Appendix B

Housing Management System
Civica

FAREHAM
HOUSING

Background

- Why did we need new software?
  - Disconnection
  - Multiple systems used
  - Duplication of records
  - Outdated
  - Manual processes when should be automated

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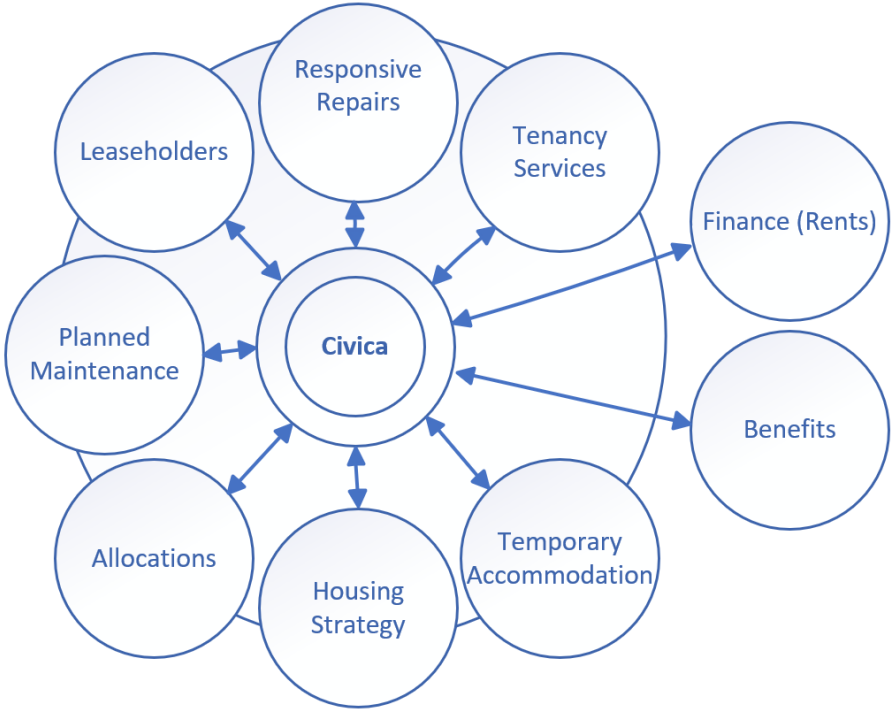
Civica



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Implementation: Data Migration

Data Area	Number of Records
Addresses	4,297
Assets	3,825
Asset Alerts	235
Asset Characteristics	10,789
Asset References	3,823
Contacts (names)	4,392
Contact Addresses	4,359
Contact Groups (households)	4,434
Contact Group Members	4,450
Contact Languages	4,200
Contact References	4,375
Rent Accounts	4,581
Rent Account Payment Types	3,491
Rent Actions	6,557
Rent Agreements	4,581

Data Area	Number of Records
Rent Agreement Charges	56
Rent Agreement Charge Elements	56
Rent Arrangements	9
Rent Arrangement Repay Amounts	9
Rent Arrangement Schedules	969
Rent Asset Charges	3,059
Rent Asset Charge Elements	8,030
Rent Court	19
Rent Entitlements	1,034
Rent Evictions	1
Rent Notice	25
Rent Transactions	1,413,536
Repair SORs	3,440
User Defined Fields	3,042
Total Records Migrated	1,501,674

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The System: Rents

Mrs Made Up Name, Miss Another Name
1000 Hornby Close, Warsash, Southampton,
SO31 9GN
Open date Mon, Sep 07 2009
Close date

Balance 233.5
Arrears policy Current
Landline
Mobile
E-mail

1 Alerts

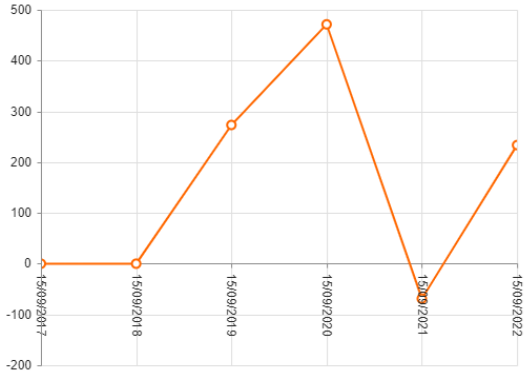
Alert type	Description
⚠	Visit / Interview in Pairs

Quick View | Details | Summary | Payment Methods | Transactions 364 | Expected Payments 0 | Projected Balance | Actions 1 | Notice 0 | Court 0 | Eviction 0 | Arrangements 0 | Action History 2 | Apportionment 0 | Appointments 0 | Communicati

New Repayment Arrangement | Contact Details | Agreement Details | View Documents

Time Annually

Account Balance



▼ Recent Action Menu

Action	Date	Type	Value	Balance	Comment	Doc
Arrear	Sat, Feb 05 2022 13:00	Arrears Policy Switch		233.56	Switch from No policy to Current	
Transaction	Mon, Dec 20 2021 00:00	Charge	0.11	233.56		
Transaction	Mon, Dec 20 2021 00:00	Charge	97.67	233.45		
Transaction	Wed, Dec 15 2021 00:00	Payment	-423.71	135.78		
Transaction	Mon, Dec 13 2021 00:00	Charge	0.11	559.49		
Transaction	Mon, Dec 13 2021 00:00	Charge	97.67	559.38		
Transaction	Mon, Dec 06 2021 00:00	Charge	0.11	461.71		
Transaction	Mon, Dec 06 2021 00:00	Charge	97.67	461.60		
Transaction	Mon, Dec 06 2021 00:00	Charge	117.33	363.93		
Transaction	Wed, Dec 01 2021 00:00	Payment	-10.00	246.60		
Transaction	Mon, Nov 29 2021 00:00	Charge	0.11	256.60		
Transaction	Mon, Nov 29 2021 00:00	Charge	97.67	256.49		
Transaction	Mon, Nov 29 2021 00:00	Charge	117.33	158.82		

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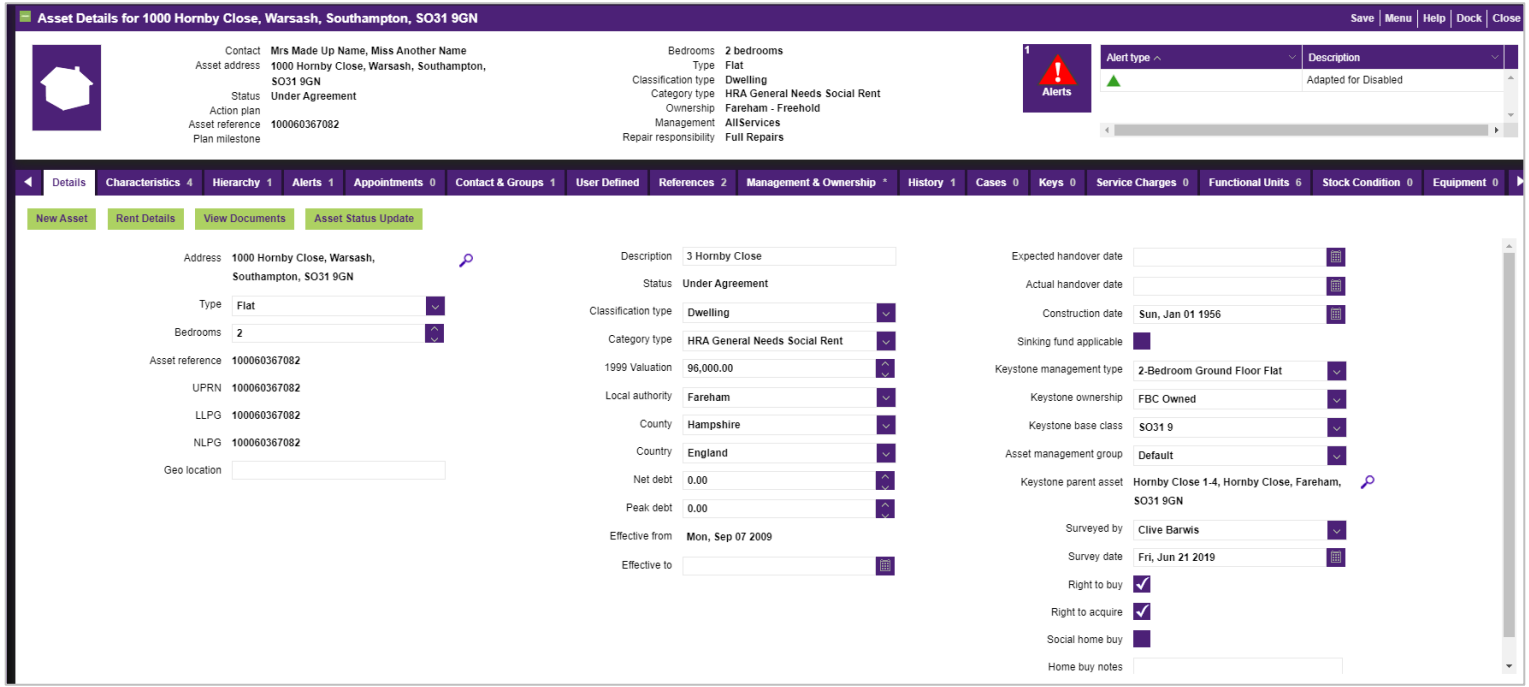
The System - Assets



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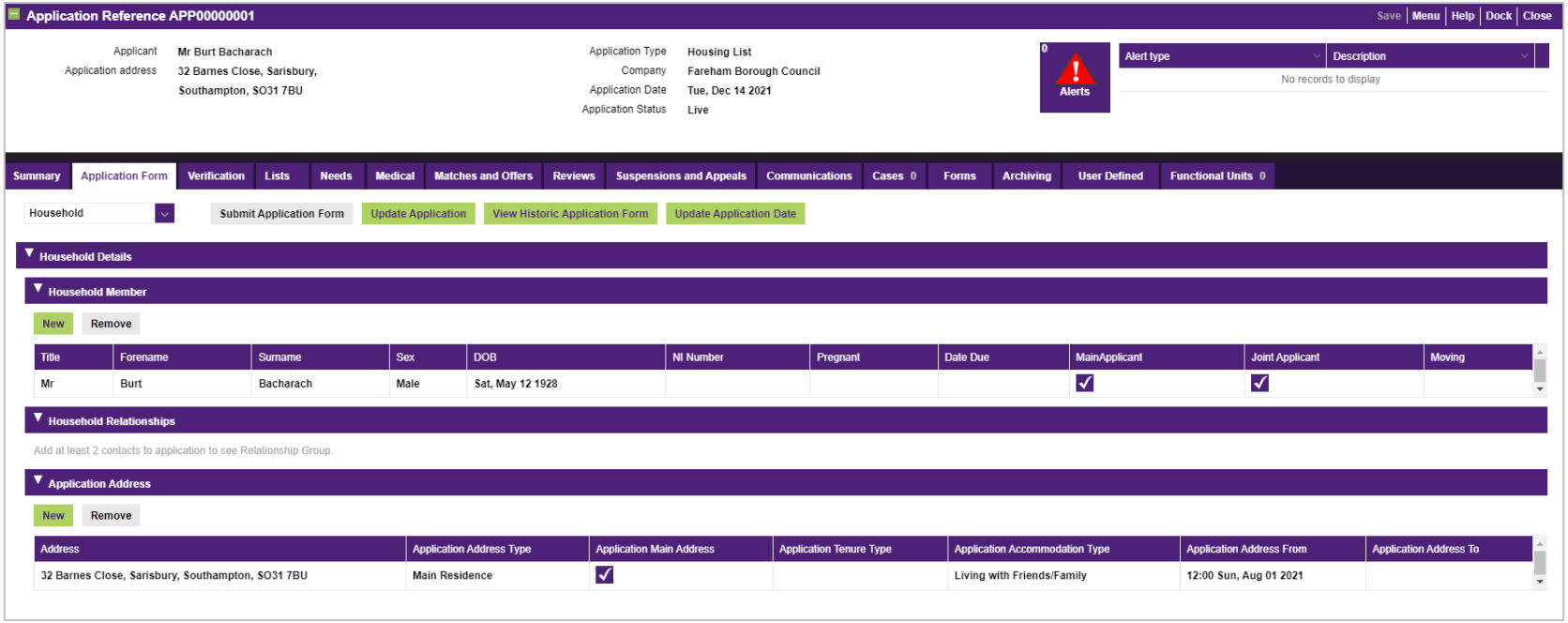
The System: Allocations



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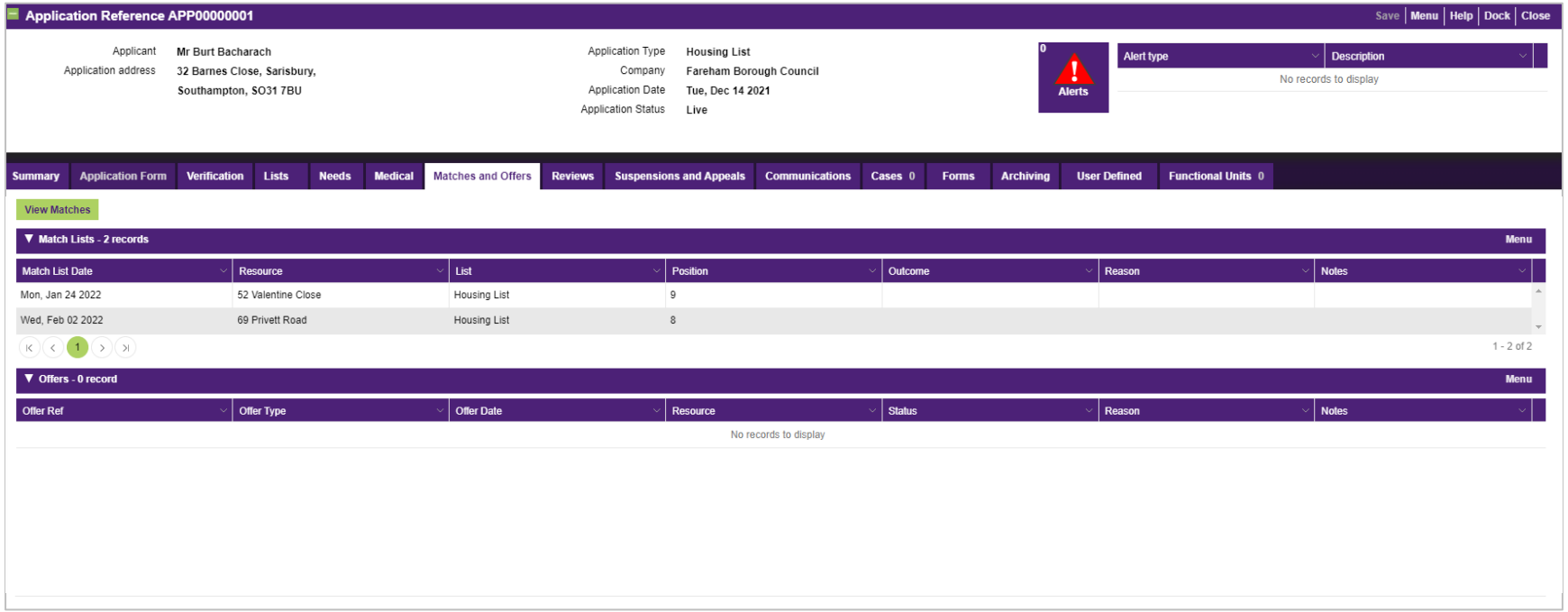
The System: Allocation Match



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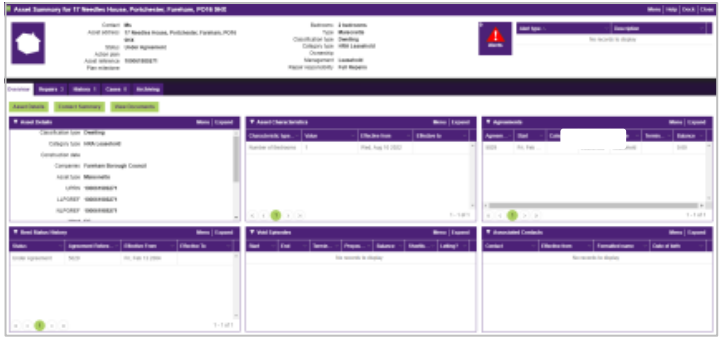
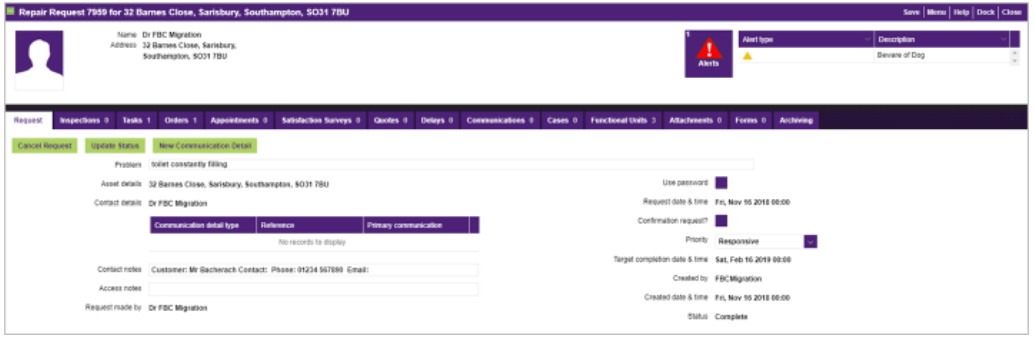
Next Phase

- Leaseholders
  - Assets
  - Contacts
  - Service charges
- Repairs
  - Scheduling
  - Materials
- Keystone within Civica
- Tenant Portal





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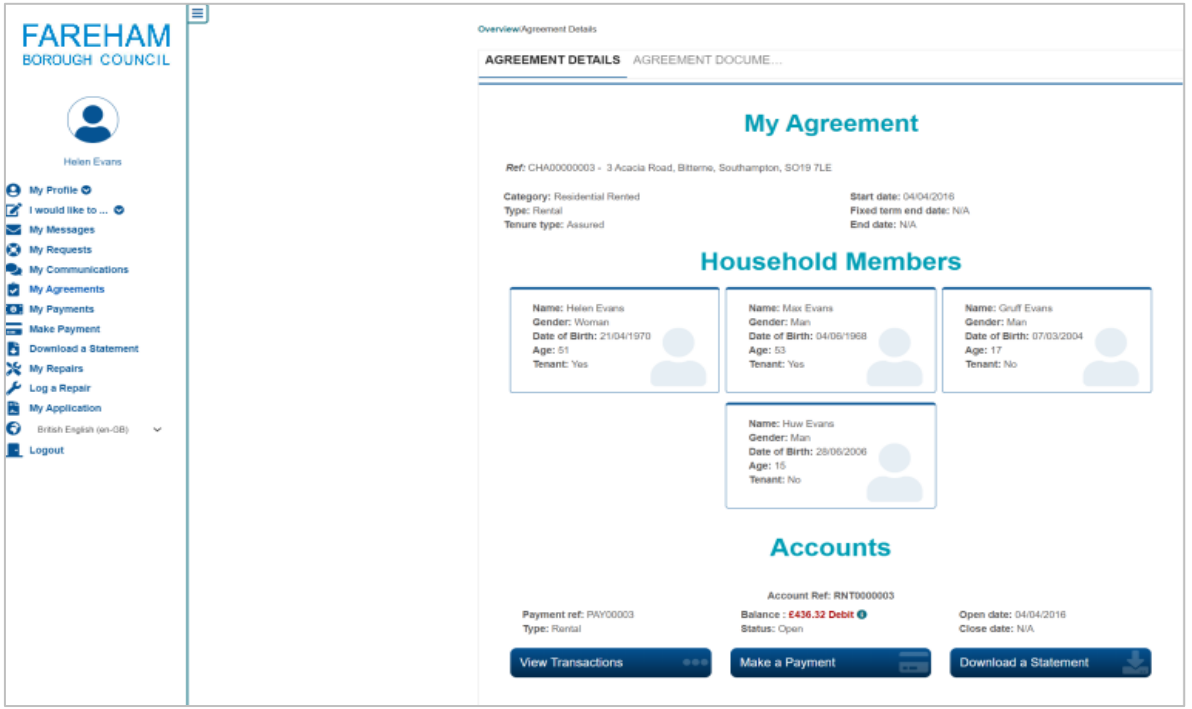
Next Phase: Tenant Portal

- Tenant Portal
  - Agreement
  - Rent details
  - Payments
  - Statements
  - Repairs
  - Messages
  - Compliments
  - Complaints



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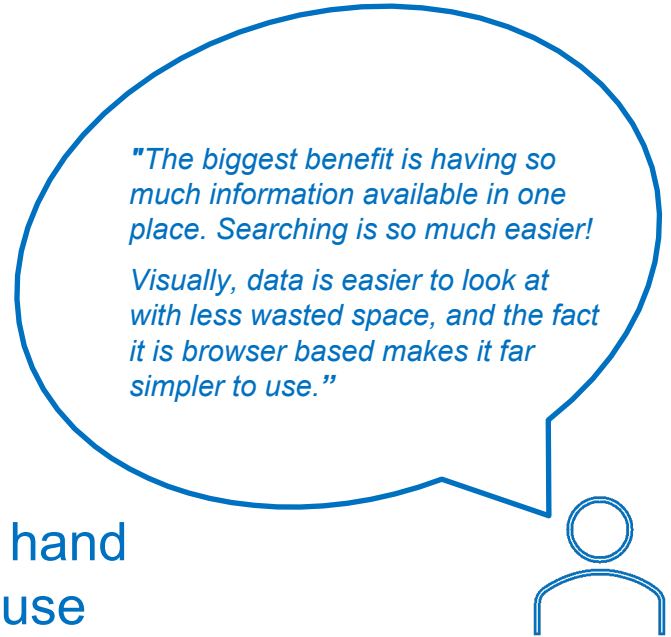
System Benefits

- IT Security
- Everything in one place
- Empowered officers
- Arrears predictions
- Several ‘Super Users’
- Automated processes
- Web Based
- Highly configurable
- Better customer experience - answers to hand
- Simpler, more comprehensive system to use



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Questions

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