

**LOCATA**  
Housing Services



**LOCATA**PRO  
**SERVICES**



[www.locatahousingservices.org.uk](http://www.locatahousingservices.org.uk)

SUPPORT YOUR  
HOUSING OPTIONS  
TEAMS AND GAIN  
BIG EFFICIENCIES  
USING OUR DIGITAL  
SERVICES

**LOCATAPRO** offers digital services that are designed to support the systems we deliver to our clients by enhancing efficiency and saving on costs.

We manage the system on your behalf using **LOCATAPRO** processes especially devised to suit the flows within the software and to attain the maximum digital output from the system to ensure you deliver an excellent service to your customers.

This frees your officers from many of the more mundane and repetitive tasks associated with their roles, allowing them to give all their attention to the more complex and urgent issues facing your teams.

We subscribe to the Government Digital Services (GDS) who are leading the digital transformation within the public sector.

**DIGITAL  
ASSESSMENT  
SERVICE**

**WE OFFER  
THREE KEY  
SERVICES**

**DIGITAL  
COMMUNICATION SERVICE**

**DIGITAL  
MAILING  
SERVICE**







## DIGITAL ASSESSMENT SERVICE

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

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

- ✓ Deliver the customer's banding, points or a mixture of both.
- ✓ Assess their position on the register for you to validate
- ✓ Manage the application contacts to the customer electronically
- ✓ Make them Live on the system
- ✓ Automatically notify relevant teams that the applicant has been assessed and made live
- ✓ Regularly review them automatically so the application is up to date
- ✓ Manage the ongoing status on the system relevant to your policy
- ✓ Change the status depending on your policy, for example:
  - Removed
  - Hibernated
  - Suspended
  - Or even Live

## DIGITAL COMMUNICATION SERVICE

LOCATAPRO was developed as a state of the art, design to completion, contact generation suite that is fully embedded in the **LOCATAPRO** and **LOCATAPROPLUS** 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 digital mailing 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 the digital records of your applicants
- ✓ Record events in the Journal and store documents
- ✓ Ensure applicants are contacted efficiently and cost effectively
- ✓ Outcome contacts such as Offers, Viewing, Rejections and Refusal
- ✓ Manage the ongoing electronic or paper application status
- ✓ Ensure compliance with the GDPR

LET THE LOCAL  
MANAGE YOUR  
MONEY AND

## DIGITAL MAILING SERVICE

The communications hub that is embedded in the LOCATAPRO and LOCATAPROPLUS systems allows the efficient management of digital mailings. Mailings can be processed from initial design through to delivery of the mailing items, whether that is via email, text or even letter.

Locata can manage this for you and ensure that your customer contacts on the LOCATAPRO system receive the item through the most suitable or chosen 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 them via the correct and most suitable route - even those that require a letter
- ✓ Manage the item into the customer's digital records
- ✓ Record mailing events in the Journal
- ✓ Ensure customers are contacted efficiently and cost effectively
- ✓ Handle general letters from the council for applicants

LOCATAPRO SERVICES PROACTIVELY  
MANAGE YOUR SYSTEMS AND SAVE TIME,  
COST AND RESOURCES





# FLEXIBLE SERVICES & 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 begin with the starter system called LOCATAPRO. Individual modules can then be added that integrate seamlessly with your existing Locata system to provide your officers and customers with more specific and upgraded services.

LOCATAPRO Services allow the outsourcing of many of the mundane and repetitive tasks that can tie up your officers and keep them from more important and urgent tasks.

This means the system can accrue even greater savings and efficiencies for local authorities while supporting their transfer to digital servicing as per the Government Digital Services (GDS) drive for digital transformation across the public sector.



### Digital Assessment Service

- ✓ Deliver the customer's banding, points or a mixture of both
- ✓ Assess their position on the register for you to validate
- ✓ Manage the application contacts to the customer electronically
- ✓ Make them Live on the system
- ✓ Automatically notify relevant teams that the applicant has been assessed and made live
- ✓ Regularly review them automatically so the application is up to date
- ✓ Manage the ongoing status on the system relevant to your policy
- ✓ Change the status depending on your policy, for example:
  - Removed
  - Hibernated
  - Suspended
  - Or even Live

### Digital Communication Service

- ✓ Manage the digital records of your applicants
- ✓ Record events in the Journal and store documents
- ✓ Ensure applicants are contacted efficiently and cost effectively
- ✓ Outcome contacts such as Offers, Viewing, Rejections and Refusal
- ✓ Manage the ongoing electronic or paper application status
- ✓ Ensure compliance with the GDPR

### Digital Mailing Service

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

CONTACT OUR TEAM TODAY ON  
**01895 637 595**



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