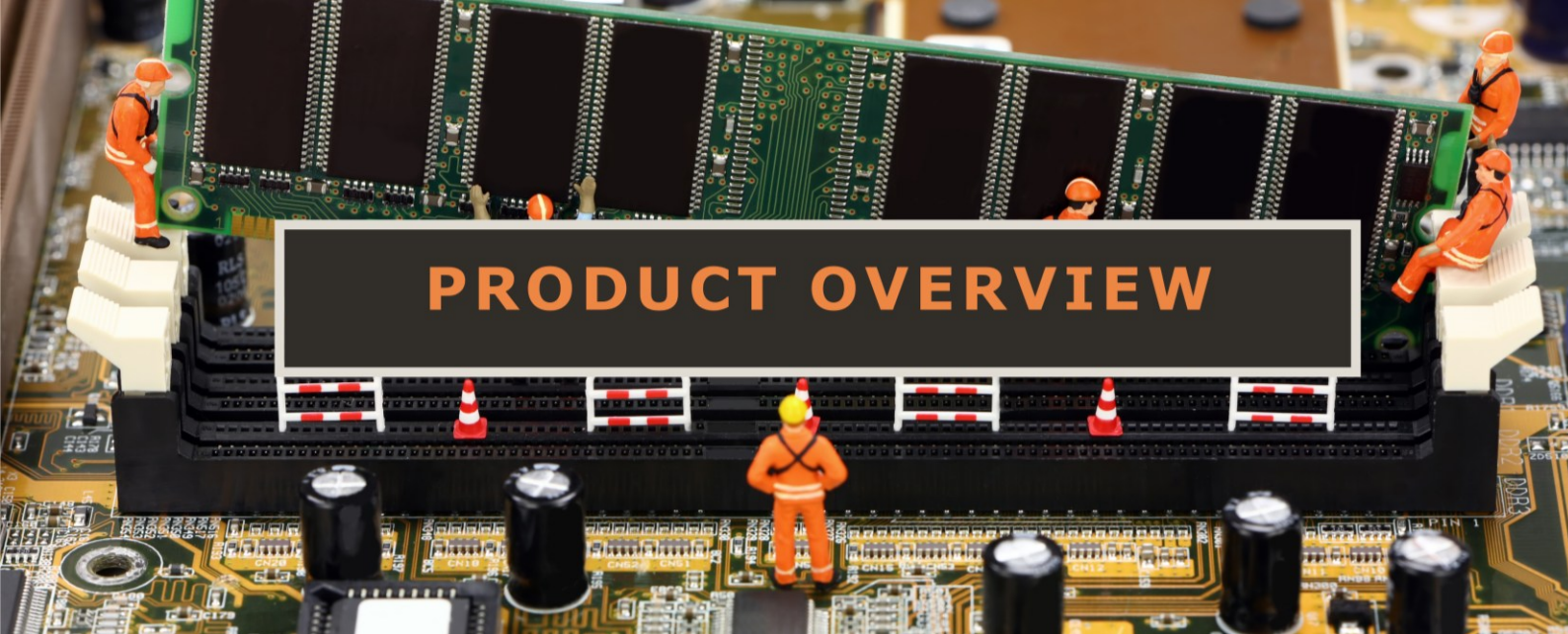




pentagull[™]

Service Definition Document G-Cloud



Our housing management package is a bundled offering of our housing enforcement and either housing HMO licensing or housing selective licensing systems.

The housing enforcement system offers the ability to perform housing enforcement and inspections as well as HHSRS scoring and enforcement notice production.

It offers a comprehensive cloud based application providing authorities with the capability to record complaints, manage inspections and apply HHSRS scoring. It enables authorities to create notices and enforcement actions within the system quickly and easily, both in the office and out in the field, that can be tracked through their life-cycle.

It provides your authority with an efficient and cost-effective way to manage licensing applications online from start to finish all in one system. Designed in conjunction with local authorities to ensure its fit for purpose and efficient. Our software will save you time and money allowing you to use it where it's needed.

Our selective licensing or HMO licensing systems allows a comprehensive fully online service to submit and track applications for housing licences, as well as continue saved applications.

It enables your customers to view historic licenses, re-download certificates for existing licences and it also provides the legislative public register for licences.

Online payments can be taken through your preferred payment provider and be processed in two parts, one for application and then a payment for the actual license. This can be achieved either online through your payment portal provider, or there is flow in the system to accommodate using your internal invoicing system, to raise invoices separately and then record them in the licensing portal system.

The system comes with the following core capabilities:

- Complete managed service via the Cloud with full mobile capability
- Designed and developed from local government and public services
- Created for front line public services to reduce costs and improve service
- Rapid business deployment method that is flexible and iterative
- Sustainable, flexible and future-proof

Features:

- Designed in partnership with local authority teams
- Enables shared service, joint or partnership working
- Full HHSRS inspection functionality built within the enforcement system
- Browser based responsive design enabling agile and remote working
- Photo, document and evidence management
- Dedicated task management with full audit trail
- Complete in system document production
- Intelligent case linking to increase awareness and reduce duplication
- Full integration into all other ESB products
- Online public landlords register included
- Landlords and agents can manage applications online reducing contact
- Highly automated process, automated document production and expiry notifications

Benefits:

- Easy to deploy and use
- Automates administrative tasks and decisions lowering service costs
- Consolidates view of all activity relating to any contact /case
- Rapid deployment time and fast initial user adoption
- Cloud-optimised solution supports field based officers
- Control data access through role based security
- Data is easily reportable
- Enables collaboration with other services and agencies



ABOUT US

Pentagull is a team of former local government IT professionals working hard to provide modern, affordable and fairer IT services since 2011.

Our purpose is to deliver better IT for our customers at the lowest cost - built on solid, modern and agile foundations. We have brought together a team of dedicated ICT professionals with a passion and commitment to make a difference.

We specialise in helping local authorities achieve digital transformation and channel shift through our unique technology. To date we have over 40 local authorities across the UK utilising this technology in diverse application areas.

We implement, configure and support Enterprise Service Builder (ESB), an innovative cloud low code, no code platform built by ourselves that enables true end-to-end digital processes.

The Enterprise Service Builder platform is truly unique. It is the only multi-channel, modular and fully configurable platform built by ex-local authority officers that offers the level of sophisticated functionality that a modern public sector organisation requires.

It delivers everything from customer self-service and flexible back office capability through to mobile working, all on one platform, specifically engineered for public services.

Our platform has been written BY local Government FOR local Government. We understand the challenges you face, and we're determined to make a change.

Any questions should be addressed in the first instance to Stuart Gilbert.

Contact details:

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Information and quality assurance

Pentagull has achieved Cyber Essentials certification, ISO 27001 and ISO 9001 certifications.

Other accreditation's

Pentagull is proud to be accredited to the Living Wage Foundation.





ADDITIONAL INFORMATION

Our platform

Enterprise Service Builder (ESB) is an enterprise-class, no code/low code, service delivery platform that enables digital transformation at any scale.

All of our products and services are built upon our ESB platform meaning you benefit from years of experience in local government settings all in one product.

No matter the product you select from our catalogue, you will benefit from a strong, robust and powerful core product that offers years of experience and development all in one place.

Click [here](#) for more information or visit www.pentagull.co.uk/esb

Existing integrations

Click [here](#) for more information or visit www.pentagull.co.uk/esb/existing-integrations

Existing uses

ESB is used for hundreds of different processes and systems both large and small, these are just a handful of them.

Click [here](#) for more information or visit www.pentagull.co.uk/products

Case studies

Click [here](#) for more information or visit www.pentagull.co.uk/casestudies

Frequently asked questions

Click [here](#) for more information or visit www.pentagull.co.uk/esb/frequently-asked-questions