

G-Cloud Service Definition

NEC Housing

Crown
Commercial
Service
Supplier

G-Cloud NEC Housing

Service Definition

This Service Definition is relevant to all local authorities, Housing Associations and Registered Social Landlords who are responsible for the provision or management of social housing within the United Kingdom.

Introduction to NEC Housing – Brighter Thinking for Housing

NEC Housing is a comprehensive and flexible housing management platform. NEC Housing has been subject to £57m of investment since 2018 and continues to receive over £8m of investment each year.

NEC Housing's approach is simple. Everything social housing landlords do to support residents and manage stock can be handled in one platform, providing a complete and single view of what's going on.

It's designed to be used on any device, whether tablet, smartphone or PC, enabling access to information wherever you are, at any time. Its contemporary interface offers a fresh and intuitive user experience.

Overview of NEC Housing Standard G-Cloud Service

NEC Housing's standard G-Cloud service offering includes:

People and Property Management

Centralised people and property management, combined with tenancy and tenure management. NEC Housing enables monitoring and management of void properties, user-defined unit groupings and unlimited property attribute information. It includes a full person and property history, including links to tenancies and applications.

Users have a global view of each customer and property and a summary of their position across the whole housing service.

Rents – Charging, Income Collection and Arrears Management

NEC Housing manages individual customer accounts and customer arrears. It provides flexible and comprehensive facilities to administer all day-to-day requirements of rent and other regular or one-off charges, income collection and effective automated arrears management.

Repairs – Management of Responsive Repairs

NEC Housing provides full repairs management from defect logging to works order lifecycle, with online budgets and commitment accounting. It enables all aspects of logging, issuing and tracking responsive maintenance. You can quickly and accurately raise service requests, maintenance inspections and works orders, through to receiving invoices and approving payment.

Allocations – Lettings Lifecycle

NEC Housing manages the full lifecycle of administering applications for housing including shortlisting, common housing registers, mutual exchange administration and matching. You can also manage Homelessness if this is part of your duty.

Customer Services – Managing Contact, Complaints and Actions

NEC Housing supports contact management for all types of contacts, such as complaints, appeals, requests for information, and so on. These can be immediately resolved or trigger a related case and action plan.

Automated Workflow Management (Task Manager)

NEC Housing includes an integrated workflow management tool, Task Manager, which routes information according to configurable rules and automatically allocates work to the right people at the right time. It provides notifications, reminders and alerts to users as required, and enables managers to see a full picture of staff workload.

Standard Integrations and RESTful APIs

NEC Housing is a fully open solution, which can integrate with third-party systems using a comprehensive suite of RESTful APIs.

The standard NEC Housing G-Cloud Service enables electronic import from selected commonly used payment systems for income collection, for example, housing benefit, direct debits and other payment sources via a standard format file. You can also map and generate outputs to transfer data to your Finance System.

Reports

A comprehensive set of standard reports is available with NEC Housing. Business pages are all designed with in-built reporting capabilities and live views, with the ability to export formatted data directly to MS Excel. Our Business Reporting tool enables you to create your own on-line reports.

NEC Housing Standard G-Cloud Service

NEC Housing SaaS includes:

- Three environments: Live, Test and Train
- Application and Service Management
- Monthly report
- Disaster Recovery to another data centre.

Additional Support Services

NEC provides a number of optional support services as detailed below, which can be agreed with clients and charged in accordance with the NEC Rate Card:

- **Health checks:** NEC can provide regular health checks to ensure you're using all the functions and features of NEC Housing effectively. This takes the form of two

days on-site, to interview and observe key users, and one day off-site to write up recommendations and findings.

- **Additional training:** NEC offers regular refresher training, or support for new users on all modules detailed in this service definition.
- **Non-standard interfaces:** Where clients require interfaces to specific third party solutions, NEC offers development services.
- **Reporting services:** NEC has a dedicated Business Intelligence team who can offer report writing services, as required.
- **General business and technical consultancy services:** NEC's team of business and technical Consultants can provide general consultancy services based on client requirements.

Resources for NEC Housing SaaS

This service is provisioned with standard infrastructure to support typical storage and bandwidth requirements.

Service Management for NEC Housing SaaS

NEC's Service Management will be delivered by the Client Services Management (CSM) Team. The CSM Team will be responsible for the ongoing relationship and, where necessary or applicable, will provide assistance with incident escalation and continual service improvement. The CSM Team will manage processes such as Incident, Problem and Change Management.

Request a Demonstration

We will be pleased to demonstrate NEC Housing to you. Please email frameworks@necsws.com to request a demonstration.



✉ frameworks@necsws.com

🌐 necsws.com

🐦 [@nec_sws](https://twitter.com/nec_sws)

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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