



## PSOAS Introduces a Self-service System for Reserving Tenant Services

For several years our tenants have been asking for a web based system for reserving tenant services. After the tenant satisfaction survey in 2009 PSOAS decided to respond to the customers' request. A large product development project initiated at the beginning of this year is now approaching its ending and the new system is about to be introduced. The launch will take place on September the 1<sup>st</sup> 2010.

### *Technical Features and Operation*

From the beginning of September customers can easily reserve their tenant services online using **OmaPSOAS service**. Registration into the system is done using the personal reference number printed on each tenant's rent payment form. After registering it is possible to set a user id and password chosen by the user. At first it will be possible to reserve sauna and laundry turns and parking spaces in OmaPSOAS. In the future there may be other services that can be reserved as well. Ongoing reservations that tenants have made before the introduction of the new system will be found also in OmaPSOAS. Laundry turns will be reset and they must be reserved again after the introduction of the new system. Thanks to user identification OmaPSOAS offers for reservation only services that the apartment in question is entitled to. Once a tenant moves out reservations automatically become inactive.

In addition to making service reservations OmaPSOAS will also offer a **possibility to update one's own information** (e.g. e-mail address or last name), a **bulletin board**, which PSOAS can use for sharing information to certain areas, **possibility to report faults** and a **Contact us form**. There are also plans on adding other features in the near future.

### *New Principles of Reserving Sauna Turns*

OmaPSOAS system has been built with an aim to give as much flexibility as possible to the different reservation practices used in different areas. However, during the spring of the ongoing year also a survey was conducted on tenants' opinions on how the sauna reservations should work. Based on those opinions the new system was built so that all tenants can reserve both onetime- and weekly turns. A weekly turn must be confirmed 24 hours before its beginning the latest, otherwise the turn in question will become available for the other users.



Some of the prevailing reservation practices will change inevitably. Reserving a collective weekly turn for a shared apartment will no longer be possible. However, anyone living in the apartment will be able to reserve the turn instead. The fact that all tenants will be given an equal access to all sauna turns is likely to affect the availability of the turns. On the other hand, the new practice of confirming weekly turns will also free unused turns for the use of others and, consequently, improve the utilization rate of saunas. With the introduction of OmaPSOAS the regional reservation systems that some tenant committees have maintained will be abolished and those saunas will be connected to the new OmaPSOAS system.

#### *Introduction and trial period*

The introduction of the system will take place gradually. Beginning on September the first it will be possible to make reservations for tenant services. The possibility to update one's own information, bulletin board, fault report and Contact us form will be added during September. Since the project has been really extensive and required a lot of coding and system integration, it is probable that some code errors will occur at the beginning. September will be kind of a trial period during which the supplier of the system has committed to fast response to fault reports and fixing of bugs. If a tenant comes across a technical problem (=a bug) they should report it by sending e-mail to [omapsoas@psoas.fi](mailto:omapsoas@psoas.fi). If necessary it is also possible to make the reservations from PSOAS accommodation office tel. +358 (0)8 317 3110.

From the 1<sup>st</sup> of September 2010 you can log in to OmaPSOAS services from [www.omapsoas.fi](http://www.omapsoas.fi) or via PSOAS website, [www.psoas.fi](http://www.psoas.fi).