

Civica Housing Choice & Needs

Matching customer needs and homes

Civica Housing Choice & Needs enables local authorities and registered landlords to streamline housing processes, improve efficiencies, while empowering customers to manage their own housing requirements.

In the cloud, our software lets you automate your processes. You can better manage tasks and share information more effectively, in line with the requirements of your individual scheme.

It comprises of a back-office system and a public website and offers modules covering: housing register, choice-based lettings, housing options, homelessness and supporting people.

Why choose Civica Housing Choice & Needs?

We work in close partnership with customers when developing new modules and features, ensuring our solutions are efficient, user-friendly and fully address the needs of the end user.

Our software supports your organisation across all housing management needs:

- **Housing Register** - allows customers to apply to the housing register and maintain their own application. Helping local authorities to reduce allocation costs by using an online self-service for housing register applicants.
- **Supporting people** - speed up referrals and increase utilisation of housing-related support services with our advanced gateway software for providers and commissioners.
- **Enhanced housing options** - a self-service housing options solution with personalised support; minimising call volumes and reducing interview times using an online wizard. The online wizard guides customers through the housing options available to them, based on their individual circumstances, providing consistent advice and a personalised action plan.
- **Homelessness** - improves prevention and supports compliance with the Homelessness Reduction Act 2017. A comprehensive case management solution enabling you to manage and efficiently process homelessness applications. Its flexible design supports your compliance journey today, but will also manage future requirements as the landscape changes.
- **Choice-based lettings** - deliver an excellent customer experience and a highly efficient lettings service. By combining online self-service options for your customers and low annual costs for supporting and hosting your system, we offer a proven route to substantial efficiencies and cost savings.

Welcome to Civica

Civica is proud to be the UK's largest software company focused on the public sector, which we have served as a trusted partner for over 30 years.

Our products and services are used by 2.5 million professionals across national, regional and local government, health and care, housing, education and democracy. They deliver improved outcomes for 90 million citizens.

Our deep sector and technology expertise helps our customers to meet unprecedented challenges as they sustain and enhance public services. Through greater digitisation and automation, a growing use of cloud solutions and smart use of data, we help address rising citizen expectations for innovative and efficient public services around the world.

We have a strong commitment to delivering social value and sustainability, which includes supporting our customers' Net Zero ambitions, creating software with sustainability built in and reducing our own impact on the planet.

Civica Housing Choice & Needs

Features

- Supports channel-shift agenda
- Easy access for all partners
- Tailored to individual policies
- Cloud software for straightforward implementation
- Live reporting, including creation of statutory reports
- User-friendly software, which makes training new staff easier
- Active customer base supports Civica's future product roadmap by actively giving feedback.

Benefits

- Create efficiencies through online customer self-service
- Improve productivity by automating processes
- Flexible software to meet your legislative requirements i.e. lettings and statutory government policies
- Adapt the solution to ensure legislative requirements are met, i.e. your lettings policy, homelessness reporting
- Automate bidding for choice-based letting properties through various channels; minimising administrative tasks
- A single view of cases.

Additional information

Every year our market-leading software processes:

- 8.2 million choice-based lettings bids
- Receives 15 bids a minute, 365 days a year
- Manages 50% of English housing register applications.



Certification Number 663
ISO 9001
ISO 14001
ISO 27001
ISO 22301
ISO 45001
ISO 27701