



## Housing Advice

### Support your Tenants in an ever changing world

Among some of the key findings from Communities and Local Government (CLG) is the fact that the most widely adopted approaches to homelessness prevention are enhanced housing advice services. This can include rent deposit and similar schemes to enhance access to private tenancies, family mediation, domestic violence victim support and tenancy sustainment.

To support the shift to this pro-active approach Capita has developed a Housing Advice module to assist those increasing numbers of housing organisations now adopting homelessness prevention.

Complementing Capita's existing housing Estate Management module, Housing Advice has been developed to provide even more power to organisations tackling homelessness prevention.

### What does it do?

- Enables the capture, creation and management of housing advice and homelessness prevention cases
- Provides a clear workflow enabling staff to see what steps need to be taken, accountabilities and action deadlines in an easy to use user interface
- Assists with identifying resolution paths for the varying types of housing advice and prevention cases
- Records progress through any legal processes (where appropriate)
- Integrates fully with Capita Housing for allocations, tenancy management and homelessness.

### Benefits

- Easy installation – being part of Capita Housing there is no additional product to role out and support
- Intelligent workflow – management of all varying types of advice services offers filters through one system
- Familiar look and feel – existing Capita Housing users require less training to use the system
- Comprehensive reporting functionality - All existing estate, property, tenancy and estate management databases can be accessed.

Housing Advice from Capita Housing, with its flexibility and capability, can positively assist organisations to continually support their citizens in an ever changing world.