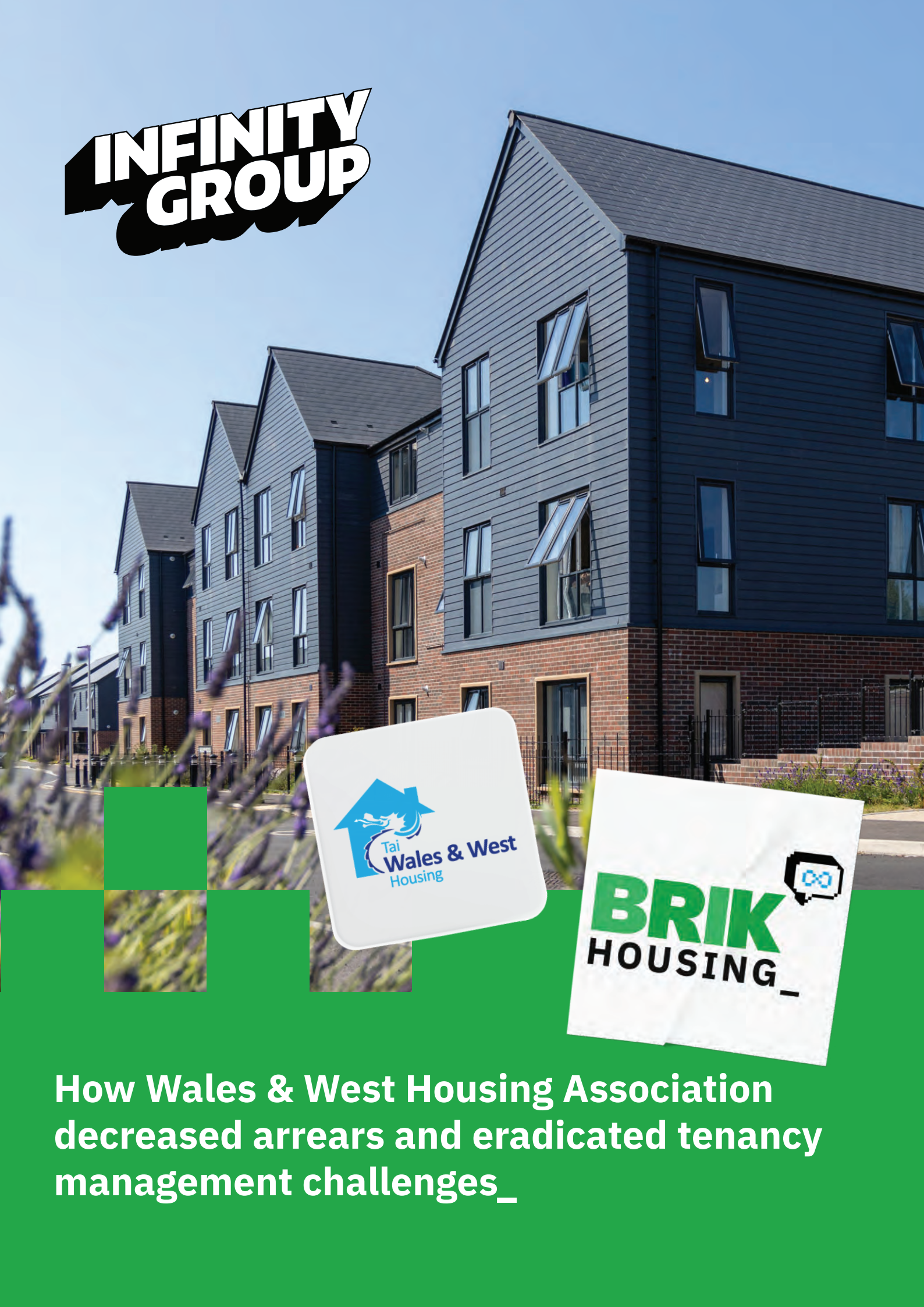
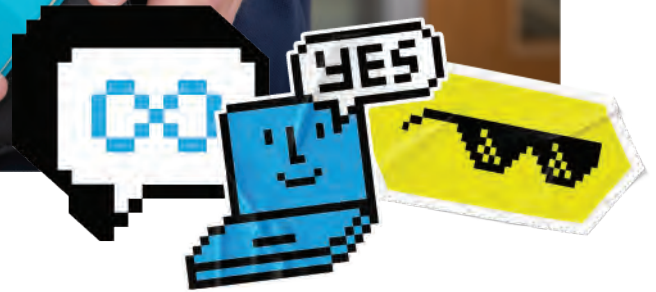


INFINITY GROUP



How Wales & West Housing Association decreased arrears and eradicated tenancy management challenges_



01

How Wales & West Housing Association decreased arrears and eradicated tenancy management challenges

Using BRIKHousing's cloud-based rent accounting, income management and tenancy management solution, Wales & West Housing Association have optimised their financial management and gained rewards including:

- A decrease in outstanding arrears
- Improved data visibility across the organisation
- Easier tenancy management across their homes

Read their story below, including how BRIKHousing's intelligent solution helped them operational challenges.





02

The challenge at hand_

Wales & West Housing Association (WWHA) manages more than 12,000 high-quality, affordable homes across 15 local authorities in Wales and were looking for a solution to address the challenges posed by their legacy systems. Their challenge was to enhance tenancy management, which involves collaboration between Development, Lettings, Housing, Finance and Property Services Teams.

WWHA encountered various operational challenges before joining forces with BRIKHousing. Their housing stock, which includes over 3,000 homes for older residents, needed a system capable of managing tenancies smoothly while also looking after rent accounting, service charges, and income management.

Yet, their current systems lacked cohesion. Capita Open Housing took care of rent accounting, while repairs and communications were efficiently managed through Dynamics CRM. This fragmentation led to inefficiencies, especially in income management, as housing officers focused solely on residents with the highest arrears, overlooking those who were most vulnerable to falling behind in their rent payments. Moreover, the housing officers required mobile access to tenant data, as many operated in regions with variable network coverage.

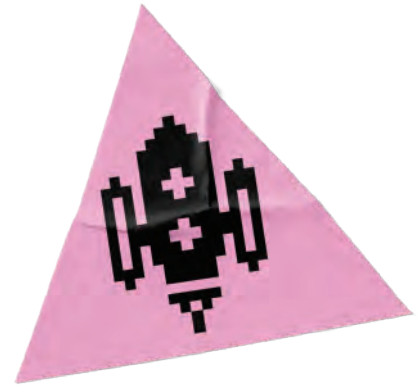
Upgrading to the Dynamics system was a simpler and more timely alternative, especially given the lead periods associated with updating Capita, where a simple field change may take 6-12 months to execute.

Gavin Jones, Technology Portfolio Manager at WWHA sums up the issue:

“Simply put people were waiting a long time to see updates and improvements come through the pipeline from the housing management systems. Something had to change”.

Utilising Dynamics 365 in place of their legacy system, BRIKHousing offered an all-encompassing and completely customised solution that fostered enhancements in a remarkably quick timeframe.





03

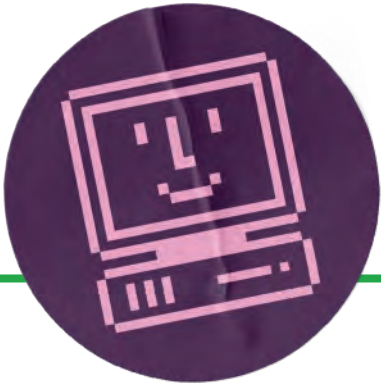
The BRIK approach_

We introduced our customised BRIKHousing Management System, designed to work harmoniously with Microsoft Dynamics 365. This included modules for rent accounting, income management with forecasting and tenancy management. We launched the Resco mobile app for Dynamics 365, supplying housing officers with instant access to essential data in the field, even when they are offline.

Through Dynamics 365, we could also bring WWHA into the modern age with market-leading technology.

Gavin explains why this was so crucial: “A big part of the reason for choosing a Microsoft Dynamics solution was that the technology landscape in the housing sector was quite stale. There were a lot of products that had been around for a long time and there was no innovation at all”.





The essential elements in our solution were:

- **Custom rent engine:** The new rent accounting solution provided granular transactional information as well as automated credit and debit processes that made it easy to see a tenants current balance and arrears status.
- **End-to-end tenancy management:** A flexible tenancy management process that tracks every stage of the tenancy lifecycle, from application to termination and all other processes in between, providing clear visibility of all resident interactions to all relevant housing teams.
- **Mobile access:** By integrating Resco, housing officers in remote Welsh regions are able to access resident and property data even with limited or no Wi-Fi connectivity.

By integrating these solutions with WWHA's core entities, we prioritised a seamless experience, ensuring their existing processes remained largely undisturbed, which facilitated a smoother transition and quicker implementation.





The results_

BRIKHousing's solution has made a remarkable difference. WWHA is now enjoying the advantages of:

- **Reduced arrears creep:** Initial reports indicate a significant decrease in the rise of outstanding arrears, driven by more focused interventions. After implementing the Rent Accounting and Arrears Module total arrears dropped from 4.2% to 1.8%.
- **Enhanced data access:** Housing officers can now easily access current tenant information from anywhere, making field operations more efficient.
- **Centralised financial management:** All rent-related transactions are now managed in one place, making rent collection and financial oversight more efficient and streamlined.

WWHA has now taken the initiative to align their long-term strategy with BRIKHousing's module roadmap. They look forward to incoming improvements in rent uplift, compliance and the management of anti-social behaviour, which will drive greater rewards in the coming months.

BRIKHousing's success in this project exhibits our commitment to understanding WWHA's unique challenges, our innovative approach in crafting a strong mobile solution and the collaborative, genuine relationship we've built together. This project highlighted how crucial it is to be adaptable and responsive, allowing us to swiftly meet immediate needs while keeping long-term goals in sight.





05 Next steps_

Our journey with WWA is just beginning. We are dedicated to nurturing their growth by keeping a close eye on changing business needs and offering thoughtful enhancements for the future. As their business grows, our system is designed to seamlessly adjust to new needs, including rent uplift functionality and compliance management.

Alex Stephenson, Executive Director (Technology & Transformation) at WWA, spoke positively of the change so far, stating: “The BRIKHousing solution goes a long way to meeting our demands of an integrated housing management system and breaking through the silos of departmental operations.”

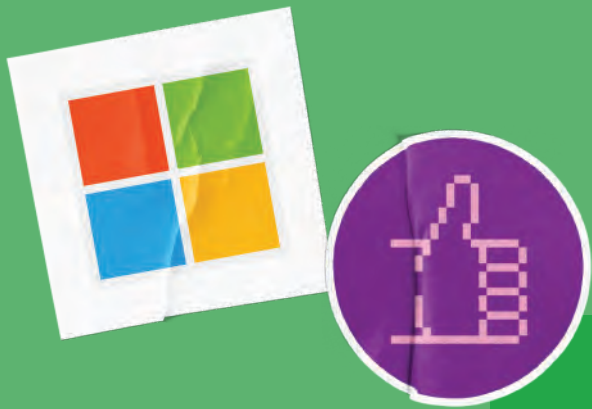
WWA are now comparing their business strategy to the BRIKHousing roadmap for alignment and will be monitoring future releases around rent uplift, compliance and Asset Management very closely. By staying closely aligned with their strategy, BRIKHousing supports WWA to navigate the evolving challenges of the housing landscape with confidence.

If you are looking to streamline your housing management processes and improve efficiencies, get in touch to find out how BRIKHousing’s solutions can help you.



Are you ready to transform your housing management operations with cutting-edge technology?

Contact us today to learn how BRIKHousing can revolutionise your compliance and operational efficiency.



**INFINITY
GROUP**

 infinitygroup.co.uk

 hello@infinitygroup.co.uk

 0330 191 1701