



## Academy Rent Service

The Academy Rent Service module dramatically speeds up the processing of housing benefits claims by allowing data to be seamlessly transferred between Academy Benefits and the Rent Service Electronic Interface System (EIS).

Rent Officer referrals are sent electronically to the Rent Service EIS, dispensing with the need for referrals to be printed and sent via fax or post. Once a decision has been made by the Rent Officer the details are transferred electronically back to the authority. Once received the data is automatically imported back into Academy and the applicants' records updated with the decision.

Data exchanged between Academy and the Rent Service EIS makes use of a nationally defined XML schema. Data sent is encrypted during transit and travels securely over the Internet using https - the same technology used when paying for goods and services over the Internet.

### Benefits:

- Improved security – data is encrypted and transferred securely between Academy and the Rent Service system. Applicants' details are not sent through the insecure postal system or left lying around on fax machines or printers
- Improved accuracy – data integrity is maintained when transferring data between the two systems. There is no manual data entry which can lead to errors
- Improved efficiency – manual steps such as printing and faxing, or manually re-keying data are eliminated from the process
- Faster decisions – 75% of referrals to the rent office using the electronic process are turned around within 24hrs rather than 3-4 days with manual methods

By improving the efficiency of the information exchanged between the authority and the rent office, the authority is able to minimise the delay that Rent Officer decisions add to the housing benefit process.

**“We were one of the first sites to go live having helped Capita make the product efficient and easy to use. We have found that it speeds up the process of generating and sending referrals to the rent office, resulting in decisions being received quicker, typically within 24 hours.”**

Mandy Cox, Revenues Systems Administrator, Swale Borough Council.

To find out more about the Academy Rent Service please contact your Account Manager.