:56
Late Documentation	1st Step Housing (Kent) Limited	Closed	01/09/2020 11:51
Late Documentation	Rapid Lettings	Closed	01/09/2020 11:58

- v. Select **Clear** to reset your filtered search.

[Correspondence](#)

Provider: Status: Text:

From: To:

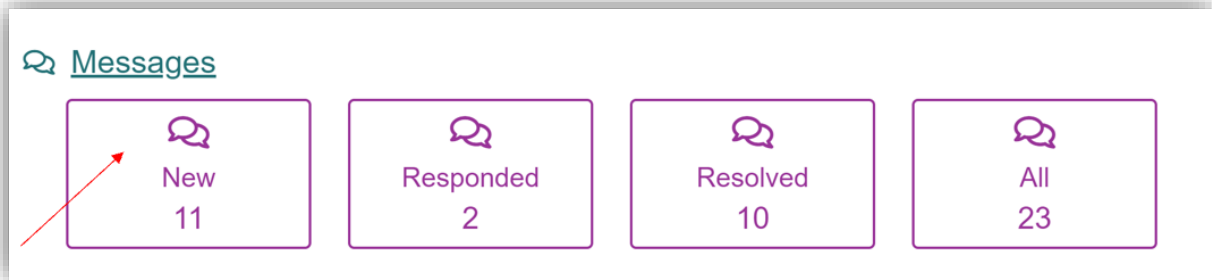
[All messages \[23\]](#)

Text	Provider	Status	Date
Slow	Test lettings	Closed	18/08/2020 11:55
Complaint	Test lettings	Raised	18/08/2020 11:57
Asbestos	Test lettings	Closed	20/08/2020 09:55
hi	1st Step Housing (Kent) Limited	Raised	21/08/2020 14:52
hello	1st Step Housing (Kent) Limited	Raised	21/08/2020 14:53
Hello	Test lettings	Raised	21/08/2020 14:54
Another	Test lettings	Raised	21/08/2020 14:56
Late Documentation	1st Step Housing (Kent) Limited	Closed	01/09/2020 11:51
Late Documentation	Rapid Lettings	Closed	01/09/2020 11:58
No Air Ventilation	Rapid Lettings	Raised	09/09/2020 12:29
overdue documentation	Test Lettings 01	Raised	17/09/2020 12:55
overdue documentation	Testing Lettings 01	Closed	17/09/2020 12:56

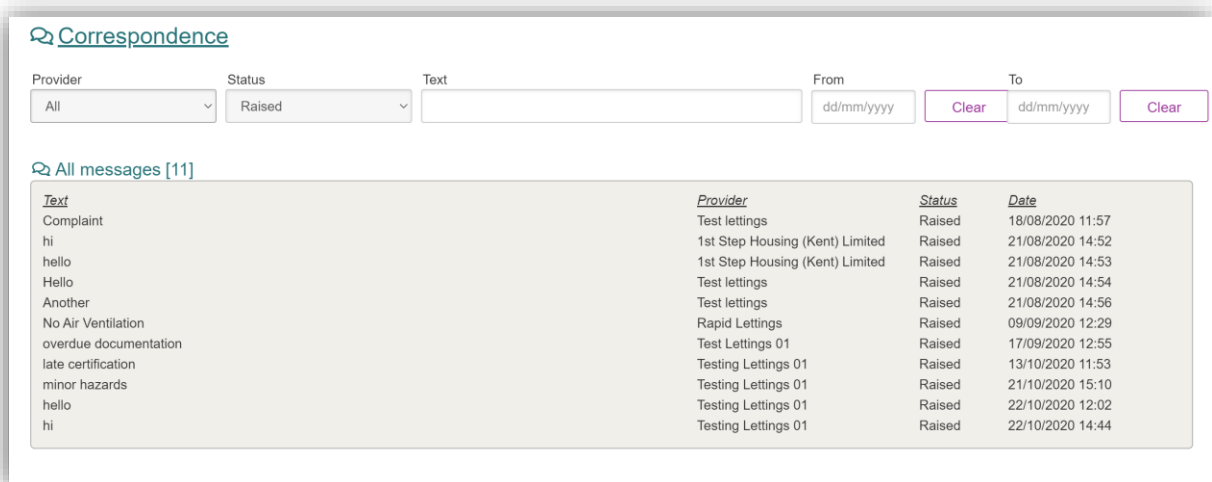
How to raise a new message

Use the **New** tile to send a message to a **Provider** registered on Setting the Standard.

- i. Click on the **New** tile.



- ii. You will be directed to the **Correspondence** Page. Your messages will be filtered by **Raised** messages.



- iii. Select a **Provider** from the drop-down menu, this will then filter and display all messages specific to a provider.

[Correspondence](#)

Provider: Status: Text: From: To:

[Messages for Testing Lettings 01 \[12\]](#)

<u>Text</u>	<u>Provider</u>	<u>Status</u>	<u>Date</u>
overdue documentation	Testing Lettings 01	Closed	17/09/2020 12:56
overdue documentation	Testing Lettings 01	Closed	17/09/2020 13:48
Grade D	Testing Lettings 01	Closed	25/09/2020 13:38
Certificates	Testing Lettings 01	Closed	06/10/2020 13:50
StS still haven't received cer...	Testing Lettings 01	Closed	07/10/2020 13:53
hello	Testing Lettings 01	Closed	08/10/2020 10:45
late certification	Testing Lettings 01	Raised	13/10/2020 11:53
hello	Testing Lettings 01	Responded	14/10/2020 13:53
hi	Testing Lettings 01	Responded	15/10/2020 10:50
minor hazards	Testing Lettings 01	Raised	21/10/2020 15:10
hello	Testing Lettings 01	Raised	22/10/2020 12:02
hi	Testing Lettings 01	Raised	22/10/2020 14:44

- iv. Click on the **New** button, to raise a new correspondence/message.

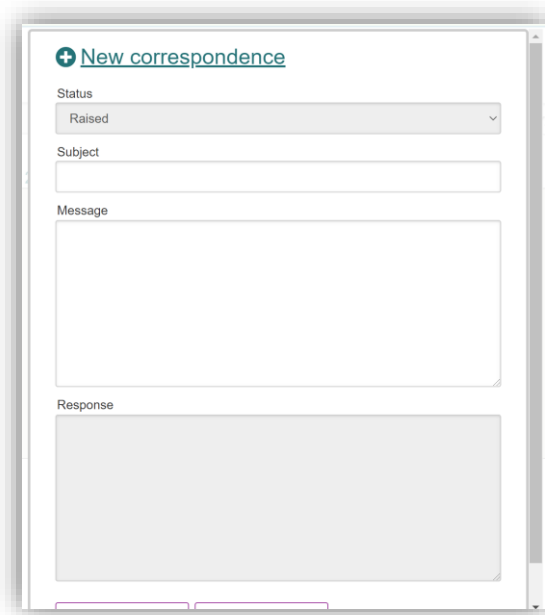
[Correspondence](#)

Provider: Status: Text: From: To:

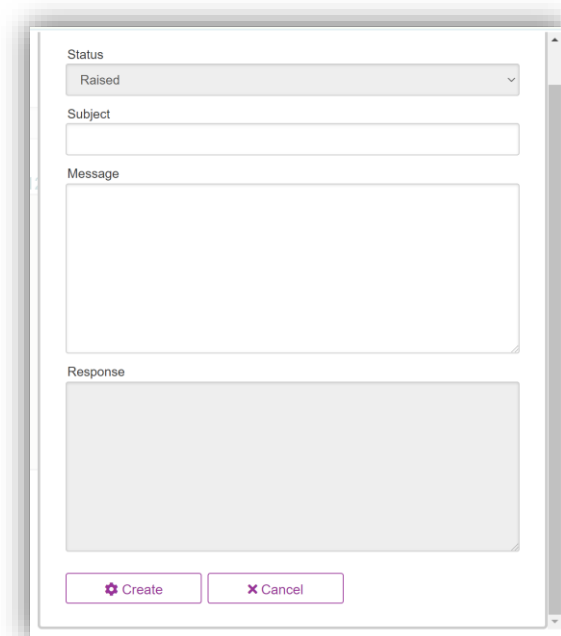
[Messages for Testing Lettings 01 \[12\]](#)

<u>Text</u>	<u>Provider</u>	<u>Status</u>	<u>Date</u>
overdue documentation	Testing Lettings 01	Closed	17/09/2020 12:56
overdue documentation	Testing Lettings 01	Closed	17/09/2020 13:48
Grade D	Testing Lettings 01	Closed	25/09/2020 13:38
Certificates	Testing Lettings 01	Closed	06/10/2020 13:50
StS still haven't received cer...	Testing Lettings 01	Closed	07/10/2020 13:53
hello	Testing Lettings 01	Closed	08/10/2020 10:45
late certification	Testing Lettings 01	Raised	13/10/2020 11:53
hello	Testing Lettings 01	Responded	14/10/2020 13:53
hi	Testing Lettings 01	Responded	15/10/2020 10:50
minor hazards	Testing Lettings 01	Raised	21/10/2020 15:10
hello	Testing Lettings 01	Raised	22/10/2020 12:02
hi	Testing Lettings 01	Raised	22/10/2020 14:44

- v. A **New Correspondence** window will display on your screen. Add text to the **Subject**, and **Message** field. You cannot add text to the **Response** field.



- vi. Click on the **Create** button, to save your changes. Click on the **Cancel** button to exit and return to the **Complaints** Page. Your Changes will not be saved.



- vii. To add case management **Notes** related to existing correspondence, select a specific message from a **Provider**, then click on the **Add** button.

Setting the Standard / Authority STS User
Setting the Standard LA

[Correspondence](#)

Provider: Testing Lettings 01 Status: All Text: From: dd/mm/yyyy To: dd/mm/yyyy [Clear](#) [Clear](#)

[Messages for Testing Lettings 01 \[12\]](#)

Text	Provider	Status	Date
overdue documentation	Testing Lettings 01	Closed	17/09/2020 12:56
overdue documentation	Testing Lettings 01	Closed	17/09/2020 13:48
Grade D	Testing Lettings 01	Closed	25/09/2020 13:38
Certificates	Testing Lettings 01	Closed	06/10/2020 13:50
SiS still haven't received cer...	Testing Lettings 01	Closed	07/10/2020 13:53
hello	Testing Lettings 01	Closed	08/10/2020 10:45
late certification	Testing Lettings 01	Raised	13/10/2020 11:53
hello	Testing Lettings 01	Responded	14/10/2020 13:53
hi	Testing Lettings 01	Responded	15/10/2020 10:50
minor hazards	Testing Lettings 01	Raised	21/10/2020 15:10
hello	Testing Lettings 01	Raised	22/10/2020 12:02
hi	Testing Lettings 01	Raised	22/10/2020 14:44

[+ New](#) [View](#)

[Notes \[1\]](#)

Text	Date
SiS has also chased for docume...	15/10/2020 10:52

[+ Add](#)

- viii. A **New Note** pop up window will display. Click on the **Create** button, to save your changes. Click on the **Cancel** button to exit and return to the **Correspondence** Page. Your Changes will not be saved.

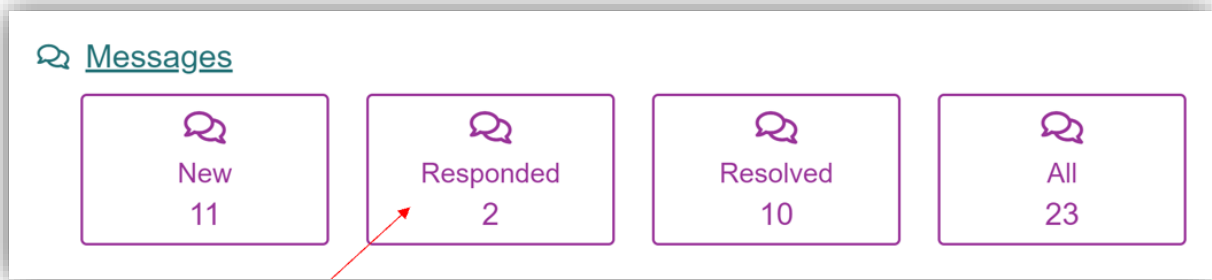
+ New note

[Create](#) [Cancel](#)

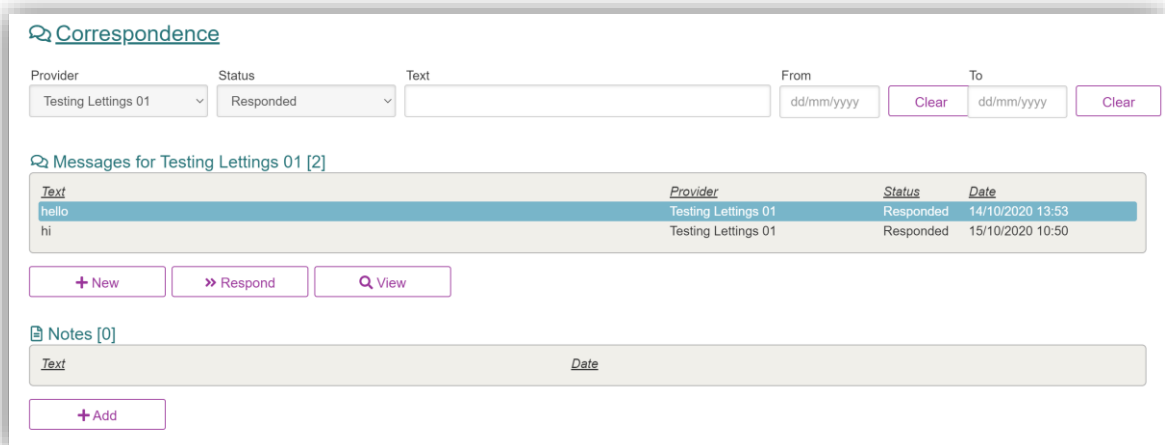
View a response to a message

The **Responded** tile allows you to view the response sent by a provider, related to a complaint you have raised with them.

- i. Click on the **Responded** tile.



- ii. You will be directed to the **Correspondence** Page. Select a message you want to review the response to, and the text will display highlighted



- iii. To reply to a message from a provider, click on the **Respond** button.

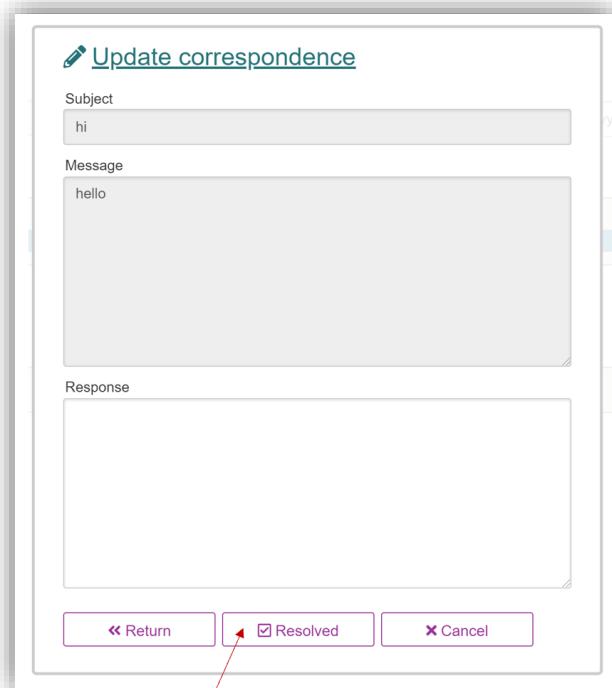
The screenshot shows the 'Correspondence' interface. At the top, there are filters for Provider (Testing Lettings 01), Status (Responded), and Text. Below these are 'From' and 'To' date pickers. A table titled 'Messages for Testing Lettings 01 [2]' lists two messages. Below the table are buttons for '+ New', '>> Respond' (highlighted with a red arrow), and 'View'. Below the messages is a 'Notes [0]' section with a '+ Add' button.

Text	Provider	Status	Date
hello	Testing Lettings 01	Responded	14/10/2020 13:53
hi	Testing Lettings 01	Responded	15/10/2020 10:50

- iv. An **Updated Correspondence** pop up window will display. You can view a correspondence message from a provider and reply to their message, by adding text to the **Response** field, then selecting the **Return** button.

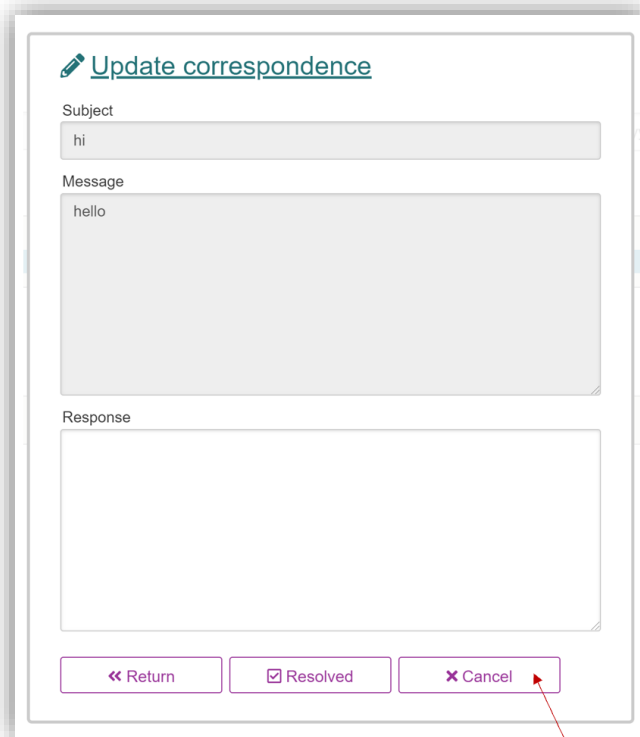
The screenshot shows the 'Update correspondence' pop-up window. It has fields for Subject (hi), Message (hello), and Response. At the bottom, there are buttons for '<< Return' (highlighted with a red arrow), 'Resolved', and 'Cancel'.

- v. If you do not want to continue any further correspondence with your provider, click on the **Resolved** button.



The screenshot shows a web form titled "Update correspondence" with a pencil icon. It contains three text input fields: "Subject" with the value "hi", "Message" with the value "hello", and an empty "Response" field. At the bottom, there are three buttons: "« Return", "☑ Resolved", and "✕ Cancel". A red arrow points to the "Resolved" button.

- vi. Click **Cancel** to exit the window. You will return to the Correspondence page. Your changes will not be saved.



The screenshot shows the same "Update correspondence" form as above. The "Subject" field contains "hi", the "Message" field contains "hello", and the "Response" field is empty. At the bottom, the buttons are "« Return", "☑ Resolved", and "✕ Cancel". A red arrow points to the "Cancel" button.

- vii. To view the response to a correspondence message, click on the **View** button.

The screenshot shows the 'Correspondence' page with the following elements:

- Filters:** Provider (Testing Lettings 01), Status (Responded), Text (empty), From (dd/mm/yyyy), To (dd/mm/yyyy). Clear buttons are present for From and To.
- Messages for Testing Lettings 01 [2]:** A table with 4 columns: Text, Provider, Status, Date.

Text	Provider	Status	Date
hello	Testing Lettings 01	Responded	14/10/2020 13:53
hi	Testing Lettings 01	Responded	15/10/2020 10:50
- Action Buttons:** + New, >> Respond, and a magnifying glass icon View button. A red arrow points to the View button.
- Notes [0]:** A section with a Text field and a Date field, and an + Add button.

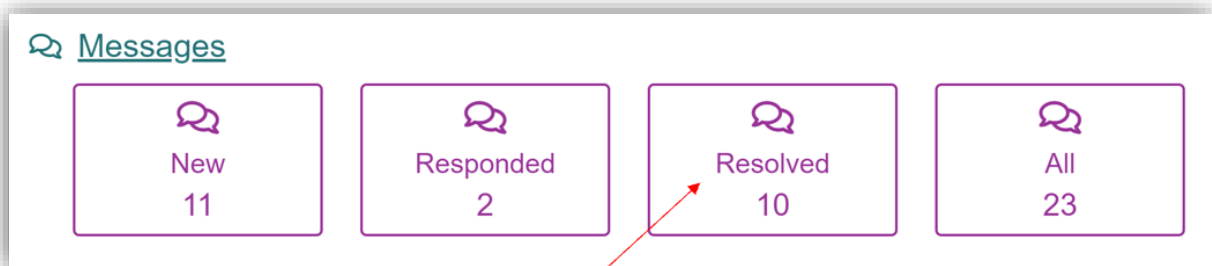
- viii. A **View Complaint** pop up window will display, you cannot make any changes by selecting this option. To return to the **Correspondence** page, select the **Close** button.

The screenshot shows the 'View correspondence' pop-up window with the following elements:

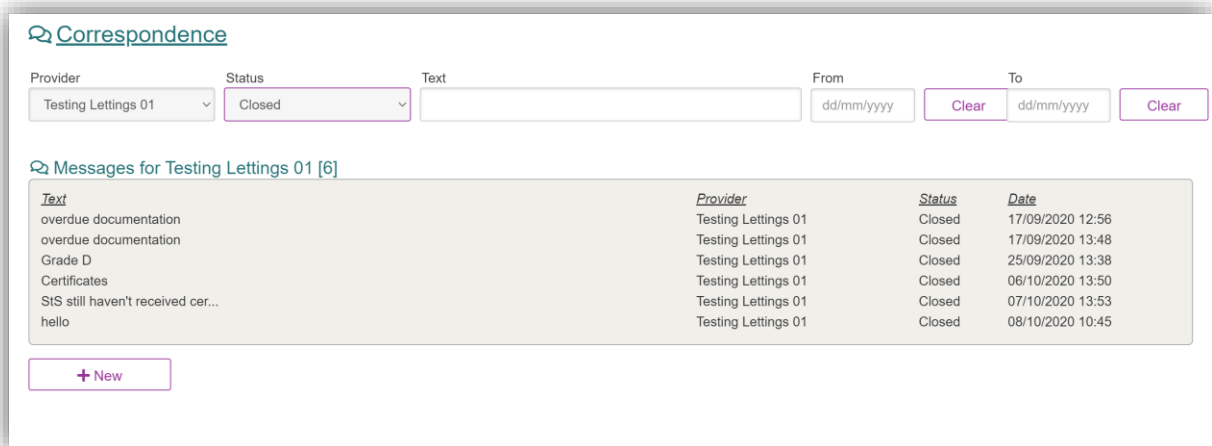
- Title:** View correspondence
- Status:** Responded (dropdown menu)
- Subject:** hi
- Message:** hello
- Response:** (empty text area)
- Close Button:** A button with an 'X' icon and the text 'Close'.

View resolved correspondence

- i. Click on the **Resolved** tile. You will be directed to the **Correspondence Page**.



- ii. Select any **Closed** correspondence you want to review, and all resolved messages will display.



- iii. Click the **View** button to view all the details associated with that specific message

The screenshot shows a web interface titled 'Correspondence'. At the top, there are filters for 'Provider' (Testing Lettings 01), 'Status' (Closed), 'Text' (empty), 'From' (dd/mm/yyyy), and 'To' (dd/mm/yyyy), with 'Clear' buttons. Below this is a section 'Messages for Testing Lettings 01 [6]' containing a table of messages. A red arrow points from the 'View' button (magnifying glass icon) to the 'View' button in the interface.

Text	Provider	Status	Date
overdue documentation	Testing Lettings 01	Closed	17/09/2020 12:56
overdue documentation	Testing Lettings 01	Closed	17/09/2020 13:48
Grade D	Testing Lettings 01	Closed	25/09/2020 13:38
Certificates	Testing Lettings 01	Closed	06/10/2020 13:50
StS still haven't received cer...	Testing Lettings 01	Closed	07/10/2020 13:53
hello	Testing Lettings 01	Closed	08/10/2020 10:45

Below the table are buttons '+ New' and '+ View'. Below that is a 'Notes [1]' section with a table:

Text	Date
StS has also chased for docume...	15/10/2020 10:52

At the bottom is a '+ Add' button.

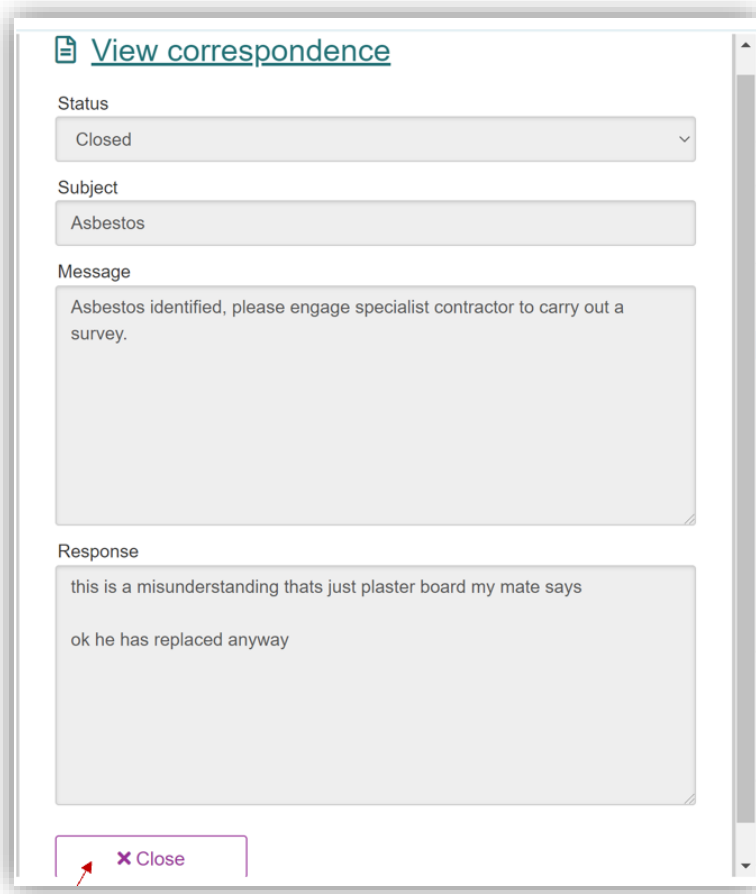
- iv. A **View Correspondence** window will display. Here you can view the **Subject**, details of the **Correspondence** and **Resolution**. You cannot amend details, you only have the option to view.

The screenshot shows a 'View correspondence' window. It contains the following fields:

- Status: Closed (dropdown menu)
- Subject: Asbestos
- Message: Asbestos identified, please engage specialist contractor to carry out a survey.
- Response: this is a misunderstanding thats just plaster board my mate says
ok he has replaced anyway

At the bottom is a 'Close' button with an 'X' icon.

- v. Click the **Close** button to return to the Complaints page.



The screenshot shows a web application window titled "View correspondence". It contains the following fields:

- Status:** A dropdown menu with "Closed" selected.
- Subject:** A text field containing "Asbestos".
- Message:** A text area containing the text "Asbestos identified, please engage specialist contractor to carry out a survey."
- Response:** A text area containing the text "this is a misunderstanding thats just plaster board my mate says" and "ok he has replaced anyway".

At the bottom left of the window, there is a button labeled "X Close" with a red arrow pointing to it.