

G-Cloud 15 Service Description



Salesforce for Housing Associations

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Service offers 360-degree view of tenants/properties/rent, and more.

Advanced analytics to manage housing operations and make data-driven decisions.

Client, service agents, repairs/maintenance teams, and supplier data all in one place.

Methods is the leading Salesforce CRM/CMS implementation partner for public/private Housing sectors, providing consultancy, implementation, and support services for Salesforce.

What is the Service

Methods is the leading Salesforce CRM/CMS implementation partner for public/private Housing sectors, providing consultancy, design, architecture, implementation, migration, development and support services for Sales/Service Cloud, Experience Cloud, Net Zero Cloud, Pardot, Partner Portal and CPQ.

Our consultants deploy solutions meeting business, ROI, operational and security requirements, efficiently and cost effectively.

Salesforce CRM/CMS solutions for Housing Associations from Methods addresses the specific customer engagement requirements of housing associations and local government housing providers.

The combination of Methods’ consulting and implementation expertise combined with the power of Salesforce technology captures the complex relationships between properties, tenants, tenancies, repairs modules, ASBs and services, integrating with finance systems, other line of business applications, external providers and existing housing management systems to deliver ‘joined up’ services to customers.

Covers the whole customer journey for housing sales from marketing through sales to handover to service teams.

What can it do for you

Modern Housing Associations understand the need to aggregate all data related to clients, service agents, repairs and maintenance teams and other stakeholders in one place. Your Methods team uses its wide Housing experience to help you achieve this.

Salesforce offers Housing Associations one integrated platform, helping them take control of their data, nurture resident-centric relationships at scale and eliminate silos and the inefficiencies they create.

Having one data source maximises insights to support better decision-making and better experiences for all residents. With a single view of every relationship – Housing Associations gain in-depth knowledge of their stakeholders, deliver better experiences and increase the impact they are achieving.

Service Features

- 1. Multi-channel communication/collaboration via many means; email; web; text; social
- 2. Secure portal for tenants to view accounts and report repairs
- 3. Service team cost reduction and improved, joined-up service
- 4. Managing rental agreements, voids, arrears, payments/overdue accounts, detailed reports
- 5. Track tenant account information, payment histories ensure timely rent collection
- 6. Easy creation of custom dashboards/reports for all role types
- 7. Low-code configuration using Salesforce Flows; customisation to meet specific requirements
- 8. Automation of processes & Website Integration
- 9. Easy API Integration with internal and external Systems
- 10. Full change management, training and ongoing support

Service Benefits

- 1. Service citizens via low-cost channels
- 2. Encourage digital channel shift; easy self-service
- 3. Easily incorporate chat and chatbot for support
- 4. Provide up to date knowledge articles
- 5. Use guided processes for simpler form completion
- 6. Fully GDPR compliant, meeting NCSC Cloud Security Principles
- 7. Easy to use build to adapt to new services
- 8. Full integration to business app using open APIs
- 9. Full alignment with accessibility & GDS standards

Contact details

End-to-end transformation and innovation experts

Applying our skills in innovation and collaboration from across the Methods Group, to deliver end-to-end business and technical solutions that are people-centred, safe, and designed for the future.

Methods provide collaborative and innovative solutions to help Central Government adapt to the changing landscape and deliver better outcomes for citizens.

With a focus on driving interoperability and innovation in UK Central Government, we have helped multiple organisations in the sector modernise their IT architecture, systems, strategy, and operating models to improve organisational resilience and service delivery.

Methods deliver wide-ranging services and thought leadership to support delivery including:



Onboarding and offboarding process



Ordering and Invoicing

Once we have agreed a Statement of Work(s) we will sign the appropriate agreement and complete a Call Off contract with an attached Statement of Work(s), and submission of a Purchase Order. We will then set up a mutually acceptable start date and commence work.

Payment terms are 30 days or less as may be agreed.

Please note - we are unable to accept Government Procurement Card (GPC) payments.

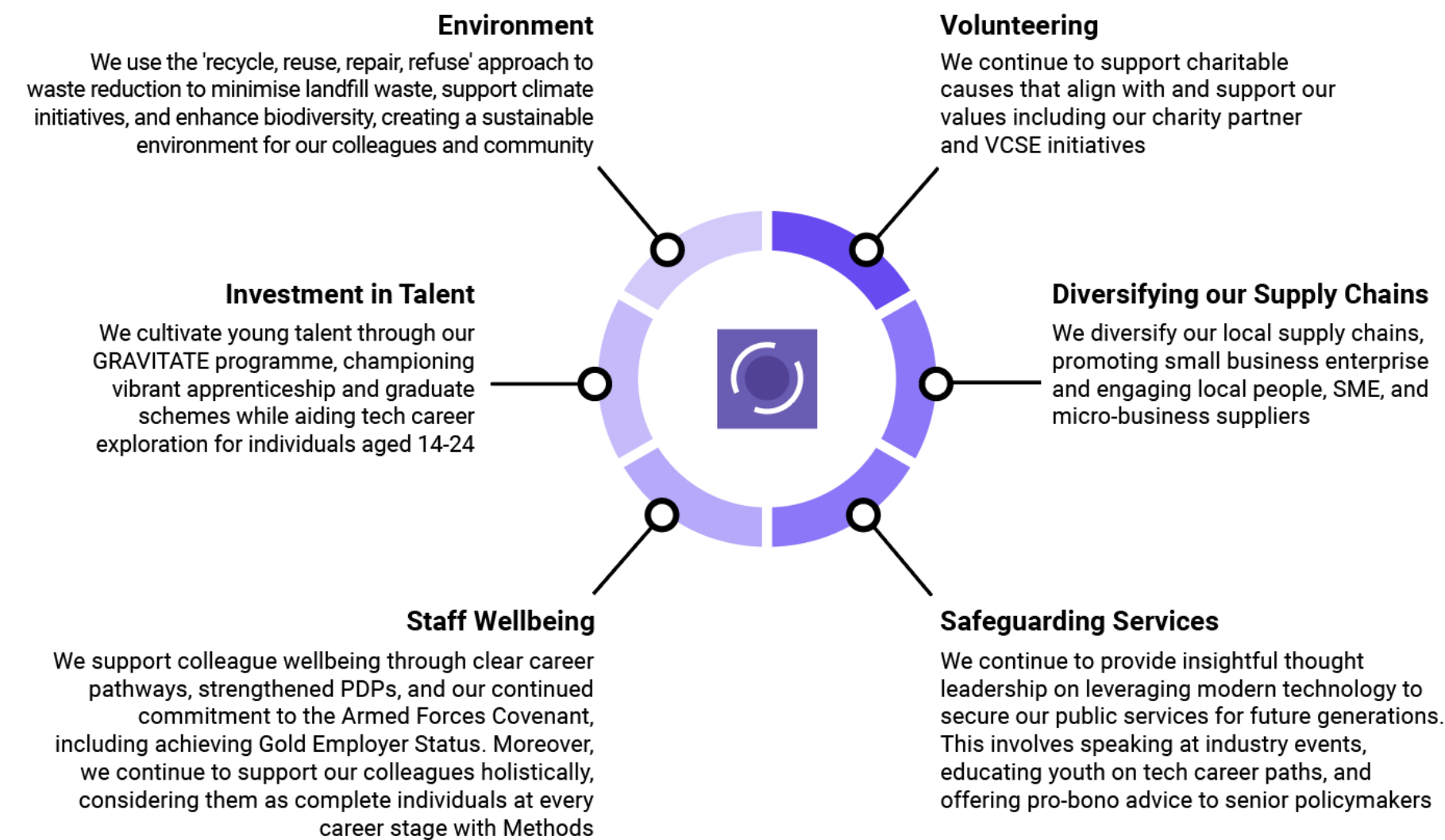


Customer Responsibilities

For any given requirement, we will identify any dependencies on the customer (e.g. access to key stakeholders, facilities, documentation, etc.) and agree these at the start of the work.

Making a difference

The work we do each day is focused on delivering a positive difference for the public sector for the benefit of society as a whole.



Customer stories



Cloud Hosting & Service Modernisation
Modernised digital services using secure cloud hosting, streamlined legacy workflows, and improved data insights. Delivered faster decisions, reduced manual effort, and a more transparent, **user-friendly experience** for internal teams and external users.



Cloud-Based ITSM Consolidation
Unified multiple service desks onto a cloud-based ITSM platform, standardising processes and automating workflows. Improved incident, change, and problem management, **boosting overall service reliability, efficiency, and organisational visibility.**



Large-Scale Cloud Migration (100+ Apps / 120TB)
Delivered cloud migration of **100+ legacy applications** and **120TB of data** with **100% availability.** Strengthened compliance, improved transparency, and significantly enhanced operational resilience across critical digital services.



Azure Migration & Modern Workplace Enablement
Migrated data centres to Azure and deployed modern workplace cloud services, delivering secure, scalable infrastructure. Achieved improved user experience, strengthened security posture, and **£1m savings** - all with zero service disruption.



Cloud ITSM Migration (ServiceNow SaaS)
Successfully migrated from a legacy ITSM tool to a modern, cloud-based ServiceNow platform. Delivered scalable, robust service operations, strengthened governance, and enabled faster, more consistent digital service delivery across the organisation.



Cloud-Native Data Pipelines (Azure Integration)
Built automated Azure Data Factory pipelines into a Lakehouse architecture, using Bronze/Silver/Gold layers and Delta with CI/CD. Delivered secure daily refreshes, improved data quality, lower manual effort, and more efficient reporting.