



Property Factoring in Housing Associations

How to gain more transparency and compliance in finance departments.

A guide for housing associations and local authorities.



CPL SOFTWARE

PARTNERS TO PROPERTY FACTORS
& BLOCK MANAGERS



Challenges in finance departments

The situation...

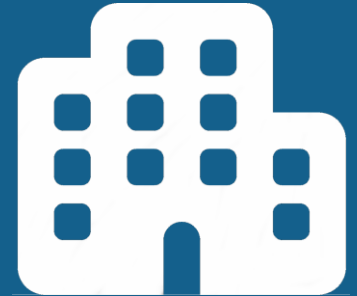
- Lack of transparency of accounting practices
 - Inefficient debt recovery systems
- Inefficient methods to prevent and reduce arrears
- Inadequate communications methods with customers
- Disjointed internal communications with other departments
- Lack of robust procedures for recovery of factoring charges
- Inadequate measures to ensure property factoring function is self-sustaining



Gaining transparency in finance departments

The solutions...

With better systems in place, automated processes are easier to implement, and benefit everyone.



The CPL system has a wealth of functionality that will improve your financial processes, governance, and transparency.

In this guide, we will take you through six key pieces of functionality that could greatly benefit your housing association, especially if you are still using spreadsheets or engaging in manual processes.

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1. **Budgets**
2. **Diarised charges**
3. **Debt recovery**
4. **Process owner charges for actual**
5. **Accounting basis**
6. **Charge date codes**

How the Budgets function works and what it means for you



Budgets

Budgets can be created for reference or for billing in advance rather than arrears.

Numerous and varied budget reports can also be accessed from this screen.

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How will this functionality help you?

More accurate billing, reducing arrears or debts, and transparency of information.

How Diarised Charges works and what it means for you

Diarised charges

These can be set up at block level to allow you to automate the process of billing your repetitive contract work.

Regular work such as stair cleaning or grass cutting will generally cost the same amount every month. Setting up a diarised charge will save time as it removes the need to manually add the charge every period.

You only need to add the description, purchase ledger account, amount and apportionment share once, and after this is complete, you click a button to process this charge every period.

How will this functionality help you?

Adding automated diarised charges to your processes will reduce the need for inputting the same information time and time again, freeing up time to focus on other tasks.

How Debt Recovery works and what it means for you

Debt recovery

This is the part of the system that generates reminders for customers who are flagged as being in debt recovery.

As part of the implementation process into your organisation, custom reminder templates would be created and every level would be covered, as needed by your organisation.

The number of days between invoice and reminder can be stipulated by your organisation. Late payment fees can also be applied as part of the reminder process.

How will this functionality help you?

You can find customers who are in debt easily, and send reminders as part of a fully automated process.



How the Process Owner Charges function works and what it means for you

Process owner charges

This is the part of the CPL system where standard arrears billing invoices can be processed. All charges sitting on the individual customer files are automatically picked up and generated as part of the invoice.

You have the option to group charges into headings to make it clear to customers what the charges are for, as you can see in the table below.

Date	Job Description	Charge Amount	Apportionment Fraction	Charge to customer
	INSURANCE			
22.02.23	PLC excess	£100.00	1/8	£12.50
18.02.23	ABC Buildings	£200.00	1/8	£25.00
	CLEANING			
21.01.23	We Clean Bins	£50.00	1/8	£6.25
26.02.23	WC Window Cleaning	£50.00	1/8	£6.25
	GARDENING			
10.03.23	GC Grass Cutters	£20.00	1/8	£2.50
17.03.23	LPC Landscaping	£40.00	1/8	£5.00

Our team can create a custom template designed by your housing association, to be used for invoicing that can be built during CPL's implementation phase or at any point afterwards if you decide to do this at a later date.

How will this functionality help you?

Automation of your billing process offers more transparency in line with governance procedures and regulations, and reduces human error, saving your organisation time, money and potential complaints.

How the Accounting Basis function works and what it means for you

Accounting basis

The accounting basis controls how your customers will be billed - whether this is in advance or in arrears.

You can select from three options for the default to appear on the screen. These options are:

- **Budgeted** billing in advance based on the budget created with a budget reconciliation issued at the end of the budget period.
- **Actual** billing in arrears for periods based on the actual charges posted within that period.
- **Actual + Budgeted** billing in arrears for periods based on the actual charges posted within that period but with a budget available on the development for reference purposes.

How will this functionality help you?

Automation, transparency, and flexibility for you and your customers.

How the Charge Date Codes function works and what it means for you

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Charge date codes

Charge date codes control the periods within the system for customer invoices.

Every block can have a charge date code assigned against it and multiple charge date codes can be created to be used in the system.

How will this functionality help you?

Better invoices that are more accurate, more refined, clearer, and more customer friendly, and allows you to locate charges within a specific period, quickly and easily.



If anything in this guide has resonated with you, we'd be happy to arrange to chat, or visit you to discuss more.

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



For all of your property factoring software solutions please contact:
crawford.burns@cplsoftware.com
0345 646 0240



Blockworx integrates with CPL to automate and manage contractors carrying out repairs and maintenance work from quote to completion and payment.



INSPECT is an app and portal that automates your reports and inspections, and integrates with CPL to produce professional output reports, and usable data and information.