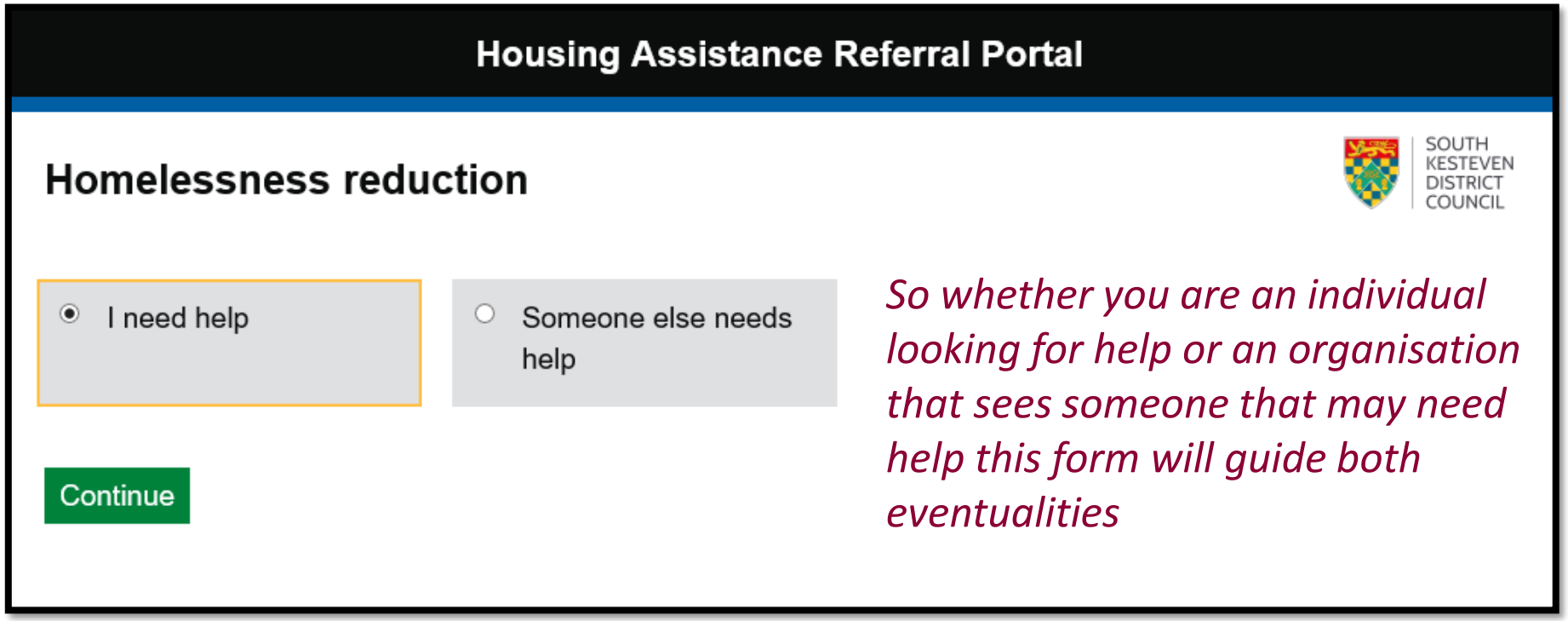
LOCATA Housing Services

HPA2 - Points of Difference

Iain Silverton

Actually, one size does fit all . . .

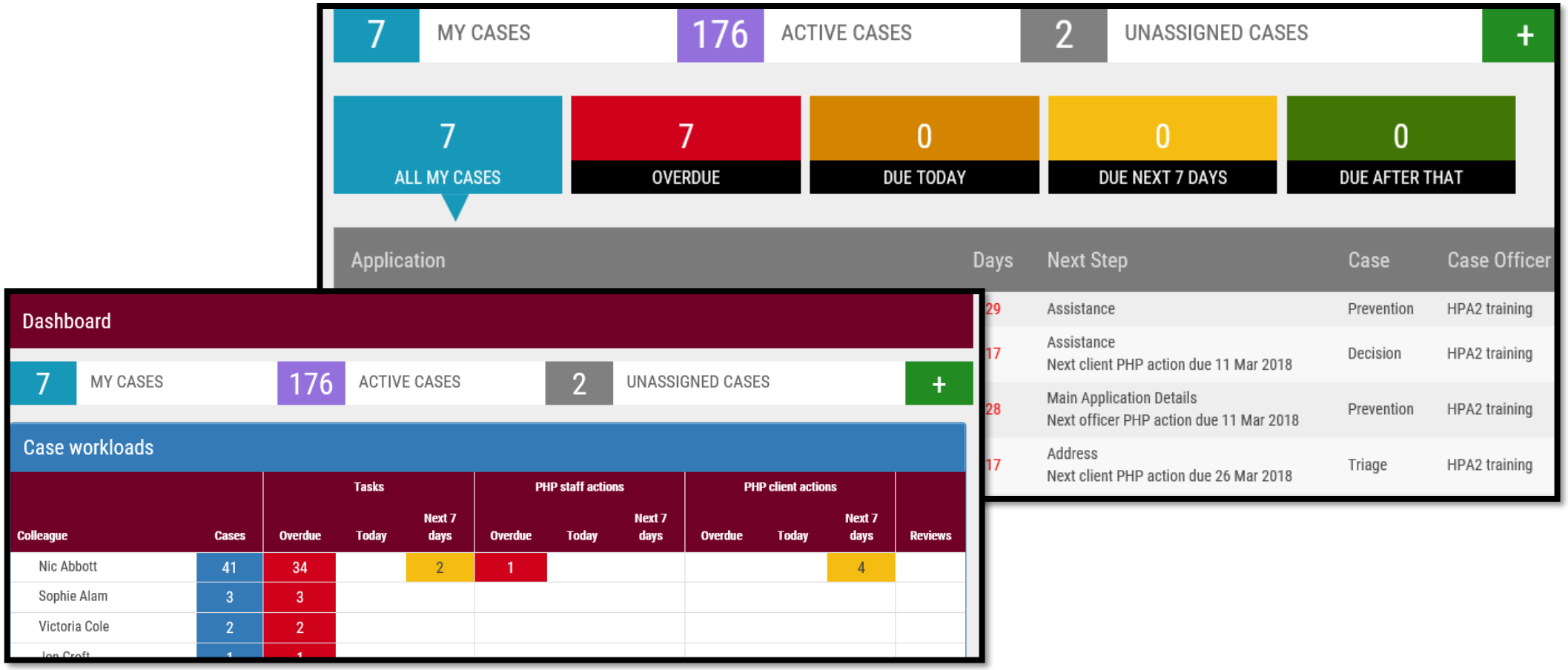
You can save significant staff resource with clients self serving and organisations referring clients



So whether you are an individual looking for help or an organisation that sees someone that may need help this form will guide both eventualities

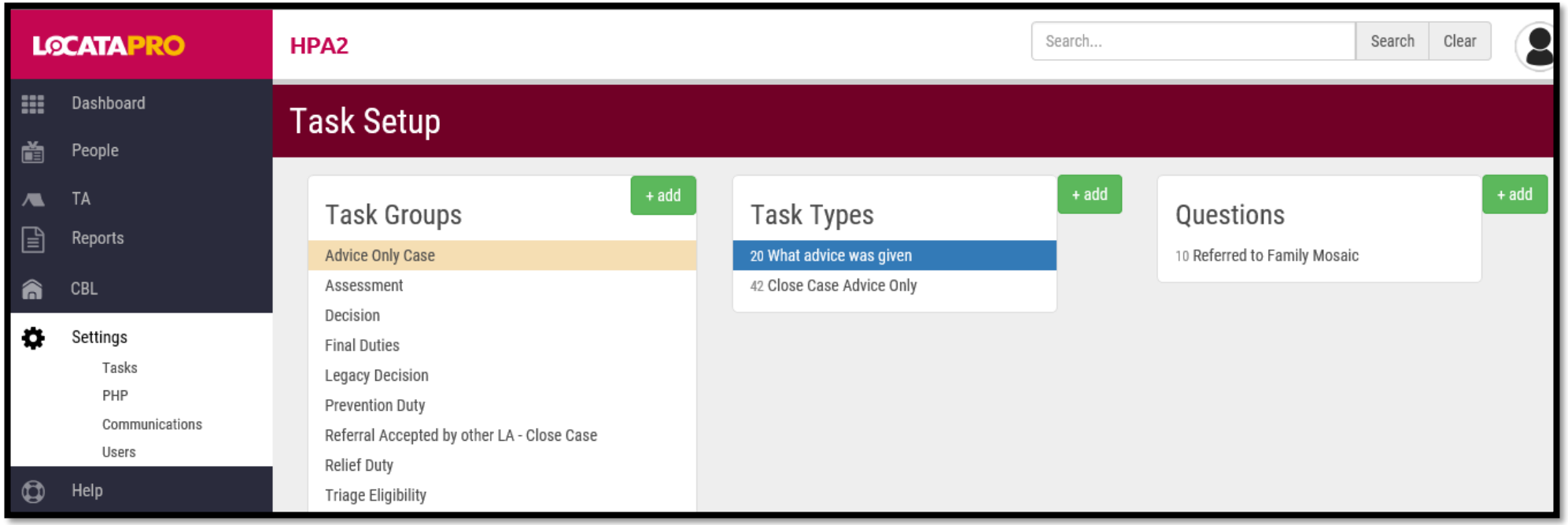
The job at hand

Dashboards make managing workloads simple



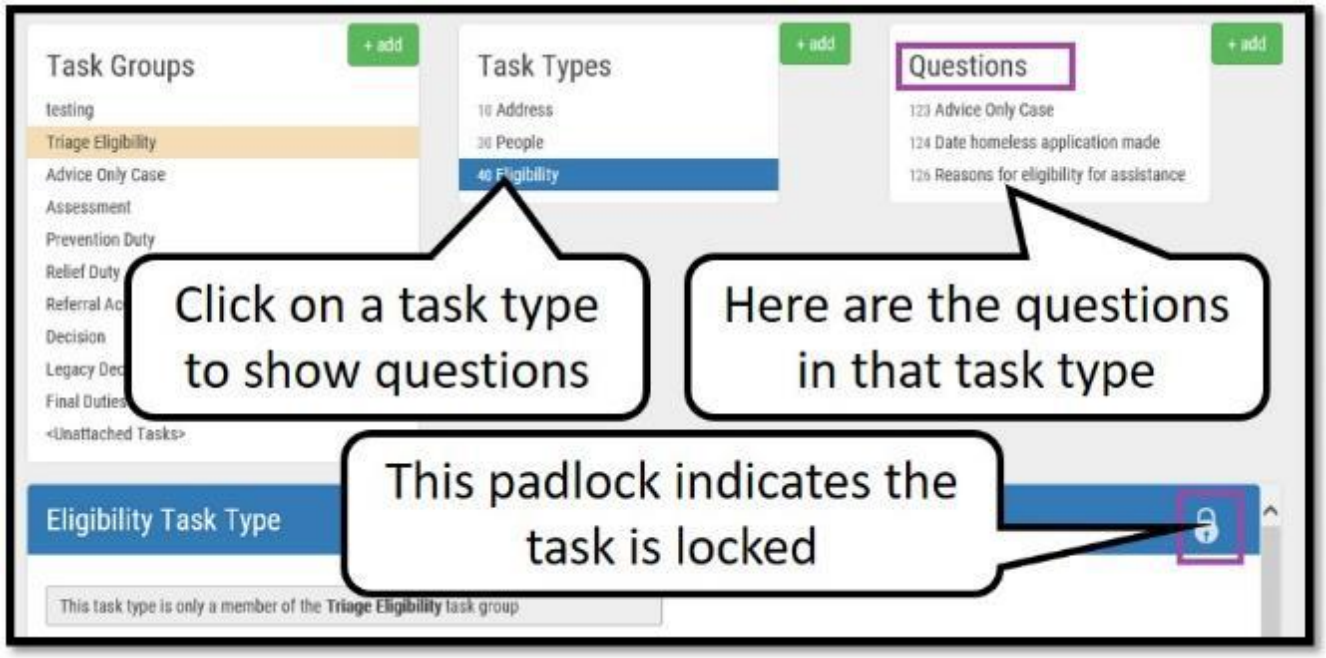
There is much more to HPA2 than H-CLIC

For a start, you can use our brand new interface to add your own task groups, task types and questions



Adding questions that make it your system

To add a question simply choose where you want it to appear, choose what type of task it is and add a question to that task type?

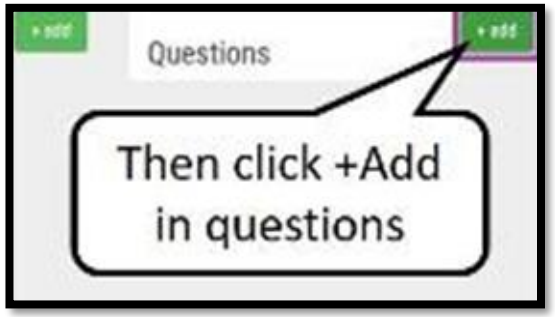


Simples

Its all about the basics

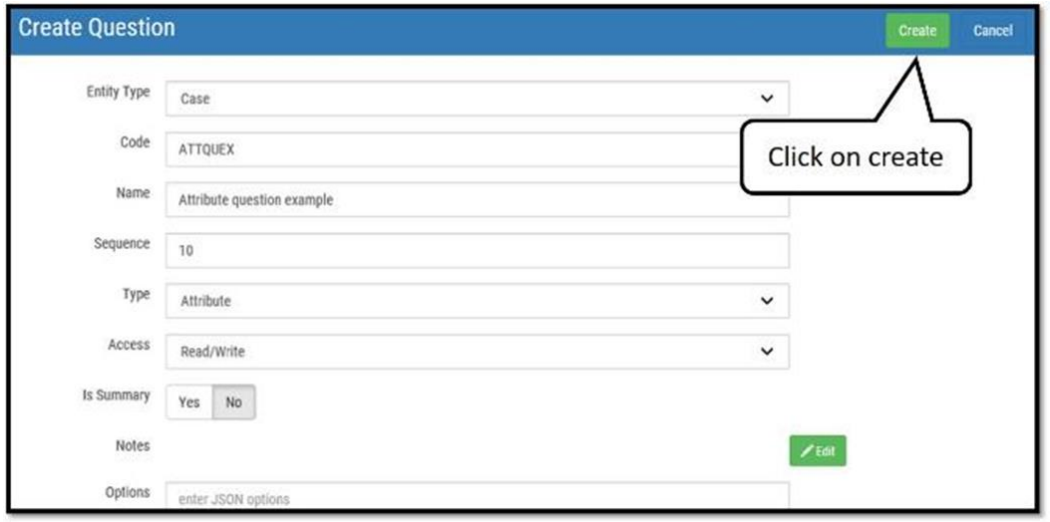
Get the questions right and it will all fall into place for you and the clients.

Click on the questions to add one



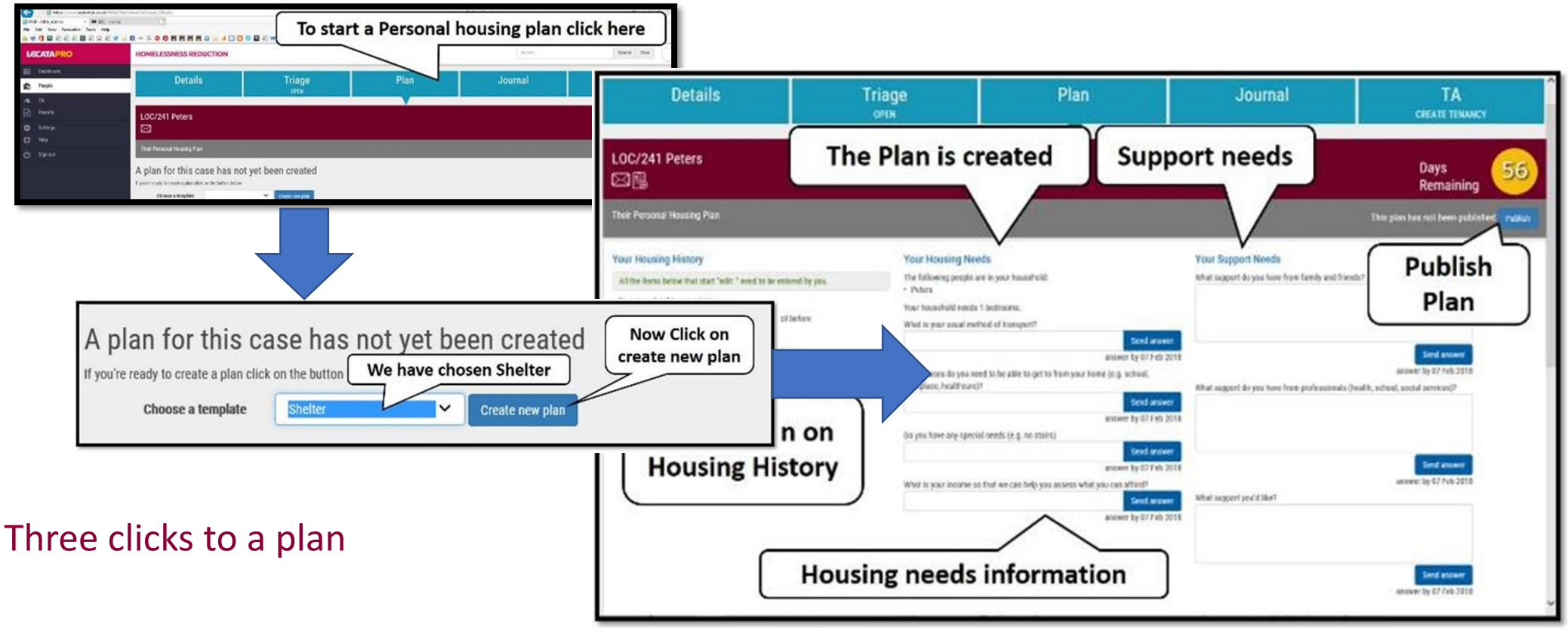
Add new or add and edit existing questions

Once done you click on create



Failing to plan is Planning to fail

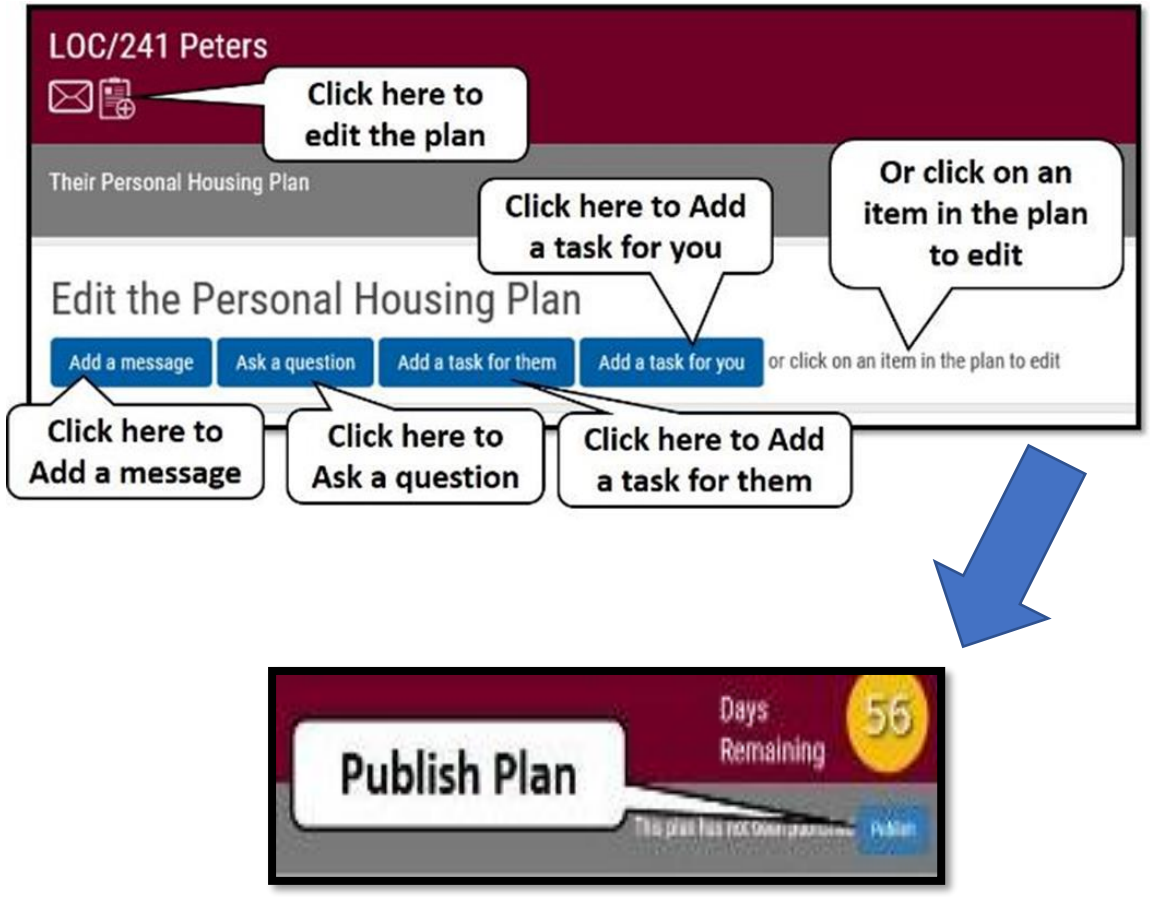
Failing is not an option with our unique approach to **Personal Housing Planning**



Three clicks to a plan

It's the SMART way to engage with clients

You can simply edit to customise the **Personal Housing Planning**

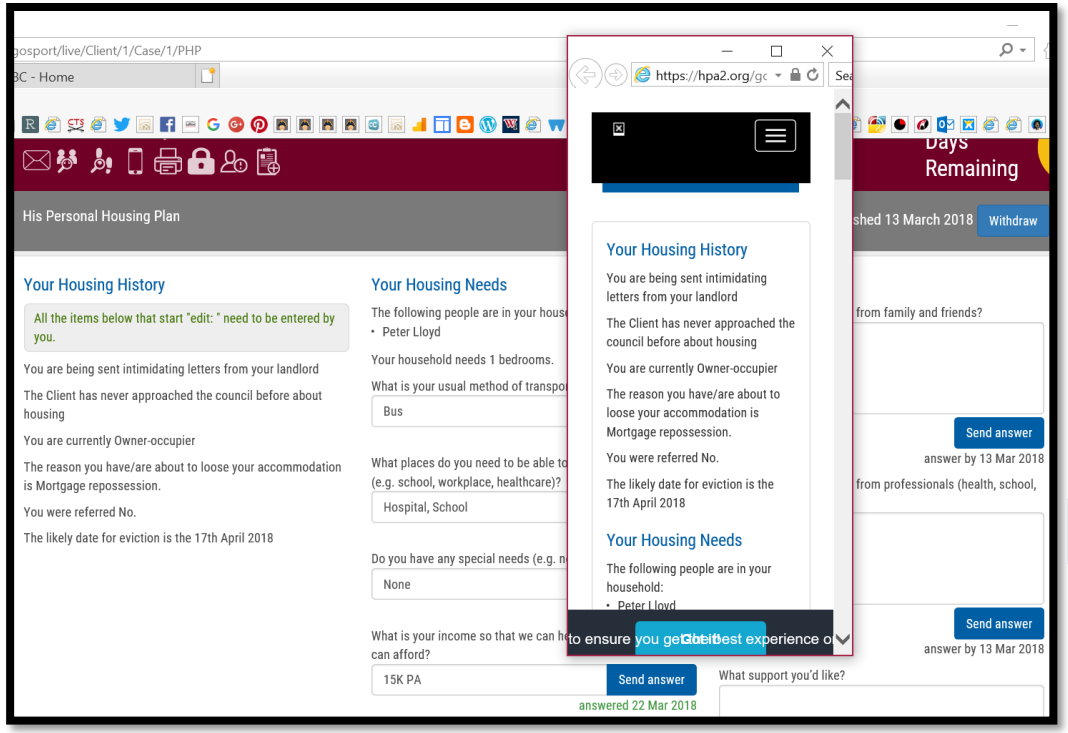


When you are happy with the plan its one click to publish it

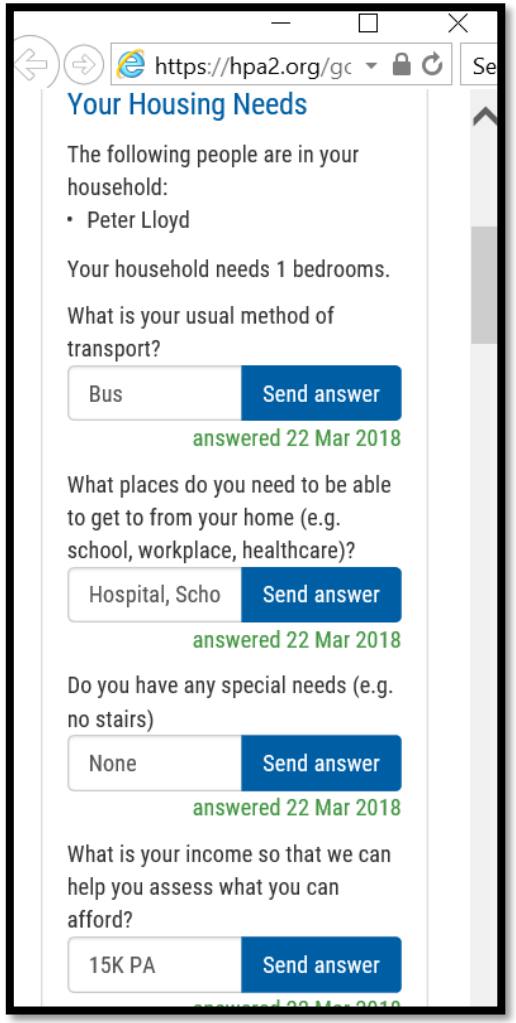
Customers are emailed directly to set up their Customer Portal Account

And the customer portal is always open

Clients can engage with the portal 24/7, providing and receiving information



Clients are able to scroll down and see their whole Customer Portal Account



Once clients are logged they see all of the elements of their plan as they agreed

The Personal Housing Plans are quick and easy to tweak

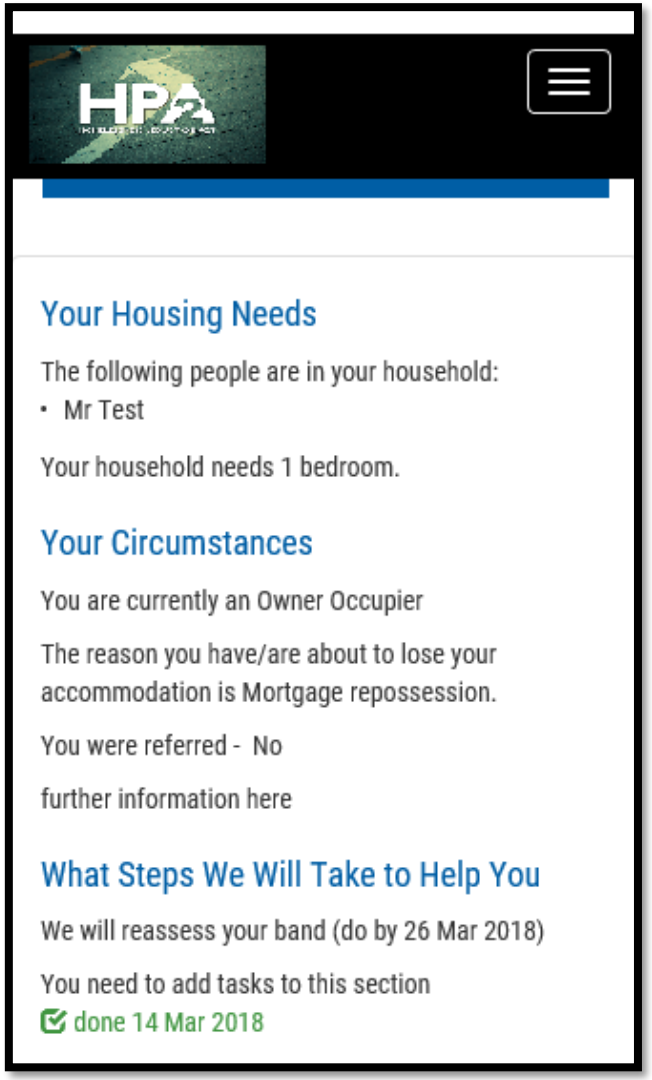
You can also adapt the PHP's yourselves to deliver a more local look and feel

PHP Template: PHP actions after a PHP letter has been sent - Rochford Test

Edit

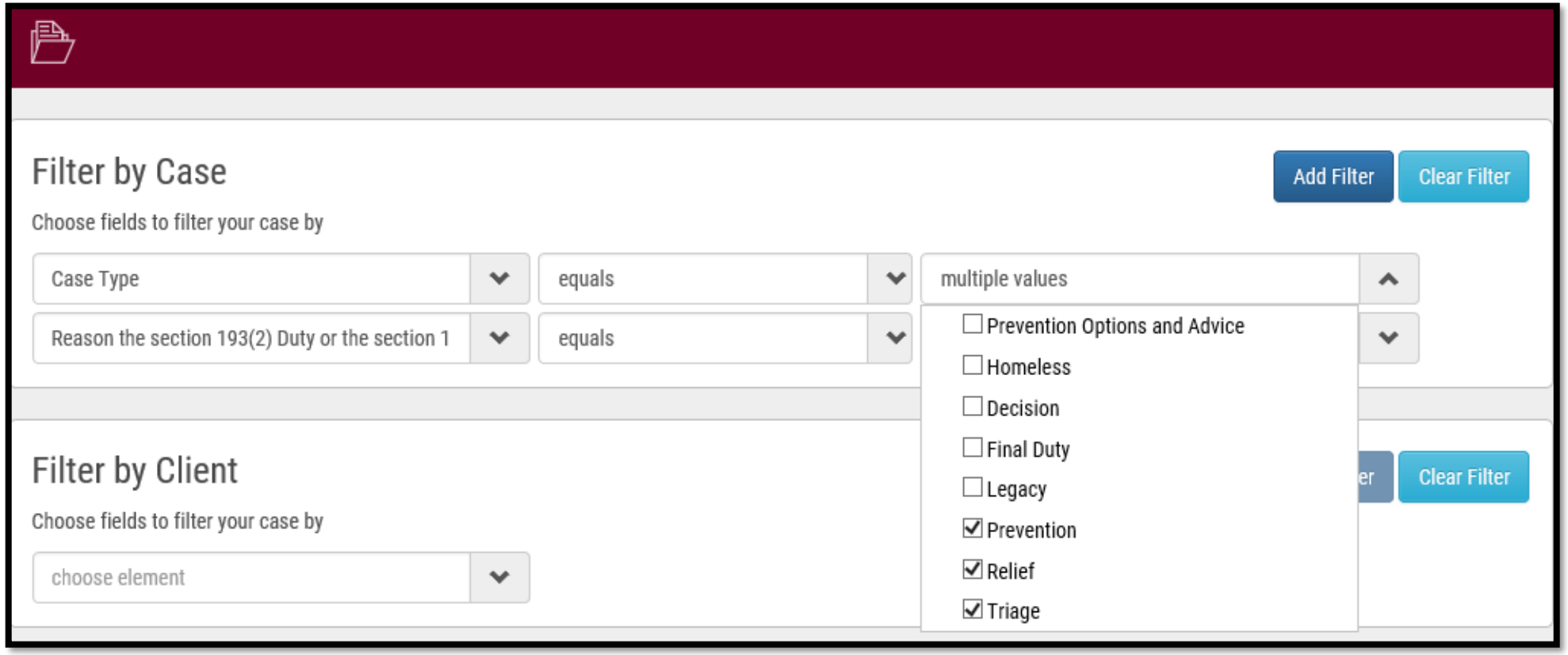
+ new section

Section	Sequence	Html	Footer		
Heading	5	Your Housing Needs		view items	Edit Delete
Your Circumstances	10	Your Circumstances		view items	Edit Delete
Our Tasks	50	What Steps We Will Take to Help You		view items	Edit Delete
Your Tasks	60	What Steps You Should Take to Help Us		view items	Edit Delete
Messages	70	Messages		view items	Edit Delete
Questions	80	A quick question		view items	Edit Delete



Reporting for Duties!

Reports in HPA have always been easy, but now they are even simpler



In summary, HPA2

- *Will help save you time (and money)*
- *Is user friendly*
- *Is adaptable*
- *Is intuitive*
- *And is now LIVE!*