



# The How, What, Who, When and Why of Investing in Property Factoring Specific Software

A Guide for Housing Associations by CPL Software



CPL SOFTWARE

PARTNERS TO PROPERTY FACTORS  
& BLOCK MANAGERS



# How is your current property factoring software affecting the organisation?

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Now that you've thought about what it is that isn't working, let's consider how that's affecting the organisation. Here's some prompt questions to get you started.

- Is the software you are working with doing what it needs to?
- Is it creating blockers within your teams?
- Is it generating the information you need it to provide?
- Are your customers getting the information they need, where they need, when they need it?



# What is it about your current software that isn't working for property factoring in your organisation?

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The first thing we need to look at is what it is about your current software package, or packages, that isn't working for you or your organisation in terms of property factoring. Some prompts to get you started are:

- What isn't it doing that it needs to?
- What's causing frustration and who with?
- What could be working better?



# When did this start causing problems?

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So you know there are problems, have you considered how long you have been dealing with them? Maybe it's only been a short time, or maybe it's been longer than you think...

- When did you notice something wasn't working?
- Has it been going on for a long time?
- If so, how much impact has it had so far?
- Can you fix it internally?



# Who can change it?

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Who has the influence to change the situation and make it better?

- Who would benefit from the change, and how can they influence the decision to change?
- Who is stopping it from changing ?
- Who is the decision maker and do they know about the problems?
- Who can lead on the change?
- Who will benefit most from the changes?



# Why are you staying with your current software?

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The third, and possibly one of the most important questions to dig into is the 'why'? If you've made it to this point, you must have identified flaws and failures with your software, so let's look at why you are staying with something that isn't serving your organisation's needs.

- Is it too expensive to switch? How do you know this?
- Does it feel like it will be too much of a 'big' change?
- Is it daunting?
- Do you know what else is available to your organisation?
- Do you believe there is not enough time to implement change or that it will be too time intensive?

“The secret of change is to focus all of your energy not on fighting the old, but on building the new.”  
Socrates

# How we do business with you.

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By now, you might have decided that you do in fact need to do more investigation, or consulting, or simply ask questions or get some professional advice about changing your software.

If that's the case, and if your property factoring software isn't serving your needs, then let us help answer your questions and assist you in navigating the steps towards change.

## We promise to

- consult with you, to match your needs to what we have to offer, and if we can't offer what you need, we will tell you;
- be courteous, clear, concise and consistent in all of our communications with you;
- Be prepared, professional and polished in our approach, from enquiry to contract (if we get there).



# We deliver full circle property factoring software solutions for your organisation, and your customers.

To find out more, please get in touch with us today.

For your Housing Association's property factoring software solutions  
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CPL Software offer property factoring specific software solutions for Housing Associations.



Blockworx is the app and portal that automates your repairs and maintenance.



The INSPCT app brings your reporting online and automates the process, for more efficient and professional reports and information.