



Capita Housing Appointments

Repairs appointments are a key requirement of the government's push to enhance customer service in the housing sector. With Capita Housing all services delivered to tenants are available by appointment and the Capita Housing Appointments module helps to deliver customer service improvements for your tenants, leaseholders and other customers.

Advantages for your customers

- Offering appointments is one of the best ways to improve customer perceptions of your service
- With Capita Housing Appointments, any customer calling your organisation can now get an appointment when they call. This removes the task of calling them back when you have checked for staff availability
- Capita Housing Appointments works across all housing services; not just repairs
- The person they see will have the skills to deliver the service they require
- No broken appointments because no one is available.

Easier for your staff

- Front office staff can book appointments knowing the whereabouts of their colleagues who deliver the service
- Appointments are made within Capita Housing so no need for staff to juggle applications on their screen
- The software is based on Microsoft Outlook which most staff are already familiar with
- Easier to understand and navigate than a complex scheduler
- No need for service delivery staff to keep two diaries; one for scheduled customer appointments and one for meetings
- Front line staff are not tasked to be in two places at once
- Providing appointments makes it likely customers will be in. Reducing time wasted on calls to empty properties
- Mobile and remote workers can use established Microsoft synchronisation tools to keep up to date whilst out of the office.

Tenancy Scheduler

Recent studies have concluded that Local Authorities and registered providers of housing should be given more freedom when it comes to creating new tenure types for social housing.*

With increasing need to monitor tenancies and support tenants in maintaining a stable tenancy Capita has enhanced its Appointments system to enable customers to schedule tenancy visits based on tenure type.

This development is coming as part of Release 15 of Capita Housing and will enable customers to schedule tenancy reviews by allowing Neighbourhood officers to be allocated to a list of properties that they are responsible for and all due visits would be allocated to them ready for appointments to be booked.

The benefits will be seen in the time saved in the scheduling of visits and ensuring officer share all the relevant information available at the click of a button.

Tenancy scheduling is a stand alone module, however, those customers who have the Appointment module will also benefit from integration to Microsoft Outlook and the ability to have an appointment booked automatically containing all of the relevant tenancy information.

Other benefits include:

- View tenant details easily such as Property, Tenancy, Repairs History and Arrears
- Send letters designed for tenancy visits
- View contact details easily

*Local Government Information Unit: 'Room to Move' Amelia Johnson & Janet Sillet <https://member.lgiu.org.uk/whatwedo/Publications/Documents/Room%20to%20Move.pdf>

Track success and report on your performance

Booked appointments are stored in both Academy Housing and Microsoft Outlook and they can be amended in either system as each one updates the other. You can easily report upon how many appointments are made, kept or broken by the tenant or the landlord organisation.

How does it work?

Capita Housing Appointments works in harmony with Capita Housing and Microsoft Outlook. Staff can book appointments across all housing services, finding available staff by skillset, availability and/or proximity to other appointments.

The process starts in Capita Housing, using a new icon available in many key screens (below) to initiate creating an appointment:

- Customer Services module - Case Details
- Homelessness - Homelessness Application
- Contact Point
- Arrears - Arrears Progress
- Voids - Void Property
- Repairs - Repairs History and Repairs Logging
- Allocations – Application
- Supporting People (coming soon)

Users can view staff availability on a specific date, search for the next available date or search the calendar of a specific employee.

Tasks can be pre-set with an expected duration so the front line member of staff books a reasonable length slot.

Once booked, the appointments are transferred into the employee's own Microsoft Outlook diary.

Users can view, edit and delete appointments via their Microsoft Outlook calendar which also updates Capita Housing.

Note - sites must be using Microsoft Outlook to allow operatives to view their appointments and synchronise with Academy Housing Appointments.

