

Empowering Housing organisations with less than 1,000 assets to deliver services more efficiently & drive digital communications.

Comprehensive yet easy to use

HousingLIVE delivers all the key functions you need to run your business such as: rent accounting, repairs, allocations and a digital communications engine alongside an extensive set of reporting measures.

HousingLIVE has been designed and developed in partnership with housing organisations placing the customer at the core to ensure the solution delivers exactly what a modern Social Landlord requires.

Supporting the drive towards digital transformation

Fully managed by Civica in our secure cloud environment, HousingLIVE not only supports your digital drive, it also helps to minimise capital expenditure without reducing functionality.

Opting for a fully managed solution means you no longer need to worry about having the technical infrastructure and expertise to keep your HMS running – we take care of that for you so you can focus on more business-critical tasks.

Easy to procure

HousingLIVE is a highly-functional, reliable Housing Management solution that is easy to purchase via a range of government procurement frameworks, including G-Cloud.

Once you're up and running, you'll benefit from always being on the latest version and have access to unrivalled support. No costly and time consuming upgrades – just highly functional and reliable software.



Increases efficiencies



Reduces risk



Minimises cost

Main benefits:

- ▶ Drives efficiencies through swift deployment and user adoption
- ▶ Optimises operations through flexible and mobile working as it's fully web-based
- ▶ Supports effective delivery of customer focused services and delivered online across multiple devices
- ▶ Improves decision making with extensive reporting
- ▶ Frees up time, space and resource by removing the need for costly
- ▶ Infra-structure, support and upgrades
- ▶ Reduces risk with guaranteed uptime, performance and security.



HousingLIVE has been developed using our proven Cx Housing platform.

Rent Accounting



HousingLIVE manages multiple tenures, charge types and calendars allowing any tenancy type to be efficiently created and monitored.

A range of payment types can be imported ensuring prompt and accurate accounts are always available; optimising your cashflow.

Allocations



Allocations is fully integrated with rents and voids management with the ability to define multiple waiting lists, application criteria and forms.

Customers can receive updates via their preferred communication method ensuring void properties are quickly and easily re-let.

Communication Engine



This allows you to control all inbound and outbound communications from a variety of sources including SMS, email, letter and twitter, as standard.

Your customers can define their communication preference and language so you can tailor each communication ensuring its relevant to the audience.

Repairs & Maintenance



A comprehensive Repairs & Maintenance function from initial logging of the repair through to completion with the ability to offer appointments to customer's at a convenient time.

Customers can be advised of their appointment time via SMS as Standard helping to improve customer service and satisfaction.

For more information, or to request a demonstration please email:
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