

MICROSOFT SHAREPOINT PORTAL SIMPLIFIES THE USER EXPERIENCE BY INTEGRATING LINE OF BUSINESS APPLICATIONS INTO ONE PLACE FOR NOTTING HILL HOUSING



Notting Hill Housing (NHHG) is a leading London housing association, established in 1963 and now managing over 27,000 properties. As a social enterprise offering affordable housing to a diverse range of customers, the charity use any money they make from selling homes to reinvest back into the business.

The Challenge

When the Housing Management team was restructured it resulted in the Housing Officer becoming involved in all aspects of the housing management service for the first time. This included voids management, tenancy sign-ups, repairs and arrears management. These functions were previously specialised roles. In addition following a recruitment drive to fill the new positions created it became clear that the multitude of complex systems that new staff had to learn to use was a problem.



Location

Exeter,
United Kingdom



Industry

Not For Profit



Products

Microsoft SharePoint

The Solution

It was decided a system that could collate information from these three Line of Business (LoB) applications into a single dashboard was required. This portal would need to be easier to use and sufficiently intuitive to enable new staff to hit the ground running.

Following a formal tender process, CPS were selected to run a pilot project as a proof of concept. This was well received and became the launch pad for the full CPS OnePlace Microsoft SharePoint portal roll out. The main project objective was to simplify the user interface into back-office systems for the new All Together Better (ATB) team structure. The portal would pull data into one central location from:

- Northgate Housing – A 3rd party Oracle application holding property, repairs, rents and voids information.
- CRM – Holds journal entries and notes information on tenants and contractors.
- MIS – Sourced from daily extracts from Northgate data and used for the generation of MS Excel reports.

Walid Saeed, Senior Business Systems Analyst at NHHG explains;

'We were looking for a system to provide a simple, efficient and effective tool that supported the work of the ATB team so that underlying systems were accessed seamlessly from the SharePoint portal. CPS presented us with an innovative and adaptable solution that we knew would meet our requirements.'

CPS OnePlace Portal

The CPS OnePlace portal was designed to support the day-to-day housing management activities for ATB officers, ATB managers and ATB team co-ordinators.

It pulls property, household and tenant information from the three LoB systems and presents it in an easy to understand property information screen that shows basic information about:

- Who lives in a property
- How to contact them(phone/email etc)
- How much the rent is
- What type of tenancy
- How long they have lived there
- Where the property is in the building (eg. ground floor)

Key Information

Other key information highlighted so that the Housing Officers are immediately aware of any actions required include:

- Rent collection and arrears – To help officers effectively manage rent accounts so they can instantly see monthly rent, current account balance, weeks/months in arrears, housing benefit levels and shortfall (if any).
- Repairs - To assist officers to manage repairs so they can view any outstanding and completed repairs for each property and effectively monitor spend per job and per property compared to others.
- Void Management - Show void turnaround time compared with team average and number of days until the re-let is due.
- Aggregation to provide management views - To show performance against (individual and team) targets for arrears/collection/repairs/voids.
- Integration with Microsoft Outlook diaries for a clear view of when the next actions are due.



| Business Benefits

So far the main benefits of the Housing Officer Portal have been:

- Increased customer satisfaction
- Communication with customers has become simpler and more effective
- It is quicker and easier to track cyclical work and enforce payment of charges
- More effective arrears management
- Improved performance management
- More effective recovery of debt
- Reduced reputational and financial risk
- Improved and more accessible audit trail

| A word from our team

“

For us, the project has been so successful that we will soon begin to roll out the interface to the whole organisation. The portal has become the centre of the team's working day and provides all the information they need to effectively start doing their jobs on just one screen.

”

Walid Saeed
Senior Business Systems Analyst



The Results

CPS worked closely with the NHHG team on the design and configuration of the interface to ensure it provided a tool that met their daily needs and helped the Housing Officers work more efficiently. The combination of bespoke and out-of-the-box web parts on the user dashboard has meant the solution is flexible, scalable and can be easily adapted to departmental variations.

The mobile device and cross browser support also means the CPS OnePlace interface is accessible on demand, when the Housing Officers require it, with the personalised security and access controls ensuring that the data remains secure at all times.

For More Information



Get in Contact
hello@cps.co.uk



Meet CPS
cps.co.uk



Accreditations
cps.co.uk/awards