



## Customer Service Management

Housing organisations have obligations and requirements to deal with a wide range of issues connected with their tenants and leaseholders. These often go beyond the scope of traditional, transactional housing management systems.

**The Customer Services Management module from Capita Housing focuses on customer needs.** The solution maintains a history of each case recorded, whether it is initiated by a customer enquiry or by the need to take action, such as in the case of a breach of tenancy conditions.

**Customer Services Management provides a powerful tool for social housing organisations.** It not only monitors individual cases, but also can link cases together and to other records within the system. This allows issues to be made visible to all members of staff.

Consultation is increasingly required on issues concerning tenants and leaseholders. **Capita Housing's Customer Services Management module incorporates tools** to enable mass mailing of tenants and to capture responses against individual cases.

Unlimited user definable policies can be established within this module. This allows for step-by-step monitoring of cases concerning issues such as complaints, breach of tenancy conditions, anti-social behaviour orders, abandoned vehicles, general enquiries, and neighbour nuisance.

### Key functionality of Customer Service Management:

- Full case history
- User defined event paths are associated with each procedure
- Events are monitored against agreed targets
- Automatic generation of documentation and email messages
- Links are defined between cases and with other records in the system, such as tenancies, applications, repair orders, contractors, people, and properties
- Tenant Consultation sub-module
- Due and overdue actions can be highlighted by report.