CIVICA

Choice Based Lettings

Deliver a **highly efficient lettings service** using our market leading solution

By combining online self-service options for your customers and low annual costs for supporting and hosting your system, we offer a proven route to substantial efficiencies and cost savings.

Improves efficiencies

Empowers tenants

Enhances customer experience

Improves efficiencies through automation: By maximising the automation of customer and staff led tasks our solution will help you deliver a highly efficient lettings service and provide an enhanced customer experience.

Empower tenants to have ownership of their own housing needs: Enabling tenants to bid for properties of interest and manage these bids empowers tenants to have ownership of their own housing requirements. In turn, this dramatically reduces refusal rates and helps house tenants in a fair, consistent and quicker way.

Accurate and up-to-date short-lists: No need to wait for short-list processing, with our automated solution short-lists are automatically updated with all bid types, providing an accurate list at all times.

Browser-based for easy partner access: Our solution is completely browser-based, so it can be accessed anytime, anywhere.

Fully integrated bidding channels: All of our bidding channels feed directly into our database. As soon as a customer has placed a bid the system updates so limits can be placed on bids per cycle, which can then be applied across all bidding channels.

Designed for local authorities and RSLs: The system can be configured for single organisations, or sub-regional partnerships making it a solution for both local authority led schemes and RSL led schemes.

Integrated with Enhanced Housing Options: Tenants can easily complete the Housing Options wizard to obtain a personalised next steps plan based on their current housing circumstance alongside Choice Based Lettings.

Market leading solution: The Choice Based Lettings solution is used by over 50% of local authorities in England. We have a wealth of experience and best practice to share with you during and after your implementation.

"If you're looking for Choice Based Lettings software your search is over. We spent over 12 months searching for the right product and this is it. It is the best system I have ever used to allocate properties and is user friendly for the thousands of customers who participate in our scheme."

Helen Bamber, Neighbourhood Care Manager, Community Gateway

Main benefits:

▶ **Improves efficiencies through automation**

▶ **Empowers tenants to have ownership of their housing needs**

▶ **Enhances customer experience with self-service**

▶ **Dramatically reduces refusal rates**

▶ **Provides accurate, up-to-date short-lists**

▶ **Helps house tenants in a fair, consistent and quicker way**

▶ **Browser-based for easy partner access**

▶ **Designed for local authorities and RSLs**

▶ **Integrated with Enhanced Housing Options module**

▶ **Fully integrated bidding channels**

▶ **Market leading solution.**

50%
of Local Authorities in England use our systems