

Connecting with residents in their own homes

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Area of Operation



Founded 1965

11, 758 Properties in Wales

300 New Properties on site

650 Staff

Pay My Rent System



Pay My Rent: What Matters



To enable residents to manage their finances and pay their rent

- Residents circumstances are understood in order to provide assistance when needed
- Residents receive help quickly and efficiently
- Residents are given clear and correct up-front payment information
- Residents pay by direct debit at a time that suits them
- Residents have help to maximise their income
- Residents are helped to stay out of debt



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Pay My Rent:

Residents receive help quickly and efficiently



- What would we expect the resident to do? – Forecast
- What did the resident do? – Actual
- When do they not equal each other? – $\text{Actual} - \text{Forecast} = \text{Variance}$.
- HELP OUR OFFICERS KNOW WHAT ARE THE VARIANCES.



Payment Plans

Propose that each resident account has a **payment plan**:
How much is paid, how often, on what date, by what method

THE CHALLENGE

- 11,000+ tenancies.
- New data capture – more work for officers.
- Remote workers
- Areas of no coverage across Wales
- 40 staff all need to know
- Based all across Wales



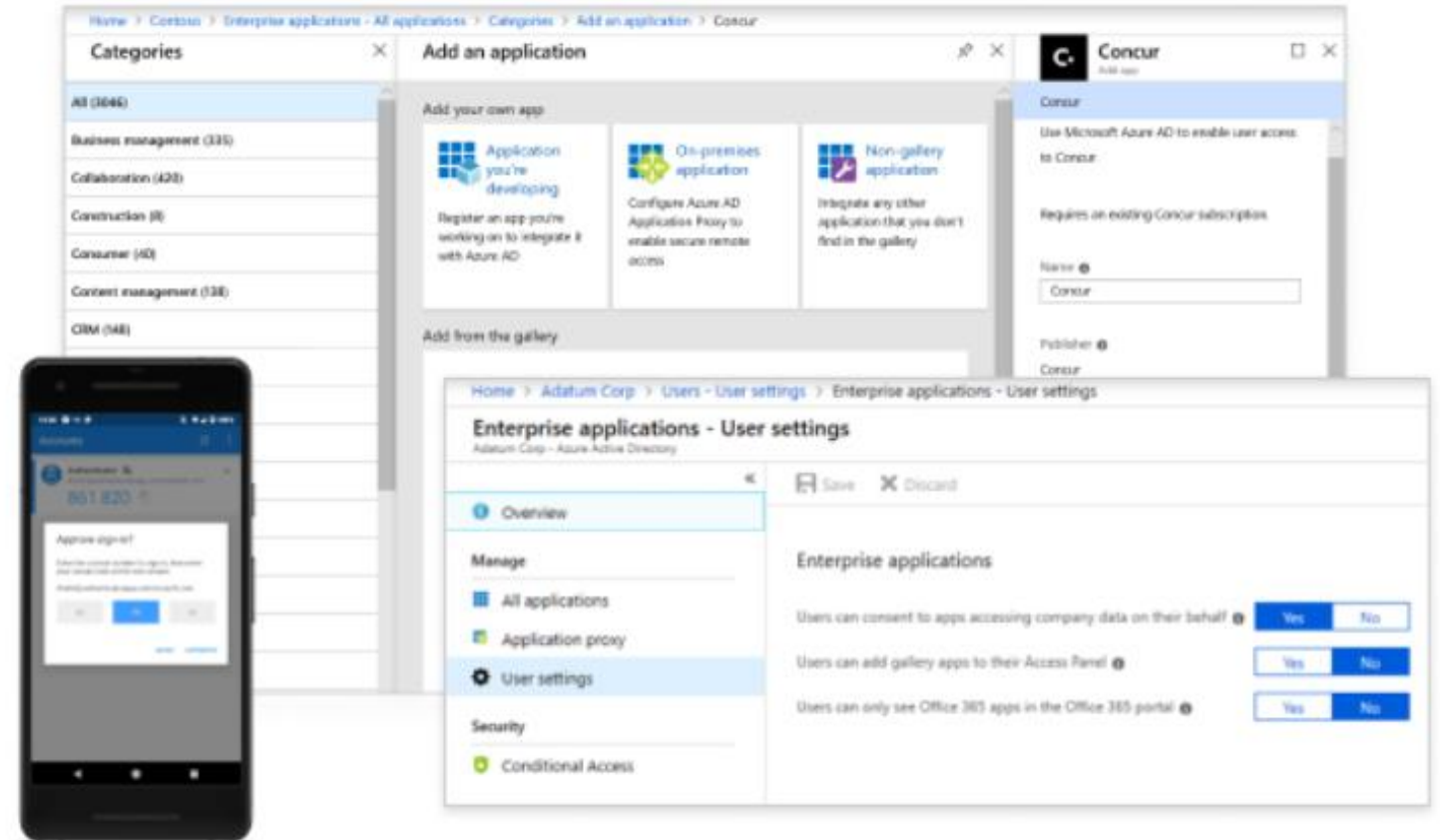
The Technical Challenge



Must be secure



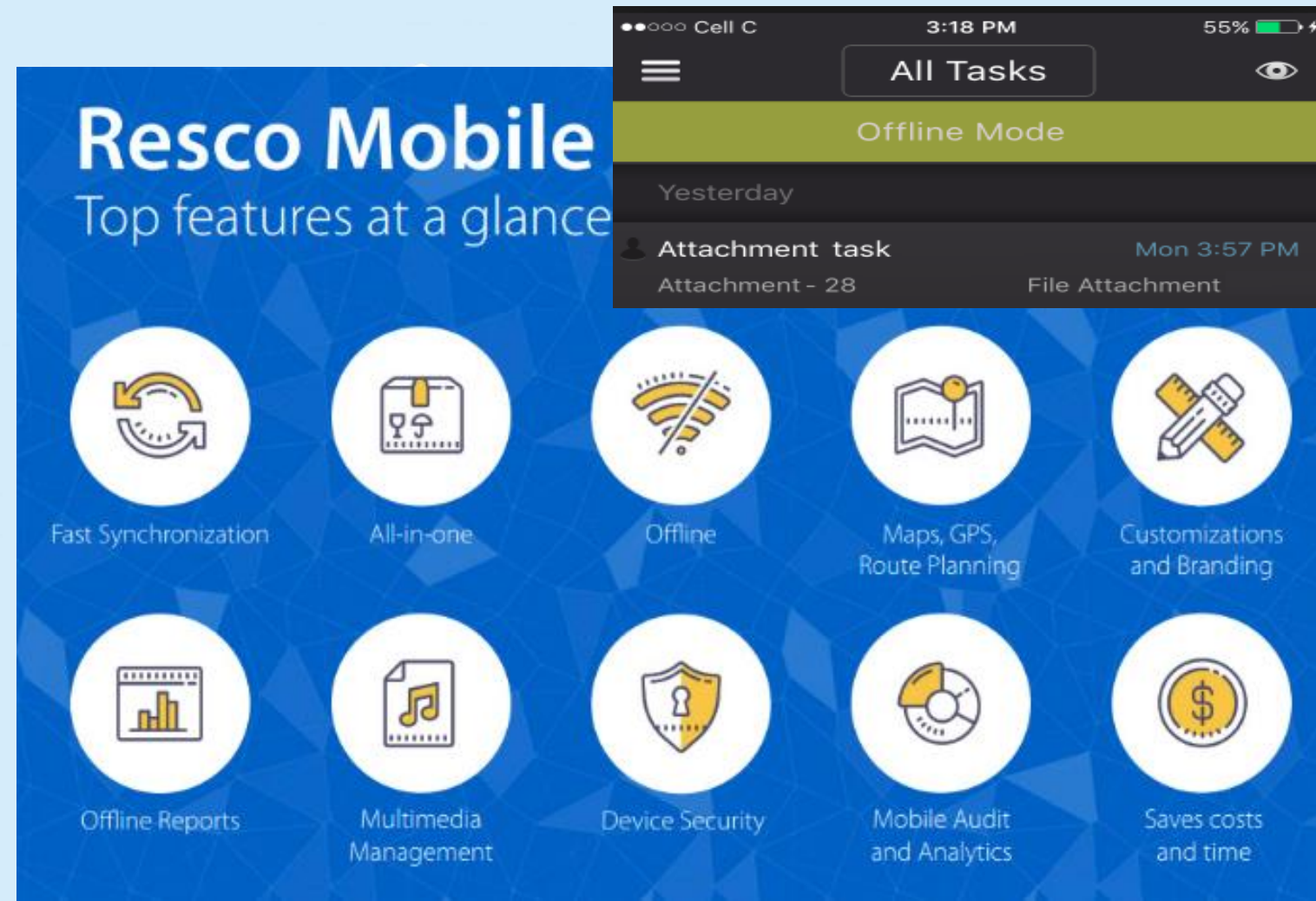
- Devices connect using Active Directory Connect.
- Ensures devices are verified even though they are not directly connected to the corporate LAN.
- IOS security for Apple devices



Must work offline



- Providing data inside the residents home is key
- Poor cellular coverage even in cities, means must work offline
- Ability to pause and return to what you are doing
- Ability to sync when signal restored



Must work on mobiles



- User Experience is crucial
- Accessible devices, light but functional
- Good battery life
- Straight forward to update information



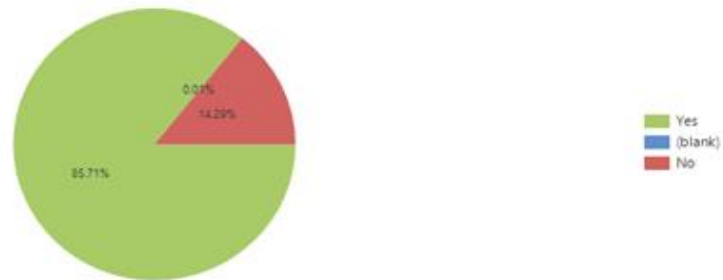
Must be real-time

SAVE AS NEW REFRESH ALL

Payment Plan Summary (KB) ▾

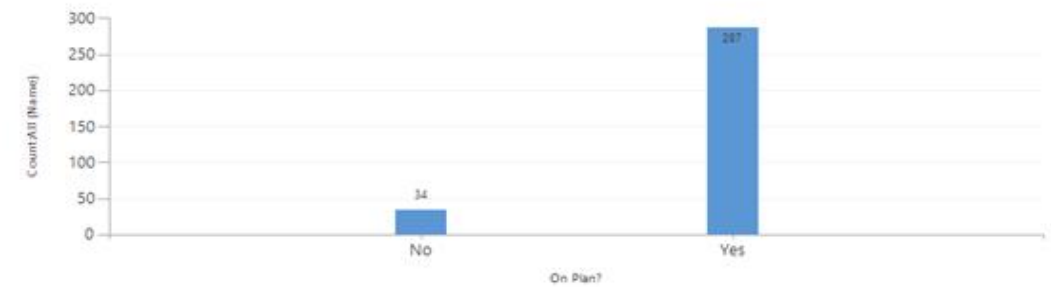
Payment Plan Status (KB) Colour

Payment Plan Status (KB)



Payment Plan Status Bar Chart (KB)

Payment Plan Status Filtered (KB)



Payment Plan Sufficiency % Data Labels (KB)

Payment Plan Sufficiency (KB)



Payment Plan Status Filtered2 (KB) ▾

Search for records

Tenancy No.	Name ↑	Primary Prope...	Patch (Primary...	Arrears Value	On Plan?
1010602	Miss A Hope	26 Welch Way...	William Brooks	£4,989.86	No
1010617	Miss C Edwards	3 Galahad Cour...	William Brooks	£525.78	No
1011682	Miss CE Hooson	2 Woodland Gr...	William Brooks	-£11.12	No
1016723	Miss J Gittins	7 Poplar Road...	William Brooks	£270.72	No
1009611	Miss L Williams	27 Welch Way...	William Brooks	£0.00	No
1008771	Miss N K Brazendale	7 Cefn y Nant...	William Brooks	£268.76	No
1016603	Miss N Soares Dos Santos	4 Galahad Cour...	William Brooks	-£74.44	No
100478	Mr & Mrs G Edwards	20 Langford Clo...	William Brooks	-£231.42	No

2019 – Housing Hero



CENTRAL SERVICE TEAM OF THE YEAR



Questions ?

