



## Academy Solutions for Landlords

Capita is able to offer a comprehensive range of solutions which dramatically improve the service to landlords, whilst allowing local authorities to drive down the cost of interacting with landlords.

Within the private sector the ability to interact with customers electronically has almost become the norm, whilst the expectation for local authorities to do so is greater than ever.

Solutions are available which cater for all landlords, whether they be small private investors who conduct their letting business in addition to a regular job, or Registered Social Landlords (RSLs) and housing associations with established corporate systems.

### Electronic Landlord Schedules

Two methods are offered for communicating landlord schedules electronically.

#### 1. PDF attachments

Landlords may opt for electronic schedules. Instead of receiving a paper schedule in the post the schedule is delivered by email as a PDF (portable document format) attachment. This option requires Academy ProPrint.

The solution has advantages for all landlords.

- Instant notifications – schedules may be accessed from anywhere as soon as they become available. Private investors can keep track whilst away from home on holiday or business
- Reduced administration – many landlords prefer to receive information electronically and avoid paper based filing systems. Large landlords with Electronic Document Management systems can enter schedules directly without the need to scan paper schedules
- Reduced environmental impact – businesses of varying size are increasingly looking for ways of minimising their impact on the environment
- More information – electronic schedules contain more information than their paper counterparts. Details of recovery against invoices and any outstanding invoices still remaining are included

In addition to improving the service offered to landlords, authorities are able to eliminate the cost of paper, printing and postage for those customers who opt for electronic schedules. This cost saving can be substantial.

## 2. Payment file

A file containing the details of all payments for all tenants can be produced by Academy Benefits for each landlord during the payment run.

The payment file is available in CSV (Comma Separated Values) and XML (Extensive Markup Language) formats, the type used may be configured on a per user basis.

XML - landlords with rent systems can use the XML file to update their system without the need to manually re-key data. Manual data entry, a significant overhead which often introduced inaccuracies, is eliminated, helping landlords keep their systems up to date

CSV - a payment file in CSV format will be useful to smaller landlords without rent systems who manage their business using standard office software. The payment file can be imported into any spreadsheet package, avoiding the need for re-keying data from paper schedules making the keeping of electronic records easier.

By using electronic communications, authorities help landlords maintain up-to-date, accurate data, reducing the need for landlords to contact the local authority.

## Assessment Details file

Academy Benefits can produce a daily electronic file containing all changes to tenants' Housing Benefit for all landlords where those claimants are having their Housing Benefit paid directly to their landlord. The file allows landlords to maintain a fully up-to-date rent system in between payment notifications. Using the Assessment Details file, landlords do not need to update their system from benefit notification letters - an expensive, time consuming process with considerable potential for error.

The file will be of use to those landlords with rent systems who will be able to import the file directly into their systems, avoiding the needs to spend time manually entering data from benefits letters.

This file includes details of new, cancelled, adjusted and suspended claims and is available in CSV and XML formats allowing it to be used by a range of Rent Systems.

By introducing the Assessment details file an authority can consider (in conjunction with landlords) ceasing the 'issue of notification' letters to those landlords who use this file. This presents a significant saving in paper, printing and postage costs for one landlord alone.

## Self Service Landlord Access

Academy Self Service Landlord Access improves the service delivered to landlords by providing landlords 24/7 instant access to their tenants' benefit claims over the Internet.

Allowing landlords to self service reduces the burden placed on call centres whilst allowing small private landlords who may be unable to contact an authority during the day, access to the information they require out of hours.

Self Service Landlord Access provides landlords with

- Individual claims – 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.

Data provided to landlords is restricted. Tenants' personal details are never made available to the landlord.

To find out more about Capita's solutions for landlords, please contact your Account Manager.