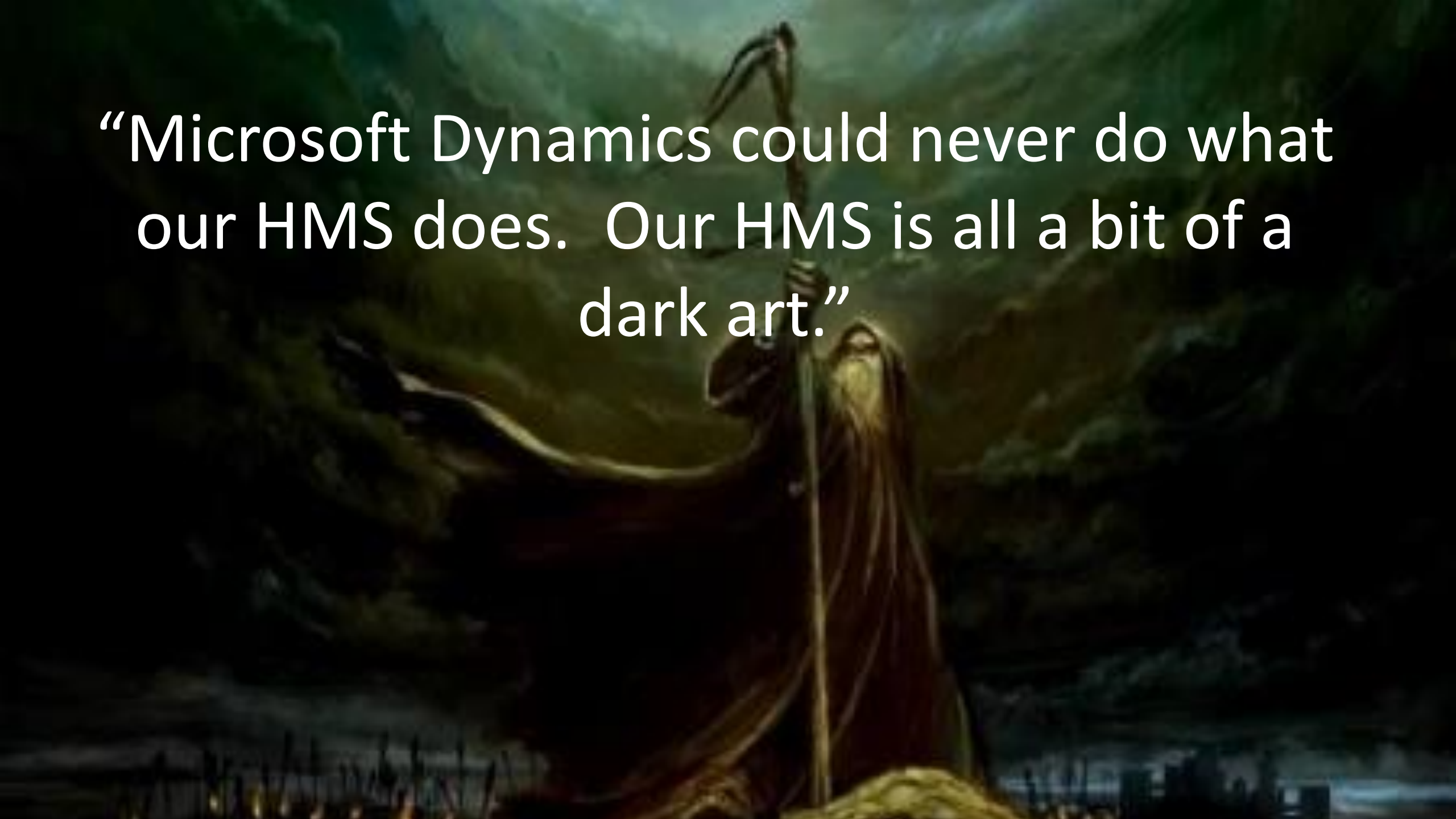


- Formerly of Goldcrest Solutions
- Experts in delivering Microsoft Dynamics into Social Housing
- Change in approach
  - 100% focused on Housing
  - Replace legacy HM applications
- Also the extension of Microsoft Dynamics by using 3<sup>rd</sup> Party solutions
  - Resco Mobile
  - ADX/Microsoft Portals
- Working in Partnership with our customers

# So what is in the solution?

- Rent engine
- Service Charge Module
- Payments Module
- Arrears Module
- Export Module
- Rent Increase Module
- Balance Calculator
- Analytics and Dashboards
- Core Entities and Structure
- Autonumber
- Technical Arrears Management
- Integration Framework
- Quick Alerts
- Advanced Find Count
- Pre-configured cases
- Outgoing SMS

“Microsoft Dynamics could never do what  
our HMS does. Our HMS is all a bit of a  
dark art.”





# Reasons for unhappiness

## ✎ Expensive

- Licenses, upgrades, infrastructure, maintenance

## ✎ Complex

- Cost of training users is high

## ✎ Multiple ways to update

- Different users add the same information in multiple places

## ✎ Opaque

- Where did that figure come from?

## ✎ Inflexible

- 'We'll put that in the next release...'

# Attempts to fix the problem

- ✖ **Buying other peripheral systems to do the job the housing management system can't**
  - More expensive and adds to the complexity of the IT landscape
- ✖ **Sending data to an external organisation to be 'processed'**
  - No visibility of calculations and increased costs
- ✖ **Extensive use of spreadsheets**
  - Risk!
- ✖ **Replace the existing housing management system with another one**

**Piecemeal**

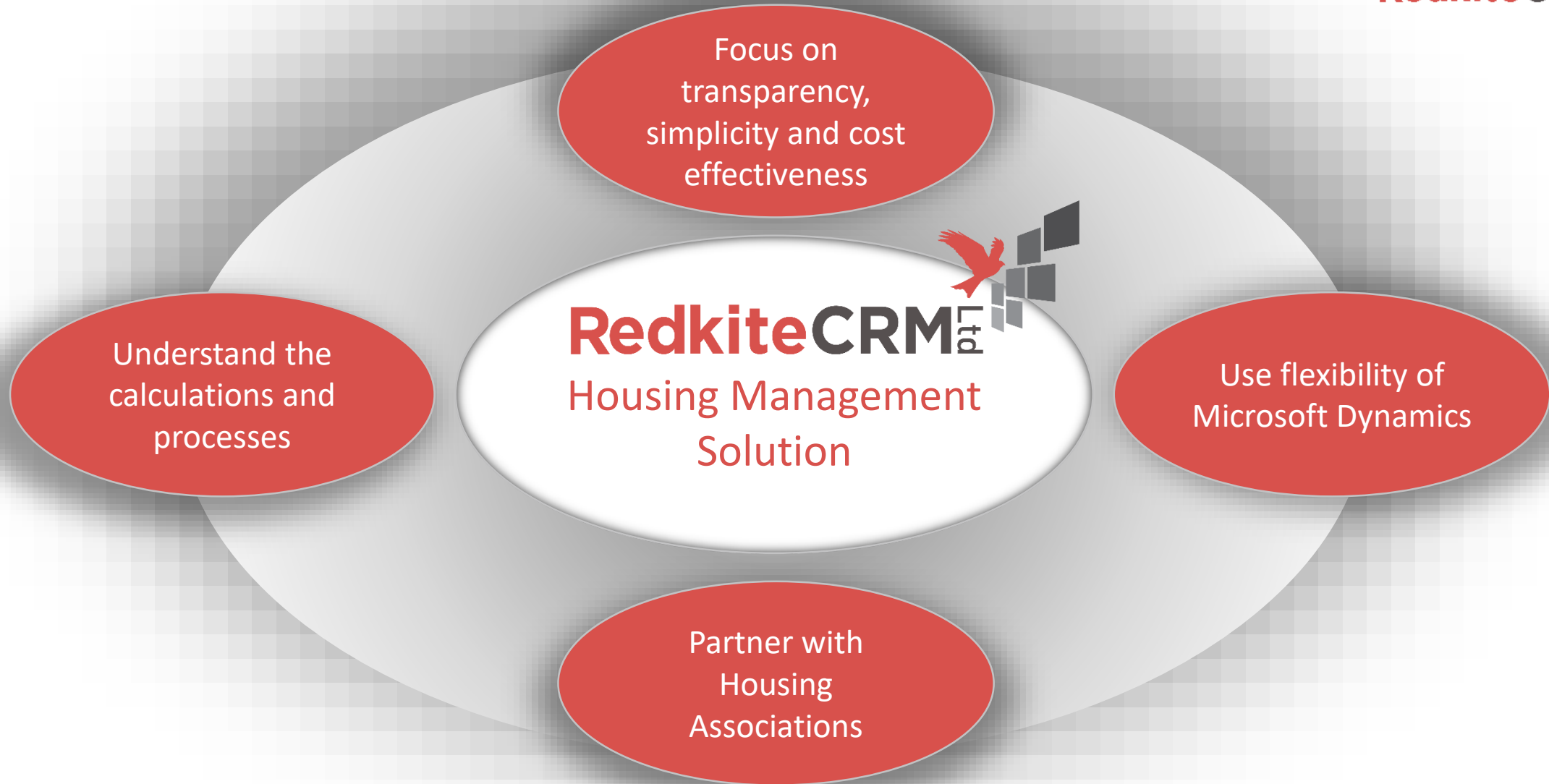
**Expensive**

**No guarantee on the outcome**

## Weekly Rent Calculation

$$\text{Gross Rent} - \text{Benefits} = \text{Net Rent}$$

- Take all recurring charges and calculate weekly value
- Analyse benefit payments received directly and calculate weekly value
- Difference between the two = net rent



# What are we not doing

- Trying to replicate functionality available in other applications that do not have to be housing specific
  - Traditional accounts, P+L, Balance Sheet, etc.
  - Payroll
  - HR
  - Purchasing system
  - Etc. etc.
- Asset management – In the roadmap for future development





TENANCY ACCOUNT : ACCOUNT OVERVIEW ▾

## Alan and Jane Smith Rent Account ≡

## ▸ Overview

Name\* Alan and Jane Smith Rent Account  
Tenancy\* Alan and Jane Smith  
Account Number 10590  
Tenancy Account Ty\* Rent Account  
Start Date\* 29/11/2018  
End Date --

Name\*  
Date 24/12/2018  
Gross Rent £93.08  
Benefit Amount £68.95  
Net Rent £24.13  
Standard Payments £27.00  
Weekly Variance 🗑️ £2.87

Date 24/12/2018  
Balance £637.79  
Benefits Due £-206.85  
Net Balance £430.94  
Expected Net Balance £430.94  
Variance £0.00  
On Plan? Yes

Next Net Balance Calc 01/12/2019 00:00

Owner\* 👤 Andy McCormick

## ▸ Account Detail

## ▸ Charges and Payments

## ▸ Arrangements

## ▸ Tolerances

TENANCY ACCOUNT : ACCOUNT OVERVIEW ▾

# Peter and Susan Jones Rent

## Overview

Name \* Peter and Susan Jones Rent  
Tenancy \* Peter and Susan Jones  
Account Number 10591  
Tenancy Account Ty \* Rent Account  
Start Date \* 29/11/2018  
End Date --

Date 24/12/2018  
Balance £706.57  
Benefits Due £-105.00  
Net Balance £601.57  
Expected Net Balance £446.37  
Variance £155.20  
On Plan? No

Name \*  
Date 19/12/2018  
Gross Rent £93.08  
Benefit Amount £35.00  
Net Rent £58.08  
Standard Payments £27.00  
Weekly Variance £-31.08

Next Net Balance Calc 01/12/2019 00:00

Owner \* Andy McCormick

- ▶ Account Detail
- ▶ Charges and Payments
- ▶ Arrangements
- ▶ Tolerances

# Peter and Susan Jones Rent

## Account Detail

### Transactions

Name	Category	Account Code...	Transaction D...	Transaction N...	Source	Credit Amoun...	Debit Amount...	Applicable Fro...	Applic
Payment		Cash Payment	24/12/2018	18,858		-£27.00			
Debit £93.08 on 24/12/2018			24/12/2018	18,857	Raise the Debit		£93.08	24/12/2018	30
Housing Benefit		Housing Benefit...	19/12/2018	18,856		-£55.00		29/11/2018	09
Payment		Direct Payment	17/12/2018	18,855		-£27.00			
Debit £93.08 on 17/12/2018	Total Charge		17/12/2018	18,854	Raise the Debit		£93.08	17/12/2018	23
Payment		Cash Payment	10/12/2018	18,853		-£27.00			
Debit £93.08 on 10/12/2018	Total Charge		10/12/2018	18,852	Raise the Debit		£93.08	10/12/2018	16
Payment		Cash Payment	03/12/2018	18,851		-£27.00			

1 - 8 of 11

### Account History

Created On ↓	Name	Balance	Benefits Due	Net Balance	Expected Net Balance	Variance	On Plan?	Tolerance	Within Tolerance...
28/11/2018 22:33	24/12/18 18:00	£706.57	-£105.00	£601.57	£446.37	£155.20	No		No
28/11/2018 22:26	19/12/18 18:00	£640.49	-£70.00	£570.49	£449.24	£121.25	No		No
28/11/2018 22:13	17/12/18 18:00	£695.49	-£246.25	£449.24	£449.24	£0.00	Yes		Yes
28/11/2018 21:37	10/12/18 18:00	£629.41	-£177.30	£452.11	£452.11	£0.00	Yes		Yes

1 - 4 of 6

### Forecast Transactions

Name	Transaction N...	Applicable Fro...	Applicable To...	Credit Amoun...	Debit Amount...	Balance	Benefits Due	Expected Net Bala...	Target Net
31/12/18 00:00	11,374	31/12/2018			£93.08	£827.65	-£384.15	£443.50	
31/12/18 00:00	11,373	31/12/2018		-£27.00		£734.57	-£384.15	£350.42	
Opening Balance 24/12/1...	11,372	24/12/2018			£761.57	£761.57	-£315.20	£446.37	

Active

TENANCY ACCOUNT : FINANCIAL DETAILS ▾

## Peter and Susan Jones Rent

## Payment Schedules

## Direct Debit Schedules



Tenancy Account	Person	Frequency	Amount	Start Date ↓	End Date	Direct Debit Stati
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No Direct Debit Schedule records found.

## Benefit Payments



System Create...	Account Code ↑	Start Date	End Date	Applicable Fro...	Applicable To...	Weekly Amou...	Total Amount...	Reference Number
Yes	<a href="#">Housing Benefit Payment</a>	10/12/2018	30/12/2018			-£35.00	-£105.00	999666



## Payments



Name ↑	Start Date	End Date	Frequency	Amount	Arrangement	Tenancy Account
<a href="#">payment</a>	03/12/2018		Weekly	£27.00		<a href="#">Peter and Susan Jones Re...</a>





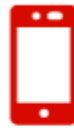
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