



## Self Service Landlord Access

Capita's Self Service Landlord Access dramatically improves the service authorities provide landlords whilst significantly reducing the number of queries received by front office staff.

Landlords receiving housing benefits directly on behalf of tenants can be very demanding, often needing to contact the authority to find out details such as how much and when they will be paid. Capita's Self Service Landlord Access provides landlords with instant access to tenants benefits claims over the Web.

### Landlords are provided with the following benefits.

- **24/7 access** – landlords working hours are not constrained by those of the authority. Landlords in full time employment are not forced to contact the council during busy times such as lunchtime.
- **Instant access** – landlords no longer have to spend time in call centre queues during peak periods or being transferred between different teams for different addresses. All the information is instantly available in one place.
- **Access to live data** – landlords are able to view details of awards, payments and overpayments as soon as they are known. Changes to tenants rent can be made in a timely manner.
- **Consolidated views** – landlords can easily view a summary of payments they will receive in a selected period and invoices that are outstanding helping landlords to manage their cash flow.
- **Historical view** – landlords are able to access historical details without the need to wade through paperwork or contact the authority.

The system offers the local authority the following benefits:

**Reduced burden on call centres** – helping authorities to reduce the costs of running call centres.

**Improved customer service** – landlords are provided with a quick and efficient method of accessing the information they require.

Landlords are only able to view information that is relevant to them. Access to tenants personal details are never made available.