



Social Housing

Civica is the leading software partner for social housing, working with 400 housing groups, local authorities and their partners. Our cloud software is used to deliver more responsive and cost-effective services and an improved experience for 5.3 million tenants.

Responding to COVID-19

As in other sectors, we assisted customers in re-focusing resources to support tenants in their communities, such as software to manage provision of emergency accommodation to those in need. We also adapted software to enable repairs staff to deliver food and other services to vulnerable people and to direct hardship credits directly to tenants struggling with payments.

Business review

We continued Civica's strong momentum with Cx Housing, our innovative cloud software for social housing management. The customer-centric system supports priority areas of cloud deployment, self-service and staff mobility to drive the digitisation of housing services. Since launch more than 50 organisations have now chosen Cx and during the year we were successful with 75 per cent of new customer bids.

The introduction of Cx into **Australia and New Zealand**, has expanded our addressable market, and we also gained new sales in the region including Unison Community Housing and [Mission Australia](#).

Our [Cx suite](#) includes asset and contractor management applications to manage operations, workforce and finances more efficiently and meet compliance and safety requirements. Demonstrating the potential of the Cx platform, the same framework has also been used to develop our latest Regulatory Services software for local government.

Following the move to home-based working, we successfully switched to deploying new customer systems remotely, supported by our resilient infrastructure.

As well as enabling more flexible and efficient services and a better online experience, the greater adoption of cloud solutions provides a stronger foundation for future innovation. Civica is also providing customers with wider business solutions including the Group's financials, payment and HR and payroll software, as well as supporting tenant engagement and administering resident ballots through our democracy solutions.

Housing providers are increasingly recognising the benefits of better data management to enhance tenant services and efficiency and to drive innovation. Drawing on our deep data and business intelligence expertise we are helping the likes of top-ten housing association Sovereign to harness advanced data insights and reporting. Civica's MultiVue master data management software is also helping customers such as the [Wheatley Group](#) to create a single trusted view of its tenants.

In the **UK and Ireland** we secured excellent new contracts including with the London Boroughs of [Harrow](#) and [Redbridge](#), Your Housing Group and Places for People, the UK's largest provider of social housing. Worth more than £11 million, the latter programme will enhance the management of more than 90,000 homes on the foundation of an integrated property management solution.