

Solutions for landlords



Capita Revenues and Benefits offers a comprehensive range of solutions to dramatically improve the service to landlords, allowing both local authorities and landlords to drive down costs.

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 to cater for all landlords, whether they are small private investors conducting their letting business outside core hours or Registered Social Landlords (RSLs) and housing associations with established corporate systems.

Electronic communications between local authorities and landlords are mutually beneficial for both parties:

Benefits for landlords

- Less time spent entering data into IT systems
- More up-to-date as information arrives instantly and systems can be updated rapidly
- Less time spent on the phone to the local authority as data is up to date and landlords can self serve
- 24/7 access to information as landlords can self serve at any time.

Benefits for local authorities

- Reduced printing, postage and stationery costs
- Less time spent on the phone to landlords, as they have more accurate information and have self service access available 24/7.

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 ProPrint.*

The solution has advantages for all landlords:

- Instant notifications – schedules can be accessed from anywhere as soon as they become available. Private investors can keep track whilst away from home or the office
- Reduced administration – many landlords prefer to receive information electronically, avoiding paper filing systems. Large landlords with electronic document management systems (EDMS) can enter schedules directly without the need for scanning
- Reduced environmental impact – businesses of varying size are increasingly looking for ways to minimise their impact on the environment
- More information – for a more comprehensive overview, electronic schedules contain more information than their paper counterparts. Details of recovery against invoices and any outstanding invoices are included
- Eliminated costs – Local authorities are able to eliminate the cost of paper, printing, postage and handling for those customers who opt to receive electronic schedules.

2. Payment file

During the payment run, Capita Revenues and Benefits can produce a file containing the details of all payments for all tenants for each landlord. The payment file is available in CSV (Comma Separated Values) and XML (Extensive Markup Language) formats. The type used is configured on a per-user basis.

- **XML**
Landlords with rent systems can use the XML file to update their system without manually re-keying data. Manual data entry, a significant overhead that often produces inaccuracies, is eliminated, helping landlords keep their systems up to date and accurate.
- **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, making keeping 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

Capita Revenues and 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 fully up to date rent systems 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.

Self Service Landlord Access

Capita's Self Service Landlord Access improves the service delivered to landlords, providing them with 24/7, instant access to their tenants' benefit claims via the Web.

Allowing landlords to self serve reduces the burden placed on call centres. It also permits access to any information required outside of working hours.

"With the introduction of the new Capita self-service system, we saw a reduction of about half in the calls received from both West Kent and Moat."

Heather Gaynor, Assessments Manager
Sevenoaks District Council

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 due in a selected period as well as outstanding invoices, aiding cash flow management
- Historical view – landlords are able to access historical details without wading through paperwork or contacting an 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