



## Change of Address Import

**Change of Address Import saves local authorities vast amounts of staff time. It enables change of address details to be imported from a housing system directly into Capita Revenues and Benefits.**

A significant number of the moves that take place every day are moves into or out of properties owned by local authorities and housing associations. Updating the Capita Revenues and Benefits Council Tax system manually with this data is a time consuming and costly process. It is essentially duplicating the manual data entry process already being completed by the landlord.

Change of Address Import enables the Council Tax system to import automatically changes in tenancy data from Capita Housing. This eliminates the need for staff to spend time and risk inaccuracies by manually keying in the move data.

Upon upload into Council Tax system from Capita Revenues and Benefits, data is matched with the relevant Council Tax property. If the Unique Property Reference Number (UPRN) is available in both systems, this process is automatic. If not automatic, a search option is provided to enable staff to match quickly tenancy changes to properties. Moves are then available for review and amendment before being processed at the simple click of a button.

This solution complements other Change of Address applications which offer the ability to capture change of address data via self-service, CRM integration and on a mobile device.

### Key benefits of Change of Address Import

- Eliminates manual data entry – staff resources are released for other valuable tasks.
- Improves data integrity – removal of manual data entry from the process eliminates the possibility for data to be incorrectly entered into the system.
- Improves customer service – the tenants do not need to advise the Council Tax department, as the Authority shares relevant information across necessary departments.
- Improves cash flow – the Council Tax system from Capita Revenues and Benefits can be updated more efficiently and effectively, ensuring final bills are issued promptly. For those answering customer enquiries, it provides up-to-date data.