

Housing Register

Reduce allocation costs with our **online self-service facilities** for housing register applicants

A comprehensive solution to enable customers to apply to the housing register and maintain their own application.

Online application form: Processing paper based application forms represents a significant cost to organisations who maintain housing registers. By automating the housing register application process you can significantly reduce allocation costs and deliver an enhanced customer experience.

Online change of circumstances: Applicants can manage their own housing register application that is pre-populated with their existing information. Any newly updated applications are highlighted in the staff workflow enabling them to be validated quickly and efficiently.

Paperless renewals: Households are informed via email or when logging into the website that their application needs renewing. Automating the process reduces staff time and improves efficiencies.

Case management workflow: A digital workflow helps manage the housing register processing, maximising performance with easy tracking of the progress through a clear set of stages.

Fully customised: The housing register can be fully customised to ensure that applications are managed in line with your allocations policy.

CBL or nominations approaches: The housing register can be configured to manage a nominations approach to allocations, or to integrate with our Choice Based Letting module.

Browser-based for easy partner access: Our solution is completely browser-based, so it can be accessed anytime, anywhere.



Reduces allocation costs



Improves efficiency



Enhances customer experience

Main benefits:

- ▶ Reduces allocation costs with online self-service facilities
- ▶ Automates the renewal process
- ▶ Maximises performance with Case management workflow
- ▶ Fully customisable to your allocation policy
- ▶ Works with Nominations Based Lettings and Choice Based Lettings
- ▶ Browser-based for easy partner access.

“The system has transformed working practices and allowed the department to adapt to the changing environment within the council around agile working and being altogether more efficient and better at what we do and deliver to residents.”

Simon Rose, Housing Needs Manager,
Newport City Council

