



Teign Housing improves customer services with Civica's Cx tenant portal & CRM



With multiple software applications and no CRM, Teign Housing wanted to make major changes to further improve the effectiveness of customer services to its residents.

Around 70% of housing services such as, sign ups, mutual exchanges and other tenancy management issues were undertaken using multiple spreadsheets; making it impossible to access a single view of residents.

A small, but dynamic growing organisation, Teign Housing manages 3,600 properties in Devon, delivering a diverse range of tenures, a TeignCare alarm and an Occupational Therapist service. With a plethora of data held in multiple spreadsheets and systems, getting a single view of customer data was complex and time consuming. Teign Housing needed an integrated solution with an accurate, single source of data to meet diverse customer demands and deliver responsive services.

With an 87% customer satisfaction rating, they still wanted to further improve staff and customer experience and identified a modern IT platform that could deliver customer relationship management (CRM), tenancy, rent and repairs management was needed. Staff asked 'for an easier to use system that would work

every time and help them do their job better'. After researching the competitive market, they discovered Civica's Cx, the digital platform for social housing would meet all its requirements - such as, delivering a 360 view of customers through CRM, a digital self-service option for residents and mobile working for employees - a positive way to connect people and services anytime. Having deployed Cx, Teign Housing has achieved their early objectives along with many more benefits. Phase two deployment will improve ASB, service charges and traveller cases management.

Outcomes

- ▶ **A digital portal to facilitate tenant self-service, with 200+ residents signed up so far**
- ▶ **Provides a single view of customer information**
- ▶ **Integrates with other systems & new technologies; with a web chat trial pending go live**
- ▶ **Supports income generation for TeignCare & HomeBuy through better targeting & increased cross-selling**
- ▶ **Intuitive software minimises training & improves the user experience**
- ▶ **Reduces processing time by 15% & allows staff to focus on innovation & deliver better, more responsive services.**

CRM to transform customer service

Digital Self Service for residents

Modern platform to support future business growth

What Teign Housing staff said...

"Cx will become a "one-stop-shop" for as much of our business processes as possible, now that we don't have as many 3rd-party applications."

"Having a CRM is wonderful, it gives me full view of what is happening with our customers."

"We are decommissioning spreadsheets that filled gaps/plugged holes where the old system didn't have functionality."

"CX is much more interactive and modern, it works well with our requirements. It provides an amazing platform for our digital future."