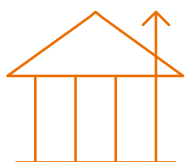


TRANSFORM LANDLORD AND TENANT SELF-SERVICE



Citizen Access Landlords (CA-LL) makes it easy for landlords to manage housing benefit accounts online, reducing contact and enabling schedules and letters to be viewed 24/7.

GREAT DIGITAL SERVICES FOR LANDLORDS

Since its launch in 2018, Citizen Access - Landlords (CA-LL) has been chosen by more than 70 authorities to help them transform self-service. By enabling over 19,500 landlords to view their data online, it's cutting out the cost of producing paper schedules and notification letters.

The simple web-based forms work on any device and are fully integrated with NEC Benefits. This means you can provide secure access to real-time information 24/7, allowing landlords to:

- View the relevant details of a tenant's entitlements, next payment or claim status
- View global payments and download detailed information on payments schedules
- View notification letters
- Report changes online with the option to upload documents

- 24/7 access for housing benefit accounts
- Secure and authenticated accounts
- Check everything from entitlement to payment schedules at the touch of a button
- Reduce enquiries and simplify the process for landlords
- Quick savings in print and post costs



The London Borough of Sutton went live with CA-LL in 2018, transferring almost all its users from a previous system. Now, landlords can upload a single file to their rent systems rather than keying in individual payments, and the council can distribute its notification letters online. For Jason Satchell, Revenues & Benefits Operations Manager, "Citizen Access is really easy to use and it's made a big difference. By giving landlords everything they need online, we've cut out the cost of printing and postage and hardly ever get enquiries."

DELIVERING HUGE EFFICIENCIES

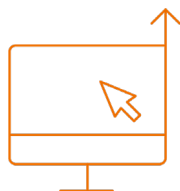
Like all Citizen Access products, CA-LL is web-based so it requires no new hardware and is always up to date. It's also easy to customise, so you can match the content and the look and feel to your in-house style. It's straightforward to set up too; once you create the main account, landlords can create the users themselves.

All of this means your contact centres receive fewer enquiries and with notification letters being distributed online, you see savings across printing and postal costs. Advanced automation allows updates to automatically suspend a claim, like if a tenant notifies you of an upcoming move. Plus, the 24/7 access means your officers can instantly review any live claims. And any updates or information are automatically routed back into NEC Benefits so you have a full audit trail of all changes.

We also offer a data upload service, where a file of all the landlords with recent payments is processed through CA-LL to automatically create online accounts for each landlord. The solution then emails a username and password to the owner of each account, so you know they're set up with minimal hassle.



70+ customers since
2018 launch



19,500
landlord users



24/7 access from
any device



1.5 million landlord
enquiries in the
last 12 months

For more information on the services
NEC Software Solutions offers visit our
website necsws.com or get in contact
with us at revsandbens@necsws.com

