



Mobile Solutions for Housing Arrears Management

Solutions for mobile working are among the few technologies that are truly capable of transforming public sector service delivery. As such, there are a number of reasons for organisations to consider mobile working.

A field force of mobile workers generating real time information for a single, shared IT system has distinct efficiency advantages. Information is less likely to be duplicated, productivity is increased since workers do not need to return to the office to re-enter information, the use of office space is optimised and delivery of services enhanced, thus making optimal use of staff resources.

Mobile computing provides many benefits to our customers, enabling staff to carry out day-to-day duties remotely, either from home or an 'on site' location. Capita's mobile solution for Housing delivers the following capabilities:

Arrears Management

This application supports officers in the management of tenancy arrears, providing the tools to conduct rent assessment interviews in tenants' homes. The officer has comprehensive access to detailed financial information enabling them to establish the best course of action with the tenant.

Officers can access:-

- Contact information
- Tenancy details
- Occupancy details
- Links to associated people and tenancies,
- Detailed rent account information (including main rent and sub accounts)
- Rent account transaction statements
- Actions history

With online access to the rent account an officer has the latest financial information with which to agree an appropriate course of action with the tenant. Officers can drill down and look at what action has already been taken and review reasons recorded for non payment and arrangements already in place.

Following the assessment with the tenant, the officer can create a new arrears action, make a new arrangement and electronically record the notes from the visit remotely, removing the need to return to the office to update the Housing Management system.

About Capita Mobile Solutions

Capita Mobile Solutions offers a range of software applications to support remote and field-based workers. Our solutions provide the catalyst to help local authorities transform service delivery whilst realising efficiencies and improving productivity. Understanding the mobile world is at the core of our business and we apply our extensive knowledge of back-office processes to develop robust, reliable and secure solutions to mobilise your workforce.

Having initially specialised in the development of applications for Revenues, Benefits, Housing and Education, Capita Mobile Solutions' portfolio now also includes the ability to mobilise any application customers may wish to access in the field, thus providing a truly corporate solution, in addition to incorporating a range of services for business consultancy, support and managed services.