



# Stop procrastinating and get the cash in (Dave)

Paul Lees and Brian Moran

Housing associations are  
like Space Shuttles

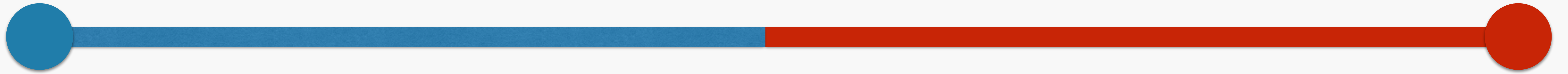


Income collection is an  
O-ring process

A weak process is bad for the  
business and bad for the tenant

What is the weakest link in the  
income collection process?

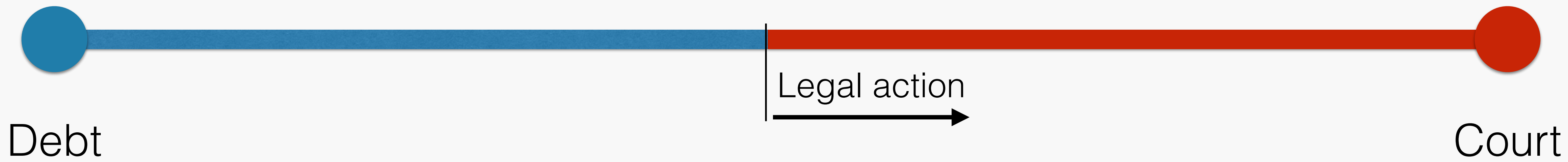
How can we make the process  
more efficient and effective?



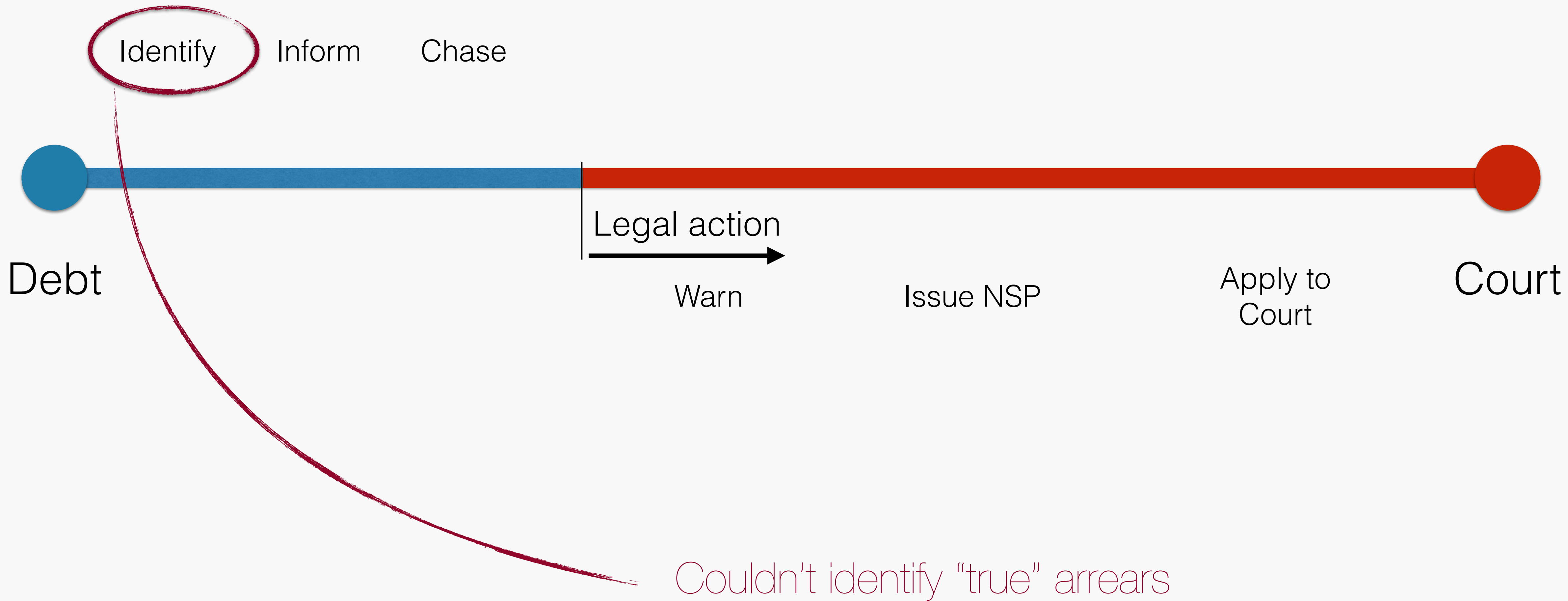
A

B









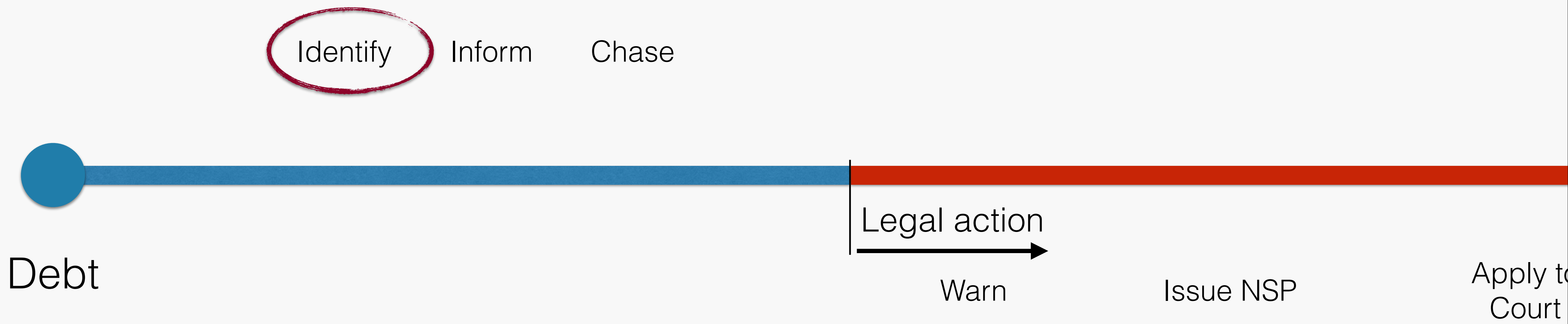


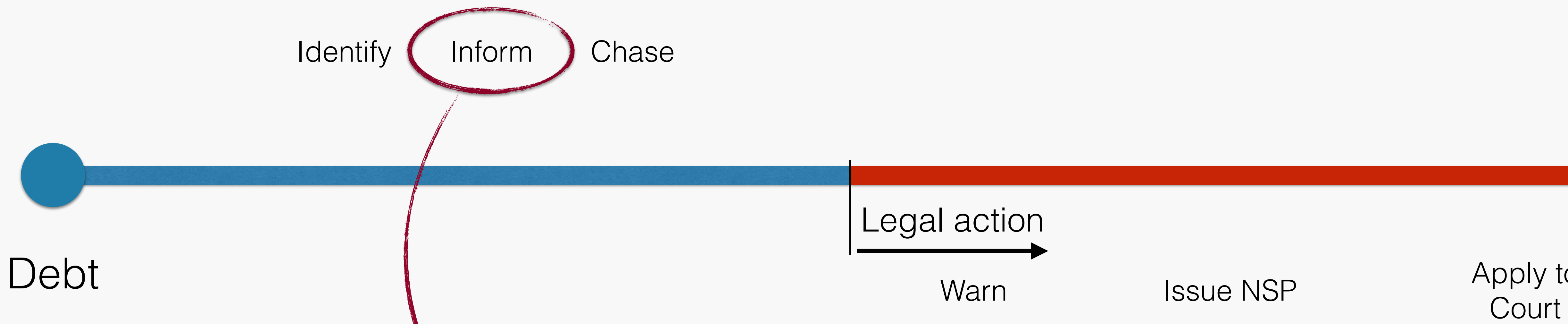
Couldn't identify "true" arrears

Couldn't identify which cases required action

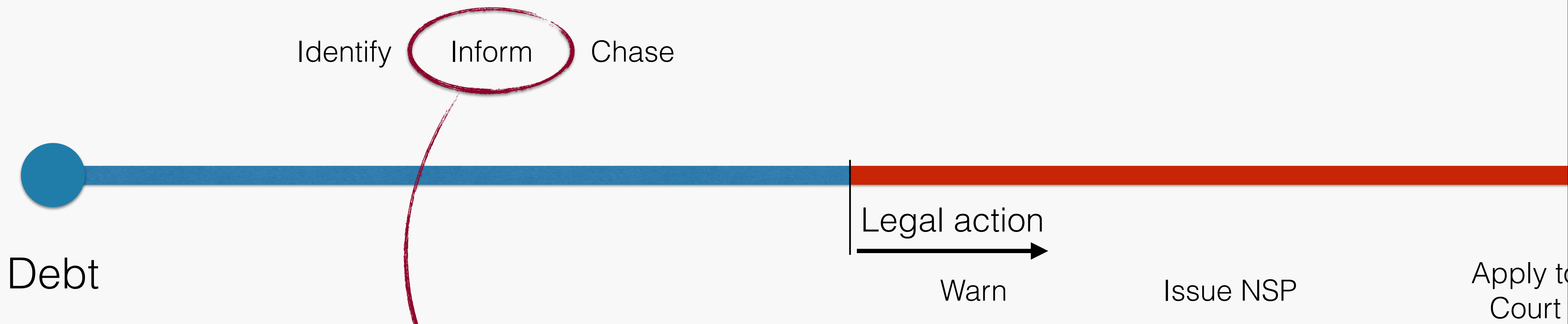


Couldn't identify "true" arrears  
Couldn't identify which cases required action  
Incorrect prioritisation of cases



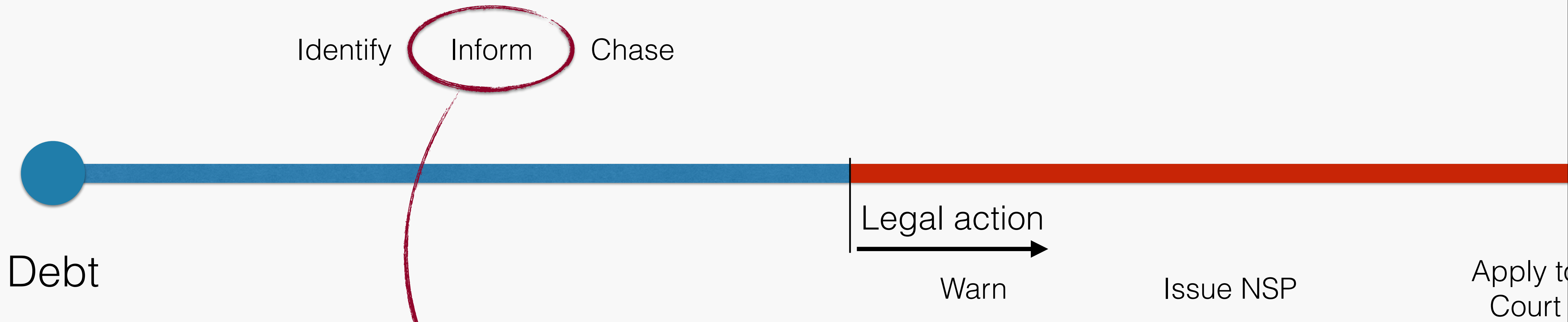


Manually making telephone calls

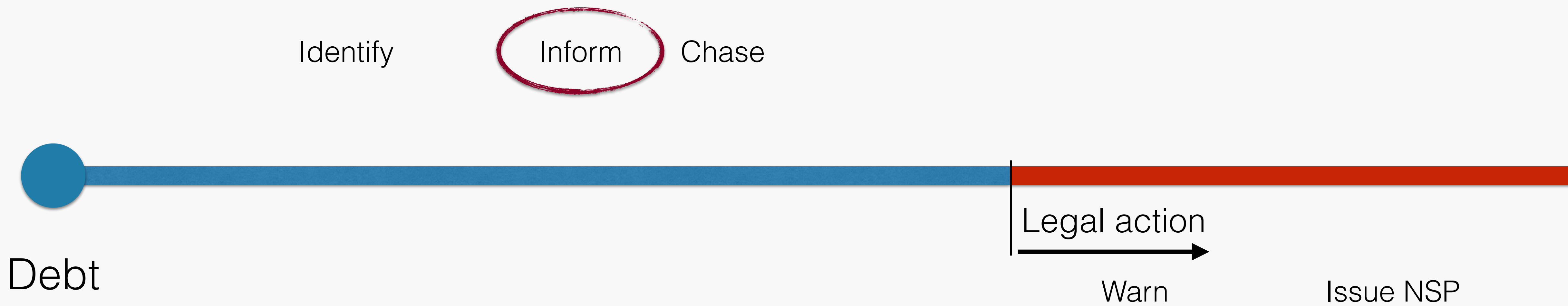


Manually making telephone calls  
Manually sending out letters





Manually making telephone calls  
Manually sending out letters  
Variability in performance of staff



Identify

Inform

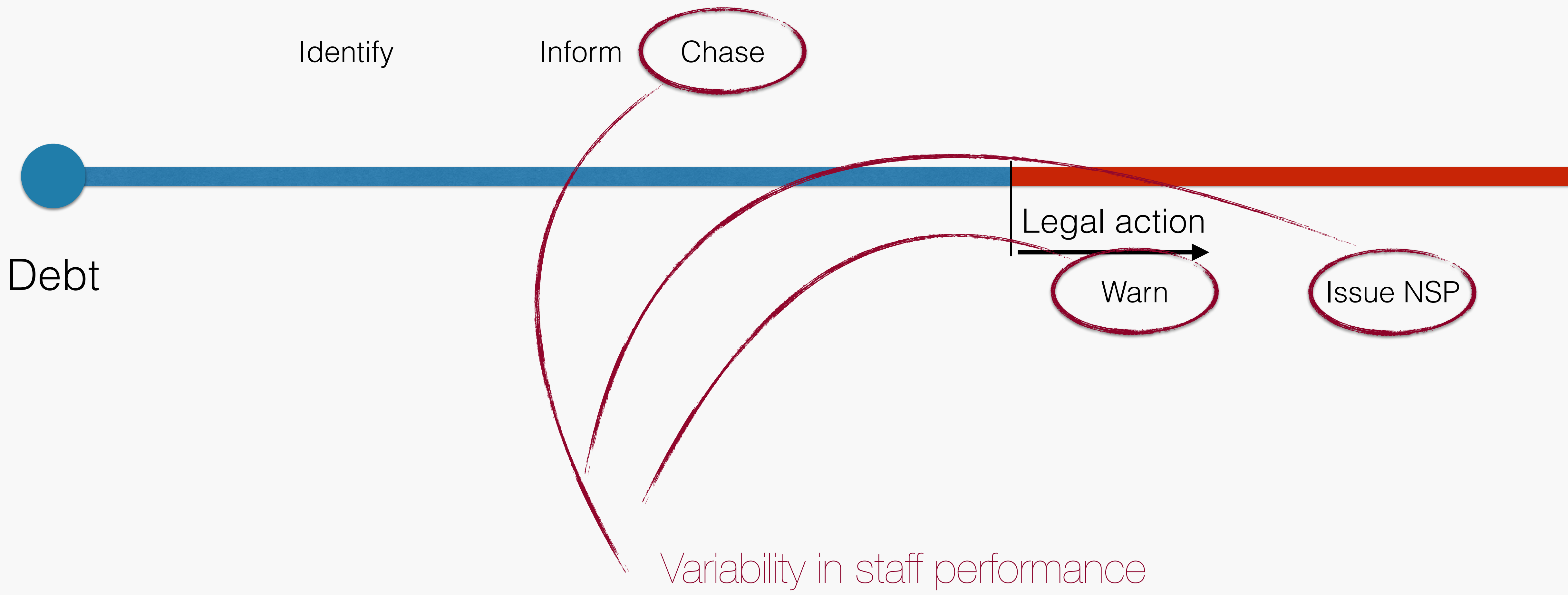
Chase

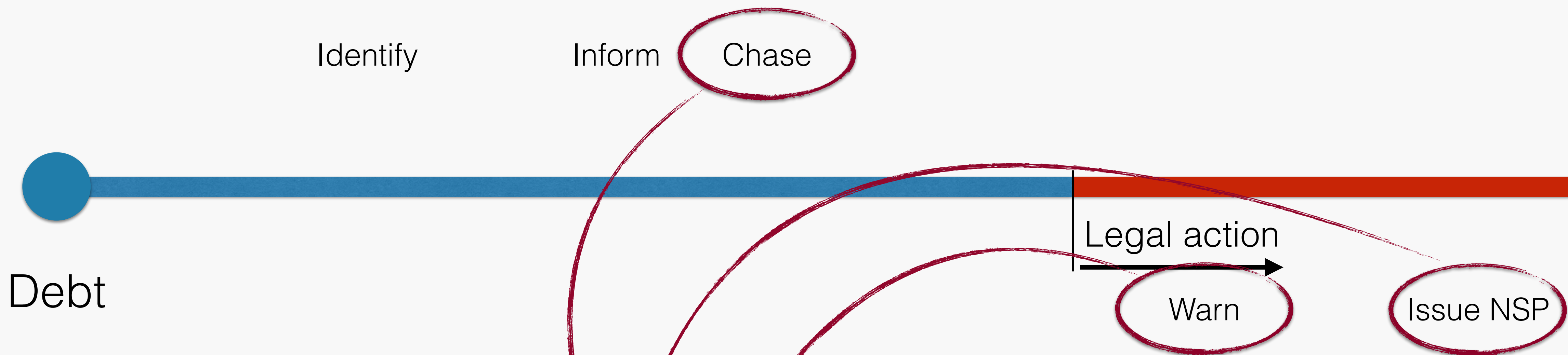
Debt

Legal action

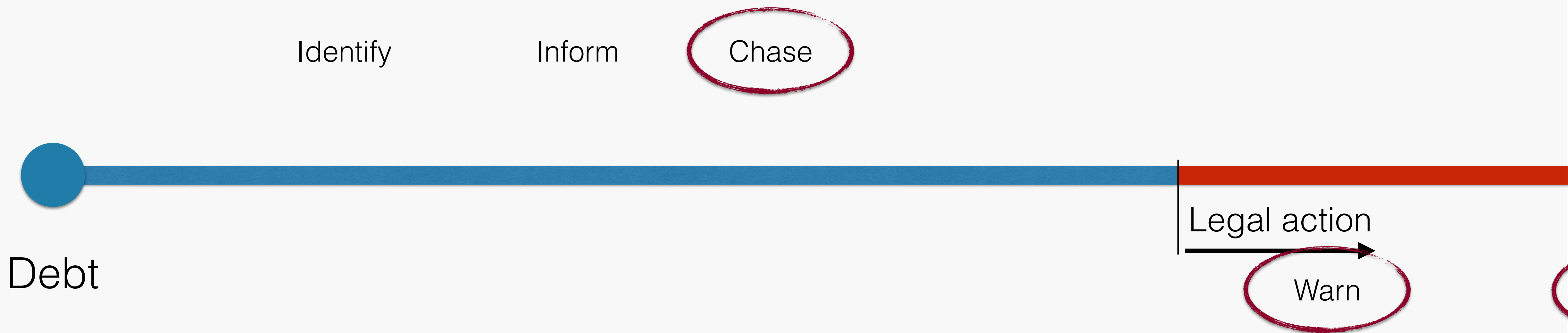
Warn

Issue NSP





Variability in staff performance  
Human error



Identify

Inform

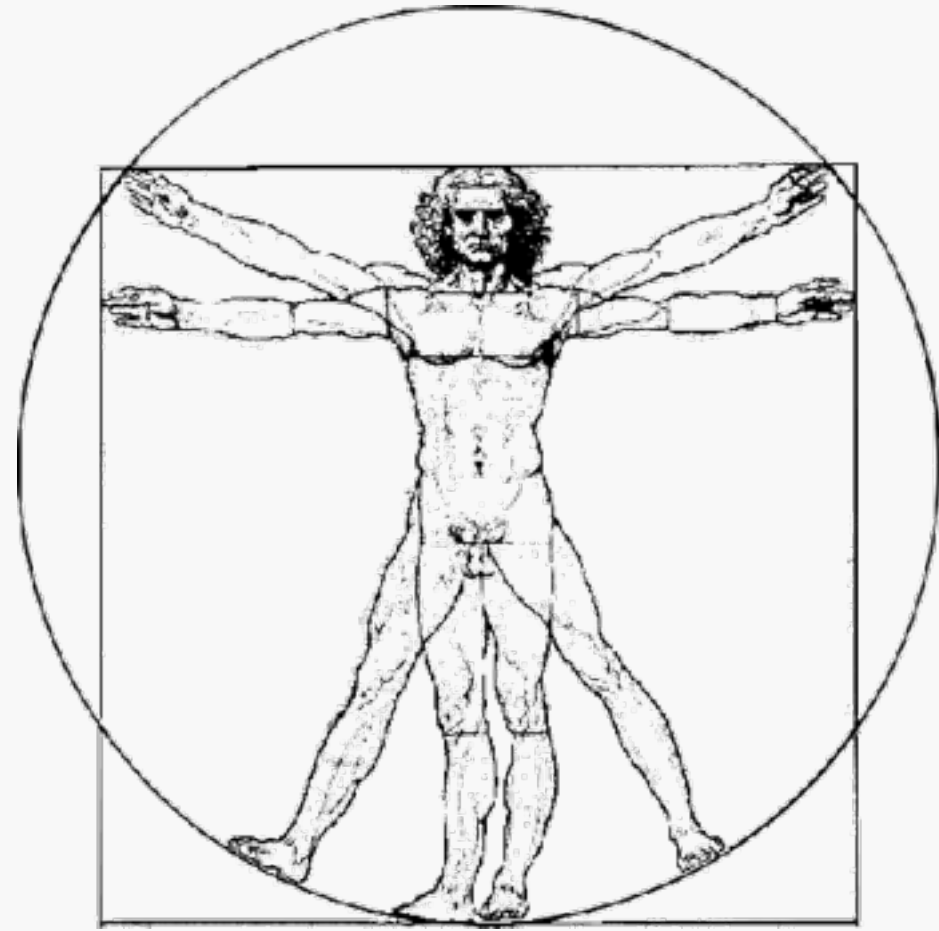
Chase

Legal action

Debt

Warn





Human

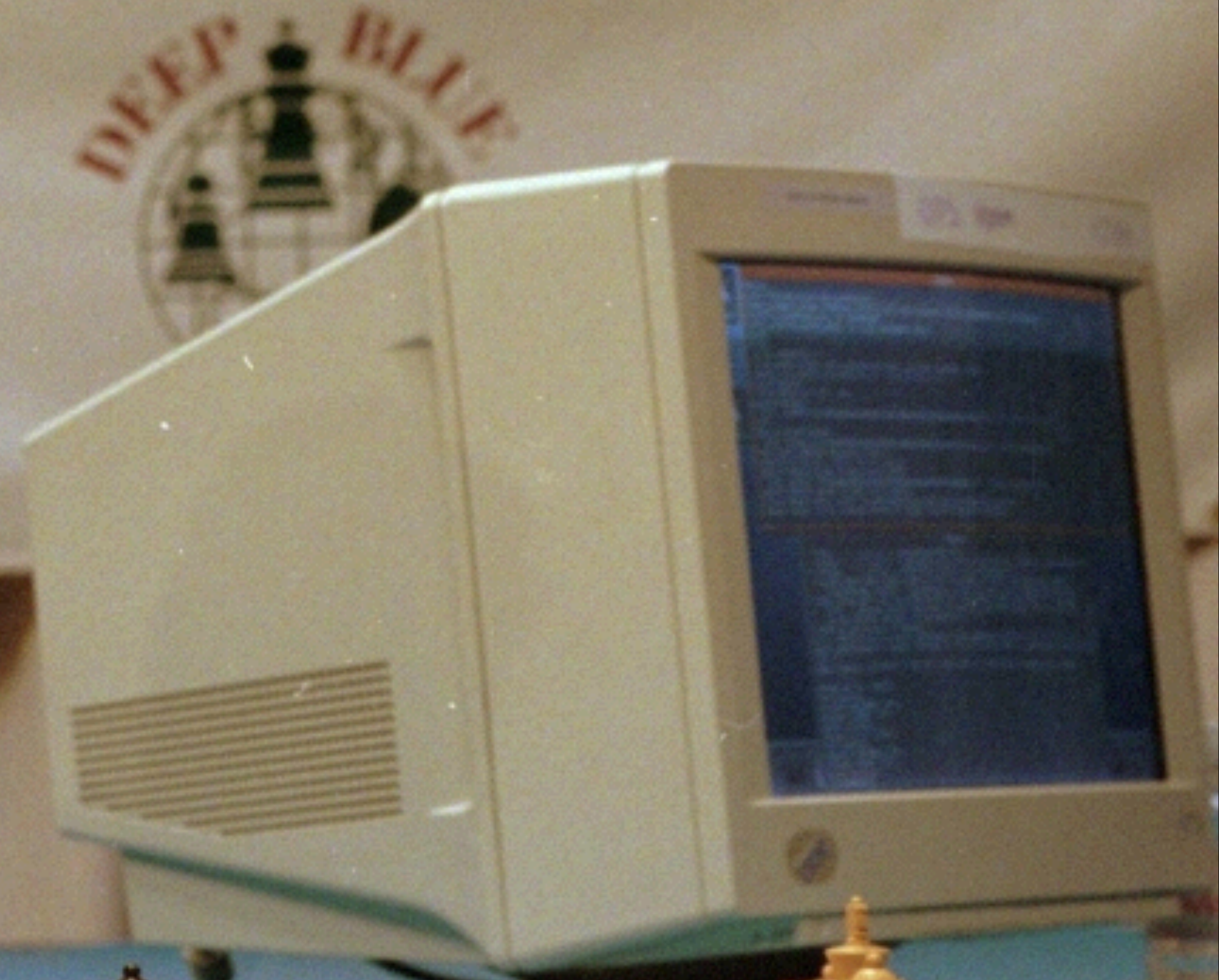
Vs



Machine

Garry Kasparov  
VS

Fail





P.I.C.N.I.C.

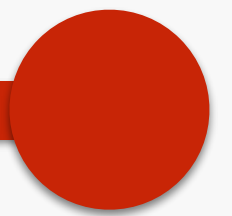
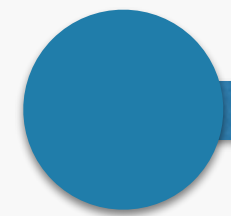
Machine

Human

Identify

Inform

Chase



Debt

Legal action

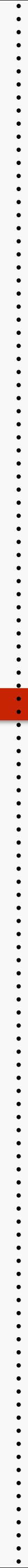


Warn

Issue NSP

Apply to  
Court

Court



# Machine

# Human

Identify

Inform

Chase



Debt

Legal action

Warn

Issue NSP

Apply to Court

Court





Data extract

Imports data

Exports data

Generates letters



Processes data

Moves arrears stage

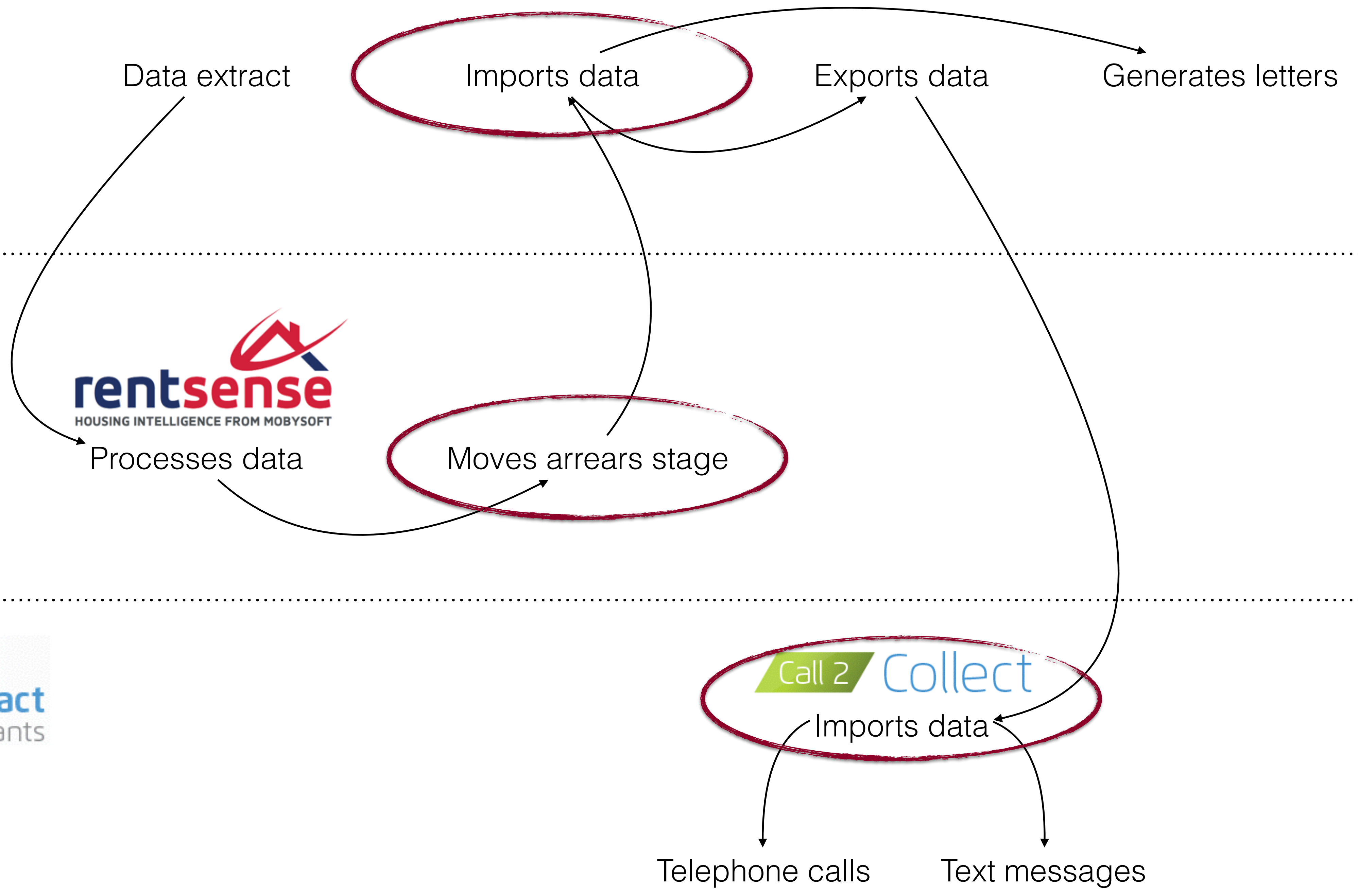


Call 2 Collect

Imports data

Telephone calls

Text messages



10:30

Tuesday 4 March

Data file received from Mobyssoft

10:30

Tuesday 4 March

Data file received from Mobyssoft

Automatic import into housing management system

10:31

Tuesday 4 March

Data file received from Mobyssoft

Automatic import into housing management system

c260 arrears cases automatically escalated

10:32

Tuesday 4 March

Data file received from Mobyssoft

Automatic import into housing management system

c260 arrears cases automatically escalated

Automatic export to Housing Contact Company



10:32

Tuesday 4 March

Data file received from Mobyssoft

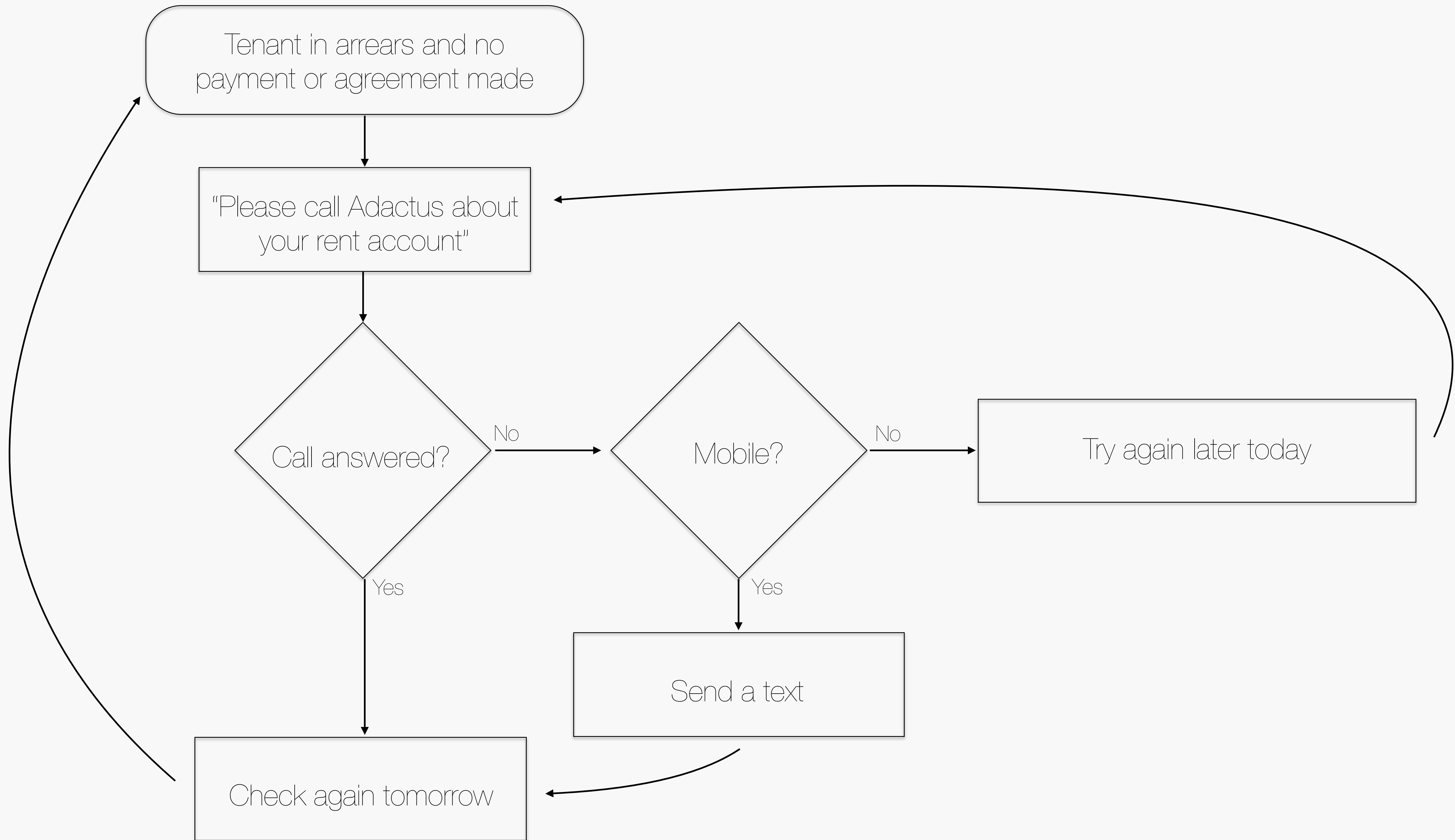
Automatic import into housing management system

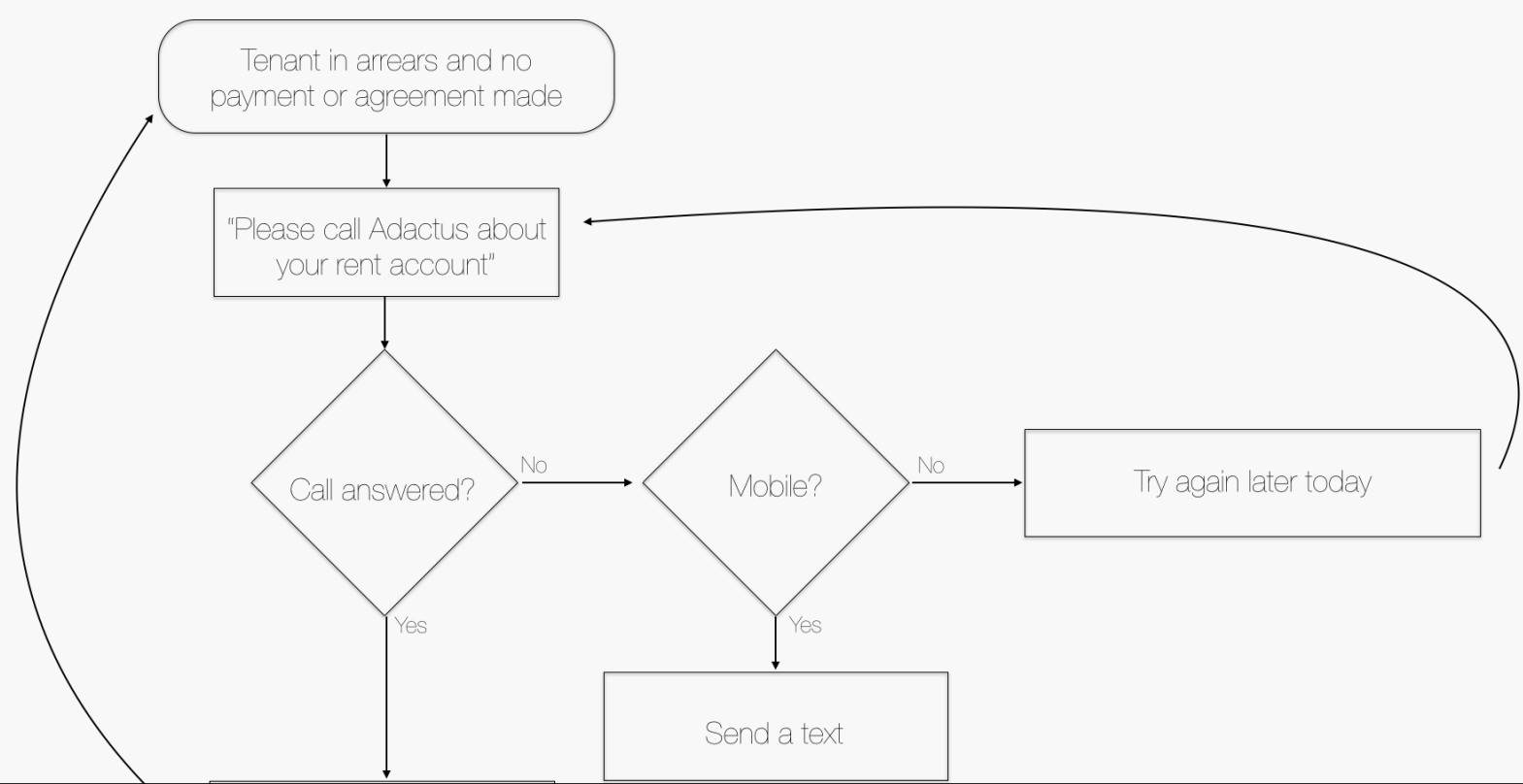
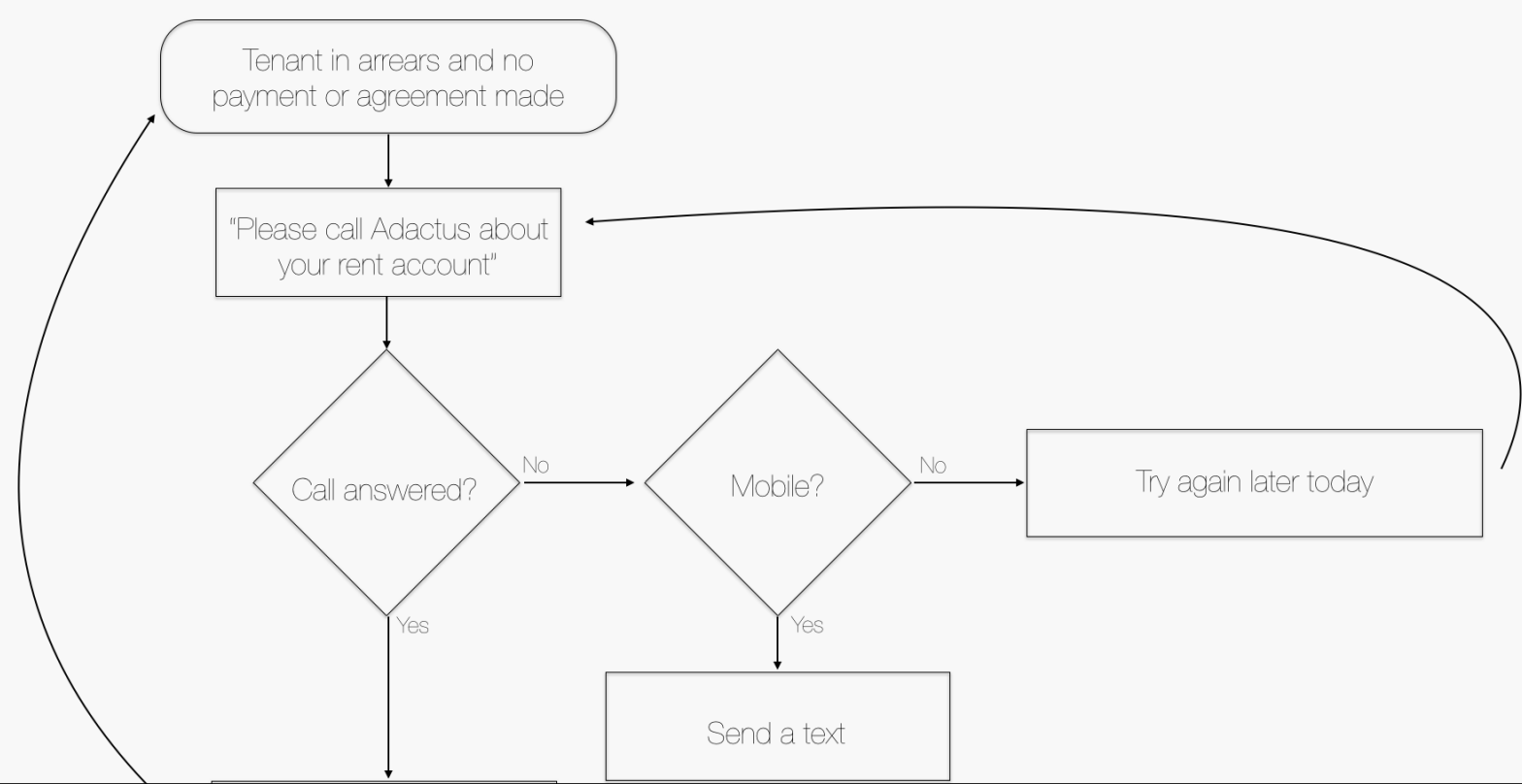
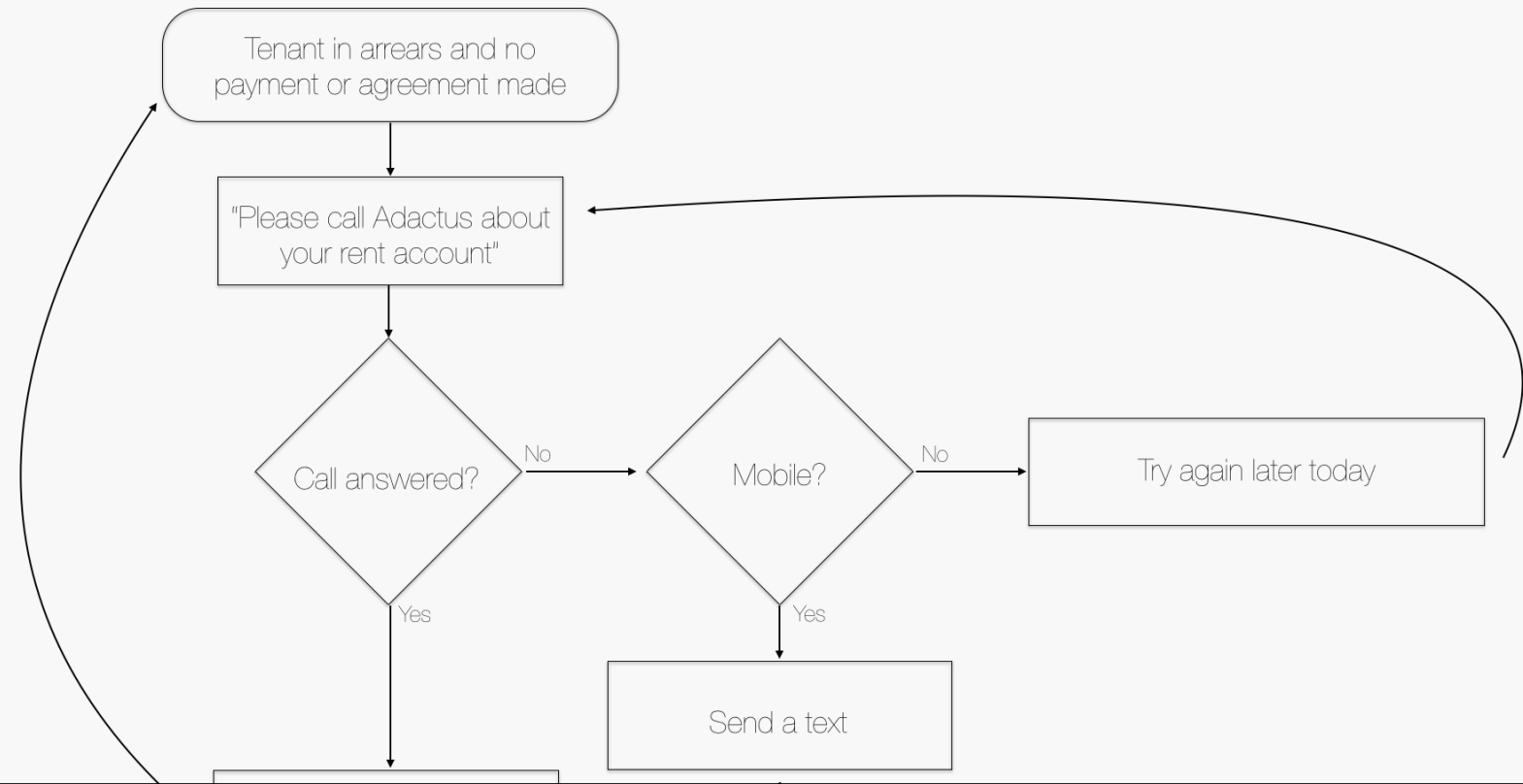
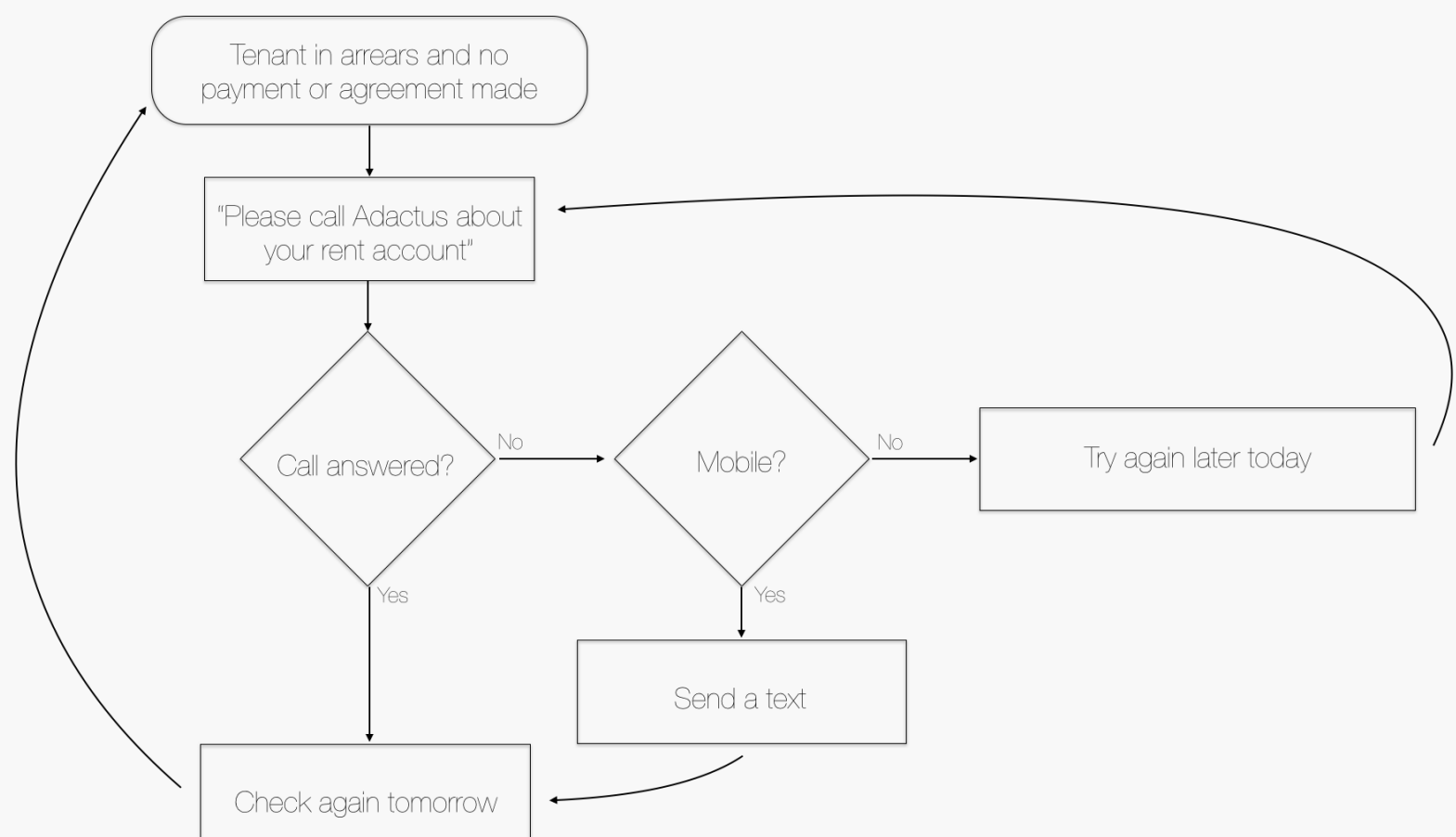
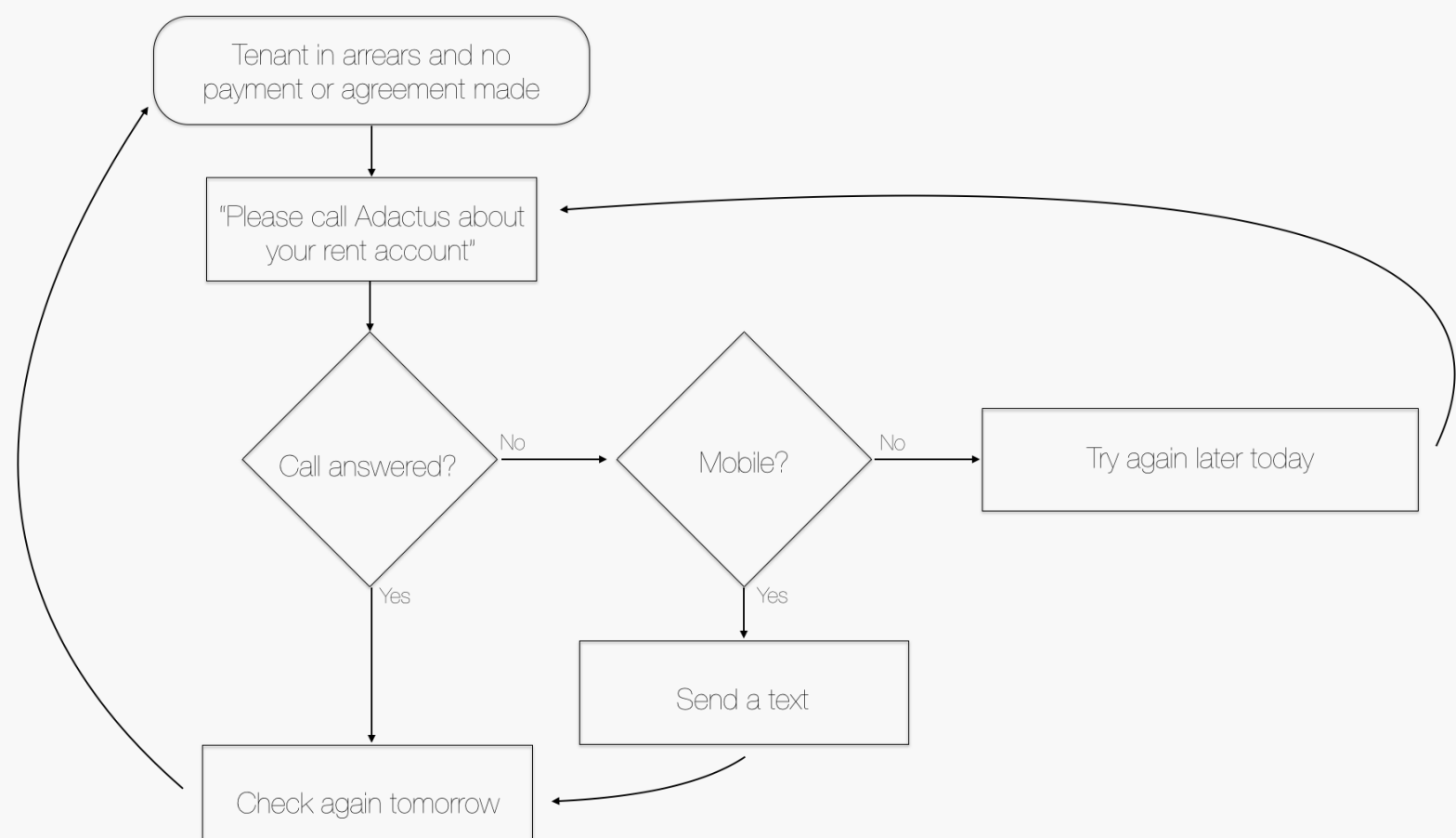
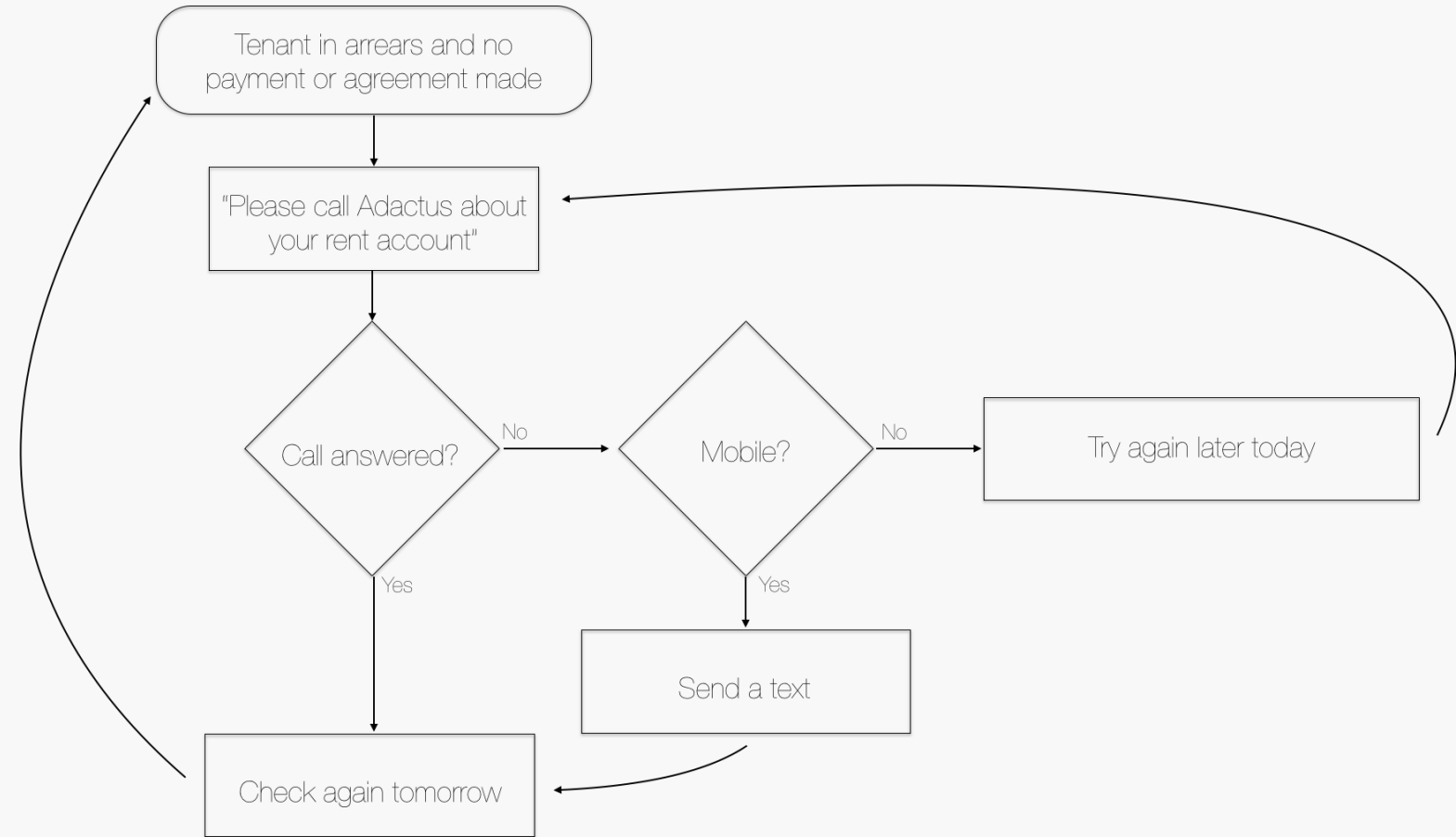
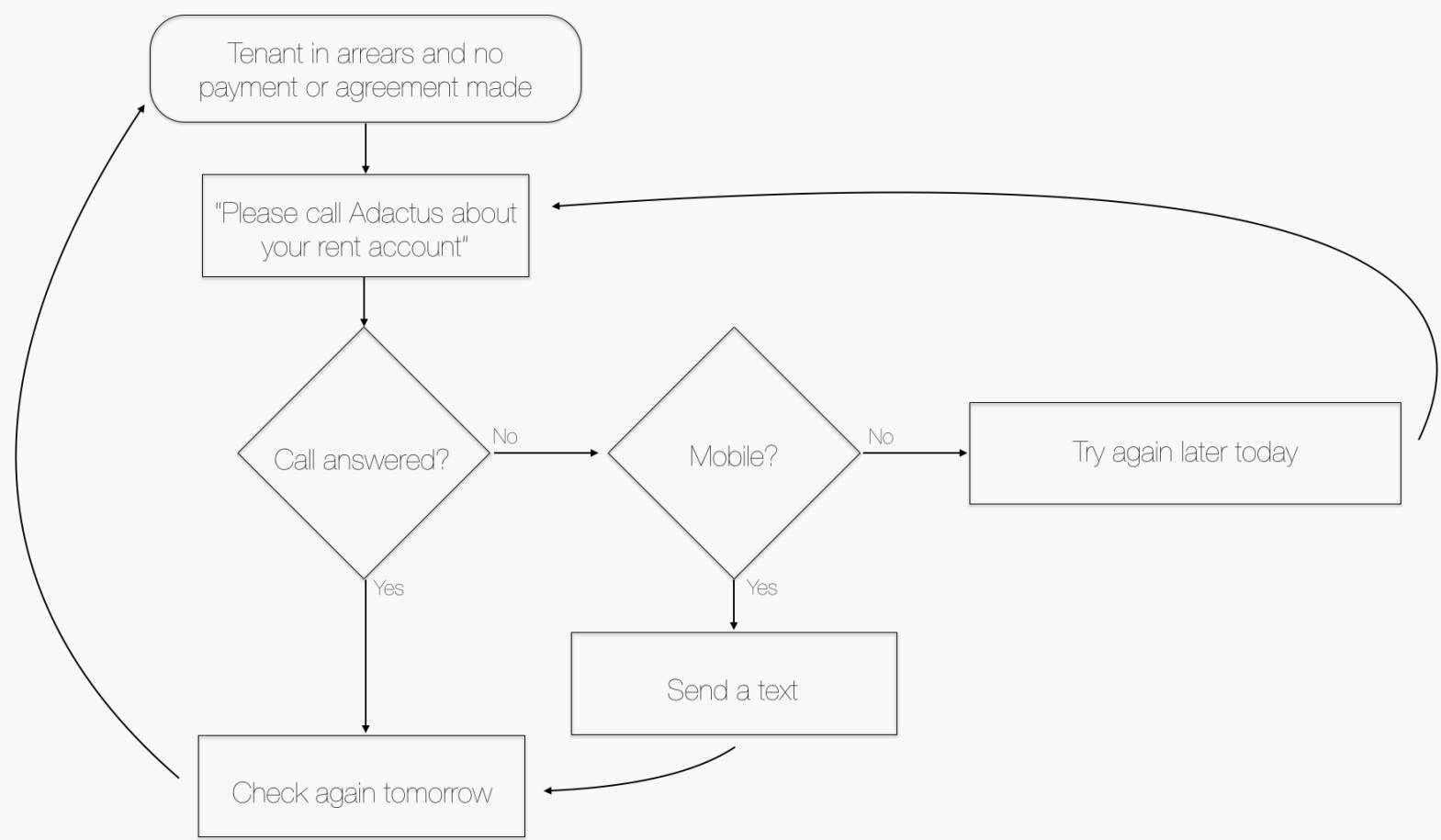
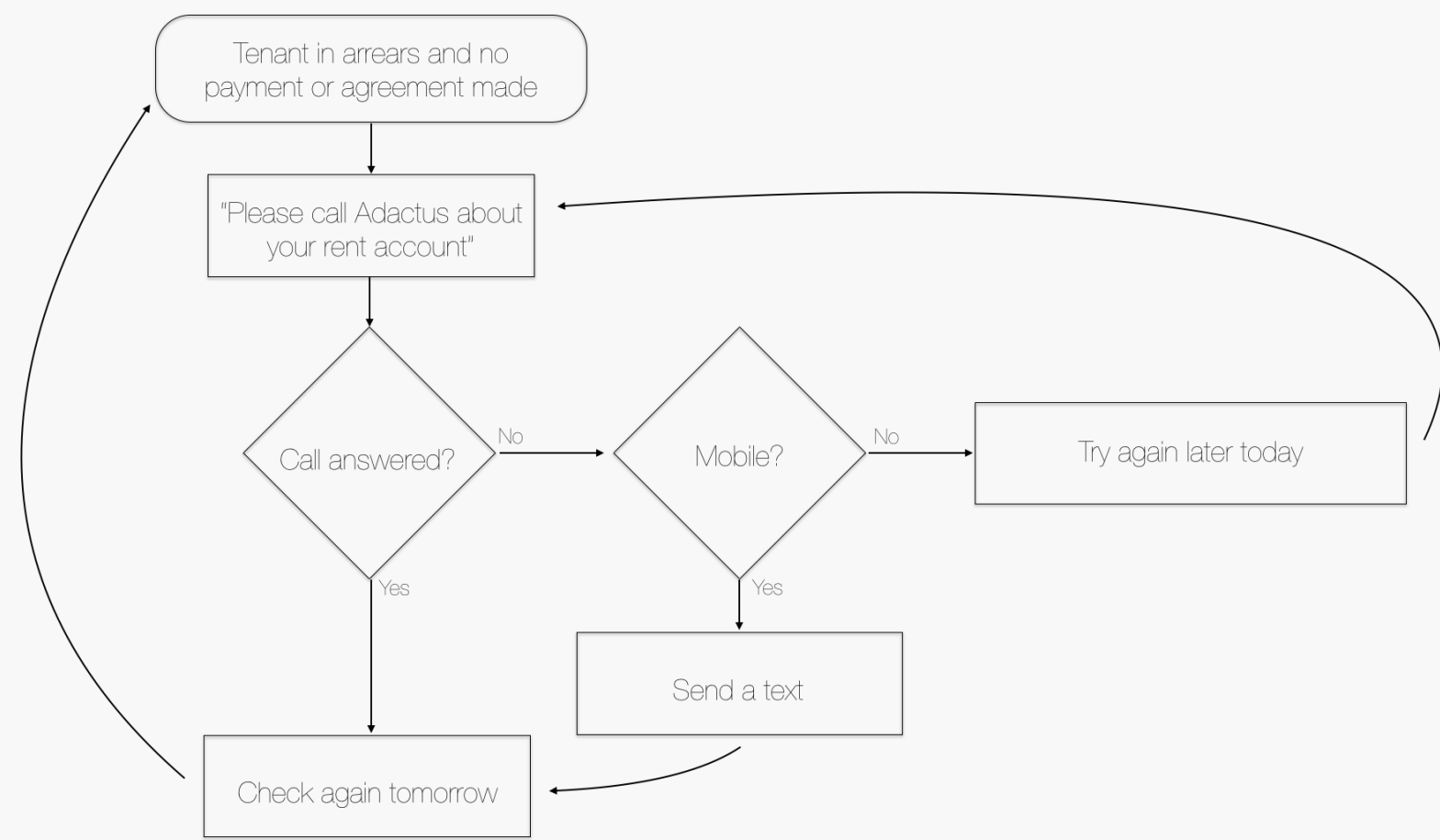
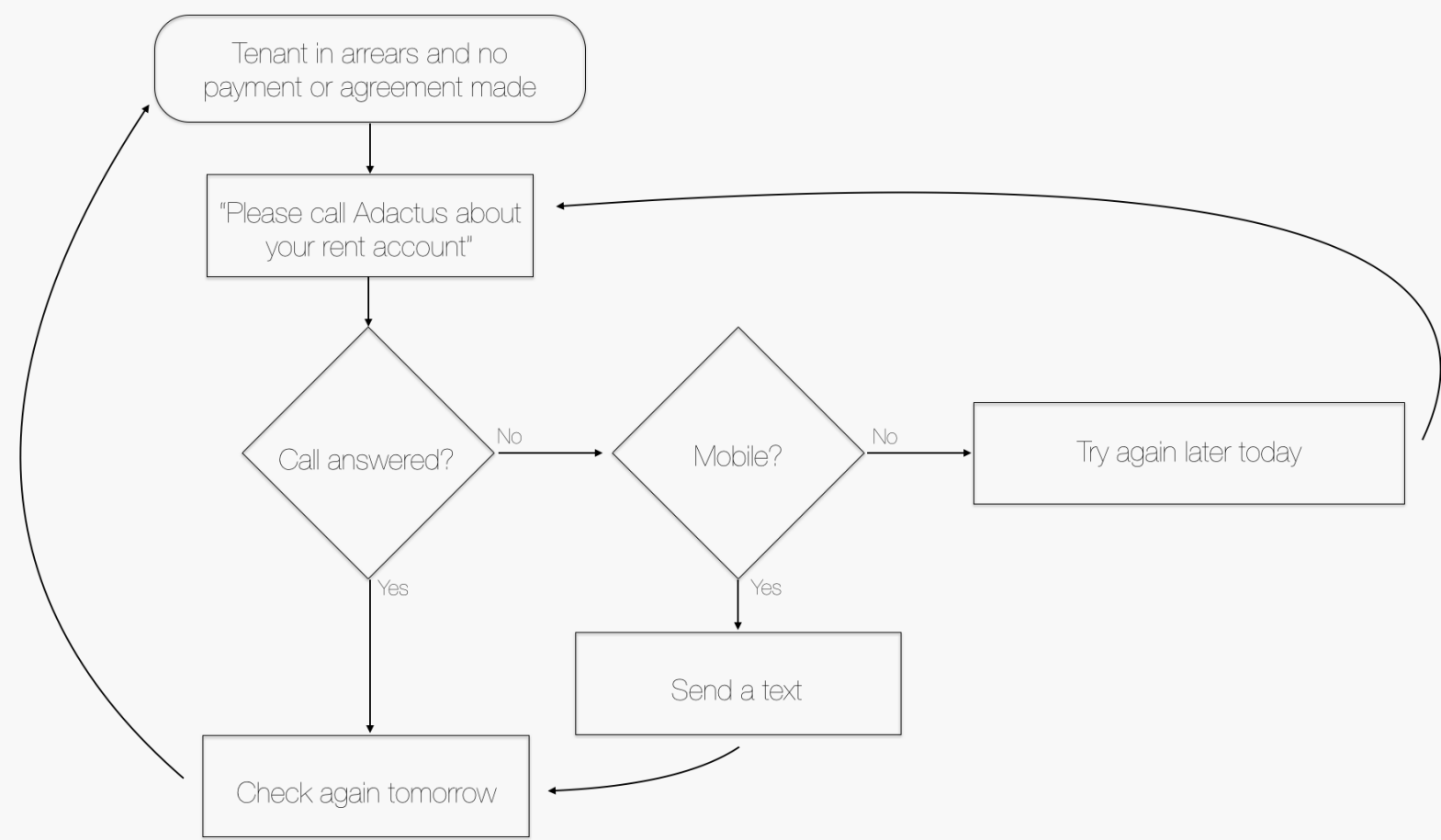
c260 arrears cases automatically escalated

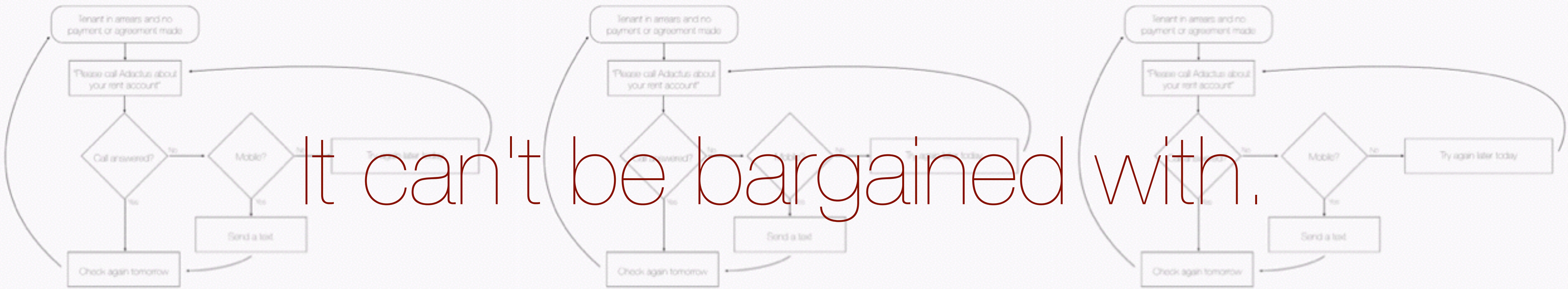
Automatic export to Housing Contact Company

Calls begin to all early stage arrears cases

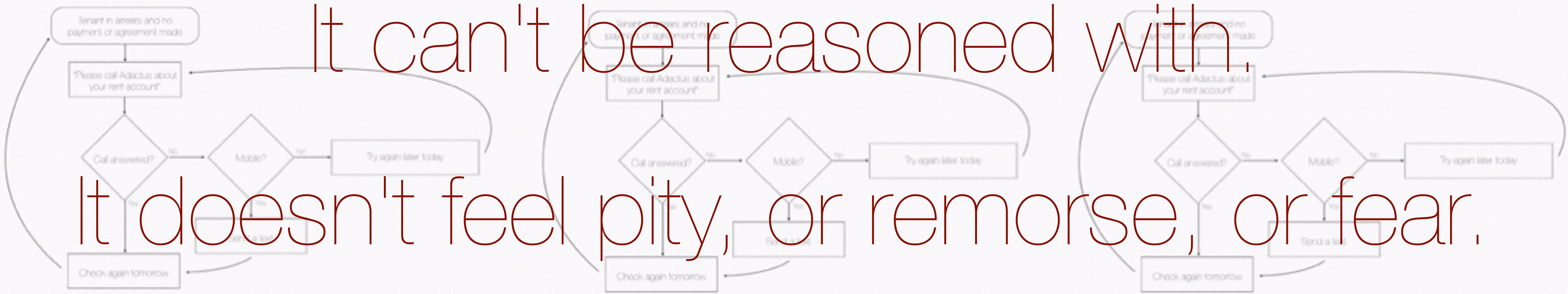
“Please call Adactus about  
your rent account”



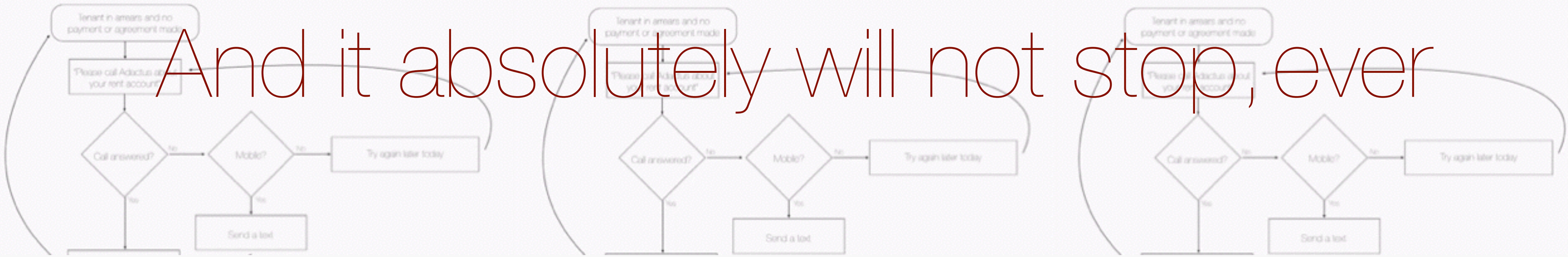




It can't be bargained with.



It can't be reasoned with.



And it absolutely will not stop, ever

14:40

Tuesday 4 March

Data file received from Mobyssoft

Automatic import into housing management system

c260 arrears cases automatically escalated

Export to Housing Contact Company

Calls begin to all early stage arrears cases

A human presses a button to print the letters

Data file received from Myobsoft

Automatic import into housing management system

c260 arrears cases automatically escalated

Export to Housing Contact Company

Calls begin to all early stage arrears cases

A human presses a button to print the letters

The postman collects the letters

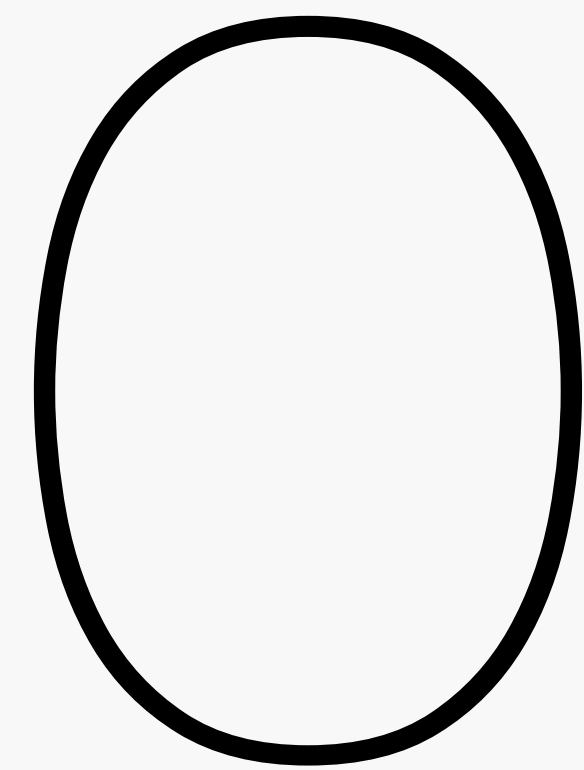
17:00

Tuesday 4 March

95%

accuracy





complaints

7000%

increase in contacts

800

calls each week

75:25

calls:text

42%

cases contact us

50%

reduction in staff

0

increase in arrears

A futuristic, circular tunnel with a glowing yellow core and blue light accents. The tunnel is composed of concentric rings, with a bright yellow light source at the center. The walls of the tunnel are dark red and blue, with several bright blue light sources. The overall effect is a sense of depth and motion.

[www.adactushousing.co.uk](http://www.adactushousing.co.uk)

[www.mobyssoft.com](http://www.mobyssoft.com)

[www.housingcontact.co.uk](http://www.housingcontact.co.uk)