



How Does Your Housing Association Handle Property Factoring Customer Contact?

A Quick Guide for Housing Associations by CPL Software



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Customer Care Standards and Property Factoring in Housing Associations

If your housing association has a customer care charter, and from what we know, it would be strange if it didn't, are you making it easy to achieve property factoring related communications?

Charters or Standards will usually have aims that include (but are not limited to):

- Timely responses
- Feedback
- Complaints handling
- Listening
- Provision of information
- Standards for methods of communication
- How to contact the organisation
- Payments
- Planned maintenance information



How Does Your Organisation Cope With Property Factoring Customer Standards?

If your organisation struggles with the management of customer care and getting it right in relation to property factoring, here is a sample of what you could have...

- 24/7 account information via an online portal or app
- Online payments by DD or SO
- Clear and easy-to-read invoices with itemisation and descriptions of different fees and charges
- Distribution of invoices and communication automatically by email
- Option to automatically charge paper and postage fees or provide paperless discounts
- Introductory letters
- Mail merge documents distributed directly to customers
- Latest News/ Updates section in a web portal



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.