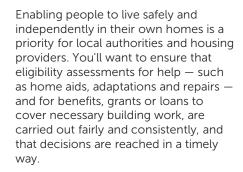# CIVICA

Cx Housing Assistance

Support your teams to carry out eligibility assessments more efficiently

Automate processes, simplify tasks and spend more time supporting citizens.

Enabling people to live safely and independently in their own homes is a priority for local authorities and housing providers. You'll want to ensure that eligibility assessments for help — such as home aids, adaptations and repairs — and for benefits, grants or loans to cover necessary building work, are carried out fairly and consistently, and that decisions are reached in a timely way.

Cx Housing Assistance will support your team at every stage of the assessment process. Our cloud platform empowers smarter ways of working by:

- Enabling access to all housing assistance cases in once place

- Intelligently prioritising workloads

- Automating key tasks, like document creation, to increase efficiency

- Providing guided action paths to optimise case-handling and decision-making.

Improve the citizen experience

Cx Housing Assistance helps you improve the citizen experience and reduce the admin burden by automatically updating citizens via their preferred communication channel, such as email, SMS or phone call.

Make your teams flexible

Officers can use the intuitive Cx Housing Assistance solution in any location, on any connected device, giving them the flexibility to access and update cases on the go. The solution's enhanced search features make it quick and easy to retrieve cases, notes and records.

Gain greater control of budgets

You can define annual budgets and use the budget dashboard to simplify monitoring and management. You'll have easy access to critical metrics, such as cost of service, to help you identify areas for improvement.

When it comes to setting and managing

the budget for a specific case-related project, you can build a schedule of works with associated costs for easier budget and contractor management.

Manage everything in one place

With Cx Housing Assistance, you can manage everything in one place, including service level agreements (SLAs), payments, loans, checklists and citizen communications.

Choose Cx Housing Assistance to:

- Automate tasks and simplify workload prioritisation to reach outcomes faster

- Cut application waiting times for residents by making assessments more efficient

- Identify areas for improvement with easy access to critical metrics.