

Capita Proactive Home Move Alerts for Homeowners & Renters

Service Definition

G-Cloud 15



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1 Overview

Capita's Digital Mover service provides proactive alerts when a customer is due to move and when the move is completed. It is designed for public sector bodies and organisations that need to maintain accurate address records, improve engagement, and reduce operational costs associated with home moves.

The service uses continuous property bureau data covering homeowners & renters to accurately keep organisations informed through the move process and confirm completed moves. Notifications are typically provided when a property goes on the market, under offer to a final pre move warning 2/3 weeks before the move occurs, enabling organisations to engage early and update records before contact is disrupted. Alerts can be integrated with billing and collections workflows to pause unnecessary mailings and optimise outreach.

Digital Mover supports digital engagement through SMS, email, and QR links to self-service portals, allowing customers to update details quickly and securely. This approach reduces reliance on traditional mail and third-party collection agencies, improves billing accuracy, and enhances customer experience during address changes.

By providing timely, actionable alerts, Digital Mover helps organisations maintain compliance, reduce costs, and strengthen engagement strategies. It offers a practical solution for managing address changes efficiently and ensuring continuity of communication.

2 Service Features

1. Proactive alerts for upcoming and completed home moves
 2. Predictive move date notifications (2–3 weeks pre move)
 3. Continuous property bureau data feed for homeowners, renters, and social housing
 4. Digital engagement via SMS, email, and QR links to self-service portals
 5. Integration with billing and collections workflows
 6. Automated triggers to pause white mail and optimise outreach
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3 Service Benefits

1. Improves debt recovery through early, proactive contact
 2. Reduces costs by pausing ineffective white mail campaigns
 3. Minimises reliance on DCAs and third-party collections
 4. Increases self-service engagement for address updates and payments
 5. Enhances billing accuracy and customer experience during moves
 6. Supports compliance and operational efficiency
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4 Service Scope

This service includes a managed home move monitoring service, which is conducted solely at a property level. Data will be provided in the agreed format and either uploaded via our secure platform or via direct API integration, ensuring compliance with ISO/IEC 27001. All data is securely stored in the UK, and the service complies with industry security standards.

Any amendments to data can be managed via an upload / download / delete function within the platform, which also includes real time MI reporting.

No additional software installation is required.

Our client relationship team provide support during our standard working hours (Monday–Friday, 9am–5pm). This includes support for general or technical queries.

Pricing operates on a tiered model based on the volume of live records within the platform, which will be billed on a monthly basis. Individual costs will be provided if the user opts to use additional features such as automated communication, residency & mortality screening.

5 Disclaimer

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