SYSTEM LIVE

Message ✉

Manage ongoing status of policy

LOCATAPRO

Services

Free up your housing options team and gain big efficiencies

CLOUD
HOSTED

The Locata Pro Services

Locata Pro Services are designed to support and enhance the systems we deliver to our clients.

We manage the system on your behalf using the processes we have devised to gain the maximum efficiency from the system and deliver an excellent service to your customers.

This frees your staff from many mundane and repetitive tasks, allowing them to give all their attention to the more complex and urgent issues facing your team.

We offer three key services

The Application Service

Customer Contact Service

General Mailing Service

LOCATA
Housing Services

The Application Service

We can manage the housing application process on your behalf using online forms to deliver automated assessments and reviews for applicants and their families.

Once we have reviewed and configured the system to your policy we can:

- Deliver the customer's Banding points or position on the register for you to validate
- Managing the application contacts to the customer electronically
- Make them Live on the system
- Regularly review them so the application is up to date
- Manage their ongoing status on the system relevant to your policy
- Change the status's depending on your policy, for example: Removed, Hibernated, Suspended or even Live

The Customer Contact Service

Locata has developed a state of the art, design to completion, contact generation suite that is embedded in the Locata Pro and Plus Systems. The process allows the direct input of letters, emails and texts that can then be sent from the system to your customers using our General Mailings Service.

We can manage this process for you and ensure applicants receive all the correct housing options and housing information relevant to them. All activity is tracked and traceable through the Journal system.

Once we have established the rules with you and configured the system for your needs we can:

- Manage customers' digital records
- Record events in the Journal
- Ensure customers are contacted efficiently and cost effectively
- Outcome contacts such as Offers, Viewing, Rejections, and Refusal
- Manage the customer's ongoing application status's electronic or paper contacts

Let Locata Pro Services proactively manage your systems

The General Mailings Service

The contact generation suite that is embedded in the Locata Pro and Plus Systems allows the efficient management of general mailings. Mailings can be processed from initial design through to delivery of the mailing items, whether that's via email, text or letter.

Locata can manage this for you and ensure that your customer contacts on the Locata Pro system receive the item through the most suitable medium for them. This activity is all tracked and traceable through the Journal system.

Once we have established the rules for the mailing with you and configured the items for sending we can:

- Manage the client mailing
- Send the item via the correct and most suitable medium - even those that require a letter
- Manage the item into the customer's digital records
- Recording mailing events in the Journal
- Ensuring customers are contacted efficiently and cost effectively
- Handle general letters from the council for applicants

and save time, money, and resources

LOCATAPRO

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Flexible services and systems

Locata has developed a modular approach for the delivery of its systems in order to offer highly flexible and cost effective development options.

Many of our customers start with an entry level set of modules called Locata Pro. Individual modules can then be added that integrate seamlessly with your existing Locata system to provide your staff and customers with more specific and upgraded services.

Locata Pro Services allow the outsourcing of many of the mundane and repetitious tasks that can tie up your staff and keep them from more important and urgent tasks. This means the system can accrue even greater savings and efficiencies for local authorities.

LOCATA
Housing Services

Services at a glance

The Application Service

- Deliver customer banding, points or position
- Manage customer contacts electronically
- Make customer records Live on the system
- Regularly review an application is up to date
- Manage ongoing status relevant to your policy
- Change the application status depending on Policy

The Customer Contact Service

- Managing customer's digital records
- Recording events in the Journal
- Ensuring contacts are efficient and cost effective
- Send Offer, Viewing, Rejection, and Refusal outcomes
- Manage ongoing applications status's contacts

The General Mailing Service

- Manage the client mailing
- Send via suitable medium even letters
- Manage the item into customer's digital records
- Recording mailing events in the Journal
- Ensure mail sent efficiently and cost effectively
- Handle general council mail for applicants