

# Safer, fairer living

through enhanced collaboration

Using RIAMS Communities and the KHUB platform to enhance your collaboration

Need help? Just email me and I'll do my best for you



**Operation Jigsaw**

Funded by Regulators Pioneer Fund

**Peter Wright**

Regional Lead for North East England  
Operation Jigsaw

[peter.wright1@powys.gov.uk](mailto:peter.wright1@powys.gov.uk)

# Joining RIAMS Safer, fairer living

through enhanced collaboration



- Get a copy of our guide to Joining RIAMS by emailing me with “please send the RIAMS guide in the subject line

### Guide to using the RIAMS Housing Professionals Community

For anyone working in Private Sector Housing regulation in a council, it is now possible to participate in the RIAMS Housing Professionals Community discussions without subscription.

Operation Jigsaw encourages any staff member in this field to join and follow the Community, and to use the opportunities provided to ask questions, and to share your own knowledge and wisdom with others.

This short guide will help you to register, subscribe to email updates, and participate in discussions.

If you get stuck, email [support@rheglobal.com](mailto:support@rheglobal.com)

### Joining the RIAMS Housing Professionals Community

**Note for existing users of RIAMS Libraries, The Noise App or The Housing App**  
When you register for Communities then you just use the same account and password that you have for these other RHE services.

1. Go to <https://communities.riams.org/create-account>
2. Enter your email, click **Next**
3. Fill in your details , click **Create account**
4. Confirm your identity by clicking the link on the email the system will send you:

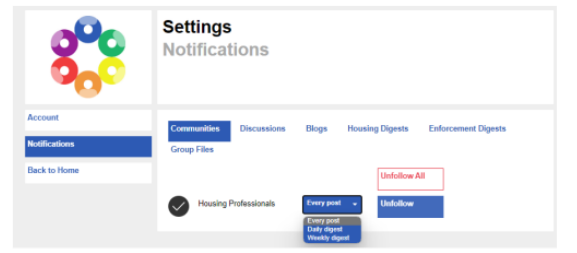


### Logging in and using the RIAMS Housing Professionals Community

1. Go to <https://communities.riams.org/login>
2. First time you go, Bookmark or Favourite the login page in your browser
3. Enter your email address and password, then click **Sign in**
4. Go to the Communities home by clicking on the six coloured circles



5. Select **Housing Professionals** from the list of Communities
6. Click to **Follow Community**
7. Next, go to your Settings to choose how often to receive updates
8. Click on the **Notifications** tab then select whether to receive every new post by email, or a daily or weekly digest



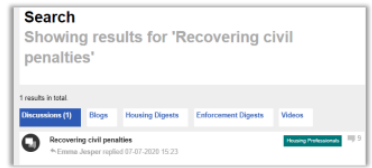
9. To read any of the messages in the discussion, plus the replies, just click on the message itself.
10. If you want to add anything, click the **Write a reply** button at the end of the discussion
11. You can follow an individual discussion, and get instant emails when anything is posted, by clicking the **Follow discussion** button
12. To start your own discussion, go to the Housing Professionals home and click **New Discussion**

### Some rules and etiquette

Although this is a new thing for many of us joining the Community following the Operation Jigsaw notification, please remember that this community has existed for many years.

To ensure that we 'newbies' don't upset the existing members, can I ask that you all follow some simple rules in the first few weeks of your participation in this and other RIAMS Communities:

1. Your burning question might have been asked, and answered, years back. You can get information from the previous posts by clicking **Load More** at the bottom of the discussion to scroll, or by using the Search function at the top of the page.
  - E.g. if you want to know about **Recovering civil penalties** then first look back through the discussions, or use the Search function, to find the excellent discussion from 2020 prompted by Emma's query.
  - If the answer's not there, then you're perfectly free to ask a new one.



2. Many of you coming to this via Operation Jigsaw will have particular queries about intelligence and finding or sharing information with others.
  - Please remember that IDB is the only place we have where we can legally and securely share details of individuals and businesses, so please never share anything like that on RIAMS
  - Queries and requests for advice about using IDB, and the principles of intelligence sharing are perfectly acceptable, and will hopefully get you quick and helpful answers.

If anything in this Guide is unclear, or could be improved, please contact me and I'll make it better for future users.

Thanks in anticipation.

**Peter Wright**  
Project Officer – Operation Jigsaw – National Trading Standards Estate and Letting Agency Team  
[Peter.wright1@powys.gov.uk](mailto:Peter.wright1@powys.gov.uk)  
Tel 07929 090138

**Peter Wright**  
Regional Lead for North East England  
**Operation Jigsaw**

[peter.wright1@powys.gov.uk](mailto:peter.wright1@powys.gov.uk)

# Safer, fairer living

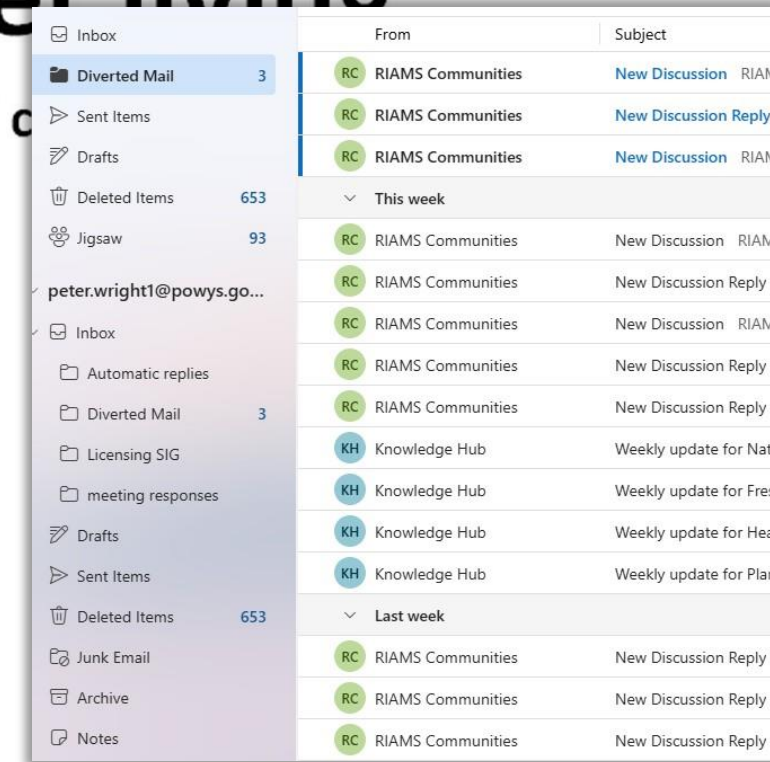
through enhanced c

## Tip #1

Accept that you're too busy to regularly visit the RIAMS and KHUB groups.

## Make life easier for yourself by:

- Subscribe to updates on posts on the conversations you're interested in
- Set up a mail folder and rules on your email software to automatically divert these incoming updates away from your main inbox
  - Email me Peter with the words "automatic divert" in the subject line and he will send you a short guide on a page
- If you're managing a team, delegate one of the junior members as the RIAMS and KHUB 'observer' and task them with looking out for useful information on behalf of your team.



## Peter Wright

Regional Lead for North East England  
Operation Jigsaw

peter.wright1@powys.gov.uk

# Top tips!

## Safer, fairer living

through enhanced collaboration



### Top tips # 2

***Don't be shy! If you don't ask you don't get.***

- Everyone is struggling and nobody knows everything
- If you have a question, please just ask it.
  - Chances are that 300 other users won't know but will be glad you asked
  - The one of two people with the answer will be happy to help
  - You will get a chance to help someone else with their question soon.
- Be nice to people, this isn't Twitter!
  - Treat the other posters how you would like yourself, or a colleague, to be treated if posting
- If you don't get an answer, post a reminder
  - Just like you, everyone is very busy and might have missed your first post

**Peter Wright**

Regional Lead for North East England  
Operation Jigsaw

[peter.wright1@powys.gov.uk](mailto:peter.wright1@powys.gov.uk)

# Top tips!

**Safer, fairer living**  
through enhanced collaboration



## Top tips # 3

***Don't be shy! Share your good stuff with others.***

- Collaboration isn't just about asking others for their knowledge
- People will **really** appreciate an unasked question being answered by you posting something you've developed or learned that you think might be helpful
- Nobody will criticise you for doing this

**Peter Wright**

Regional Lead for North East England  
**Operation Jigsaw**

[peter.wright1@powys.gov.uk](mailto:peter.wright1@powys.gov.uk)



# Top tips!

# Safer, fairer living

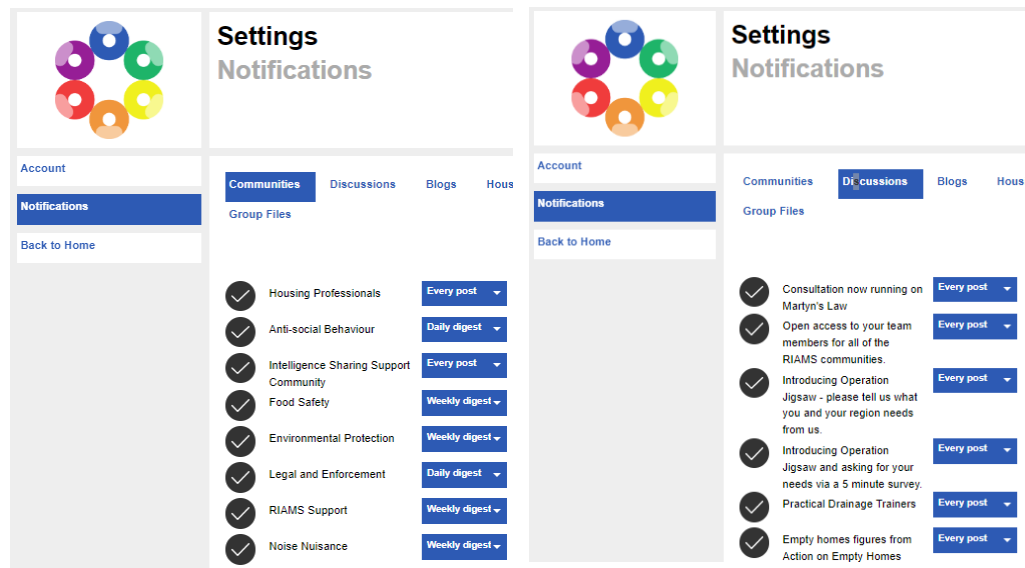
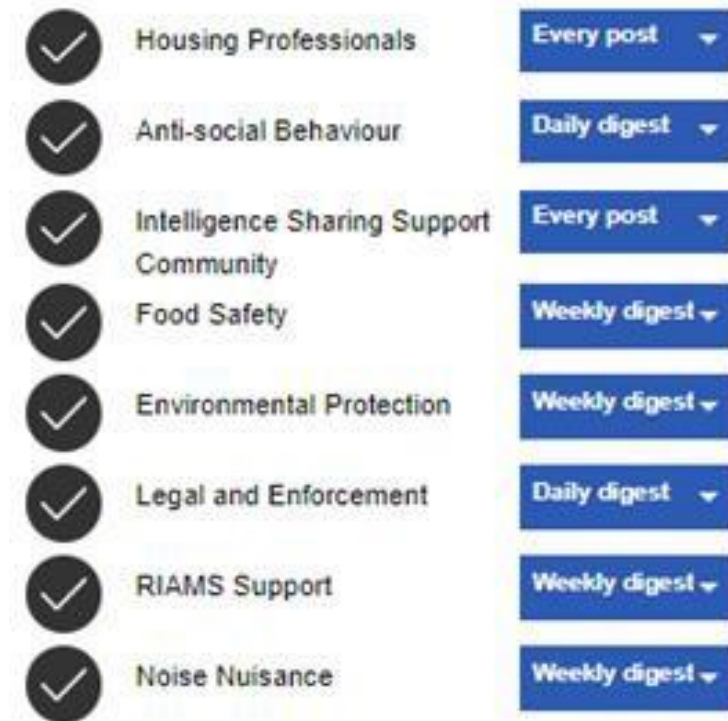
through enhanced collaboration



## Top tips # 4A RIAMS

*Find half an hour sometime to set up your preferences for updates.*

- Tip #1 was about setting up diverts and subfolders for emails from RIAMS and KHUB
- You have the power to customise what you get to quite a sophisticated degree in just a few minutes



**Peter Wright**

Regional Lead for North East England  
Operation Jigsaw

peter.wright1@powys.gov.uk

# Top tips!

# Safer, fairer living

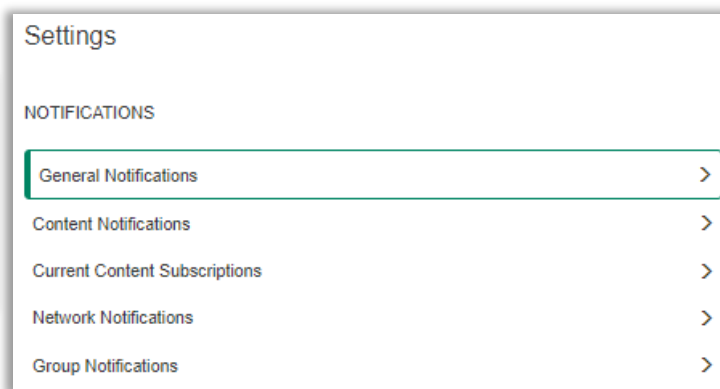
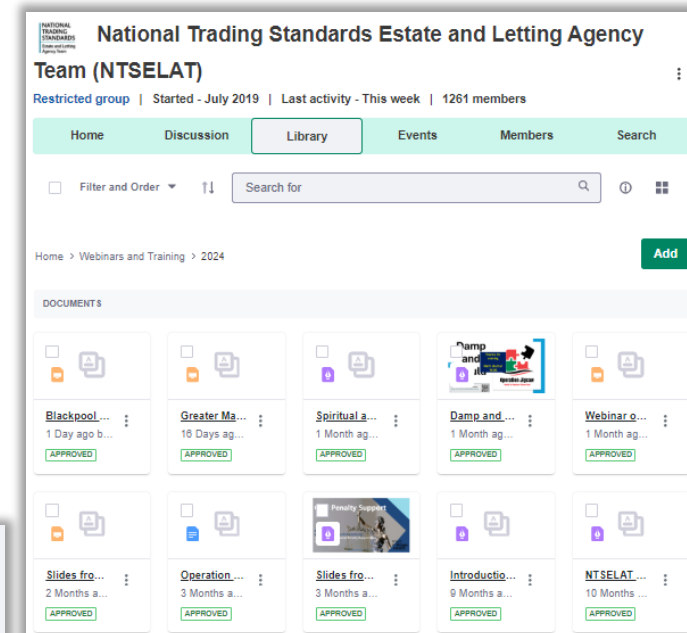
through enhanced collaboration



## Top tips # 4B Knowledge HUB

*Find half an hour sometime to set up your preferences for updates.*

- Tip #1 was about setting up diverts and subfolders for emails from RIAMS and KHUB
- You have the power to customise what you get to quite a sophisticated degree in just a few minutes



**Peter Wright**

Regional Lead for North East England  
Operation Jigsaw

peter.wright1@powys.gov.uk

*Stuck, confused, need help or advice? Just ask.*

. Email [peter.wright1@powys.gov.uk](mailto:peter.wright1@powys.gov.uk)

# Safer, fairer living

through enhanced collaboration

Using RIAMS Communities and the KHUB platform to enhance your



Peter Wright