

# G-Cloud Service Definition

NEC Empty Property Review Service

Crown  
Commercial  
Service  
*Supplier*

# G-Cloud NEC Empty Property Review Service

## Service Definition

This Service Definition is relevant to Local Authorities responsible for the management of empty properties within the United Kingdom. This service is provided by NEC Software Solutions (NEC).

## Overview of G-Cloud Service

NEC Empty Property Review service provides Local Authorities with an accurate cost-effective means of identifying and removing erroneous records from across their empty property caseload.

Identification of properties incorrectly recorded as unoccupied enables Local Authorities to increase their New Homes Bonus funding.

The NEC Empty Property Review service uses sophisticated data matching routines to validate and identify misclassification in your Council Tax database.

Multiple credit reference agency data sets are used to validate and risk score the accuracy of data, with additional customisable filters being applied to further refine data quality.

The end-to-end service includes automatic generation of customised citizen review letters, as well as digitisation of responses.

Responses can be provided for upload into your electronic document management system.

An additional service option which is offered to you free of charge includes provision of specialist local authority trained inspectors to carry out property inspections, handle telephony-based enquiries and update the status of accounts within your revenues database.

## Core Components

1. Extensive risk based data matching and analysis using multiple data sources.
2. Risk categorisation and prioritisation using customisable filters.
3. Production and mailing of citizen review letters.
4. Digital capture of citizen responses.
5. Citizen response validation.
6. Optional (free of charge) enquiry handling, property inspections and system updates.
7. Flexible outcome-based reporting throughout the review cycle.

## Business Benefits

1. Timely and accurate validation of your empty property account database.
2. Targeted investigation of high risk cases, reducing customer contact and enhancing results.
3. No need to divert, recruit or train resources.
4. Payment on results risk and reward commercial model.
5. Increased database accuracy.
6. Increased New Homes Bonus funding.
7. Fully auditable results and outcome-based management information.
8. Significant income generation for the Authority – typically £1.1m extra revenue and £30,000 additional council tax for a small sized Authority.

## Information Assurance

NEC Information Security Management System (ISMS) is independently certified against ISO27001 and is subjected to an annual audit process.

We embed information security management into our approach and methodology for service delivery and the management of data, providing regular security awareness training and written corporate security policies and procedures.

All NEC employees are security checked to HMG Baseline Personnel Security Standards (BPSS).

## Pricing

Please refer to NEC Empty Property Review Service Pricing Document.

## Ordering and Invoicing

If you wish to order these Services, a G-Cloud Order Form will need to be completed and signed by both parties.

## Request a Demonstration

We would be pleased to demonstrate the NEC Empty Property Review Service to you. Please email [frameworks@necsws.com](mailto:frameworks@necsws.com) to request a demonstration.



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**About NEC Software Solutions**  
Our customers change lives, so we create software and services that get them better outcomes. By innovating when it matters most, we help to keep people safer, healthier and better connected worldwide.

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