Aspire Housing - Recovering More Former Tenant Arrears faster, with multi-channel Robot engagement, from Enterprise RPA

About

Aspire Housing is a leading housing provider and property developer in North Staffordshire and South and East Cheshire, with over 9,000 homes, supporting more than 20,000 customers. As well as providing affordable housing, the team aspires to do more to serve the local communities. Their People First philosophy ensures that timely advice is given to their customers, to support them to sustain their tenancy.

Over recent years, Aspire Housing's Income Team have had to support more customers to manage their tenancy, and whilst this has seen success in both arrears collection and tenancy sustainment, it has seen a decline in the amount of former tenant arrears collected. With the team prioritising current accounts and not having the time to chase former debt, this has led to a drop in performance and customer dissatisfaction when they are contacted because they haven't been advised of the debt sooner.

Income Recovery

Rent arrears in the social housing sector have peaked at £1bn during the COVID-19 pandemic. With the continued recovery from the pandemic and the ever rising cost of living, Aspire Housing are ensuring that they have the resources to support their customers through this difficult time. The Income Team use analytical software to identify the priority accounts, make early contact to prevent the debts from escalating and are backed up by Money Advice, Tenancy Sustainment and Employment and Skills teams to support customers to sustain their tenancy.

The growing volumes of accounts which have fallen into arrears has increased pressure on staff and customers alike and a solution to provide a more effective former tenant arrears process was sought. As the former tenant arrears process is repetitive in nature and requires continuous applied effort, this was considered to be the kind of task that is ideally suited for automation. By using Software Robots to augment the limited human resource available to Aspire, real progress can be made in contacting former customers, reducing the former tenant arrears position and increasing the recovery of outstanding debt.

Income **Recovery**

> "To recover former tenant debt it is important to let the customer know there is debt on the account as soon as possible, while the contact data we store is still valid. The initial process is repetitive and requires continuous applied effort, checking we hold the contact details and sending a message to let them know of the debt, whether by text, email or letter. This is exactly the type of process we needed to be automating, so our Income team could focus more time on supporting current customers and making payment arrangements on former accounts where required."

Justine Addison, Income Manager, Aspire Housing

To help clear the backlog, Aspire teamed up with Enterprise RPA to handle former tenant arrears with the help of Robotic Process Automation.

Enterprise RPA developed a fully automated solution, performing validation checks for each former tenant account and adding appropriate actions on the back of the checks. Using Software Robots to integrate with the Housing Software, the bot is able to reach tenants through multiple touchpoints including email, text and by letter, which can accelerate the debt collection process.

With the help of Enterprise RPA, Aspire can clear the backlog without additional resource or adding the burden to existing staff. The whole automation process was developed in three weeks .

www.**enterpriserpa**.co.uk

Income **Recovery**

Notice Of Overdue Rent

(1) _____

rt Name and Address of Tenant)

"Traditionally we have performed well in recovering former tenant arrears, through this process we are expecting to outperform our previous collection rates, with less effort. This early intervention will also help us to better manage our former tenant arrears accounts in terms of identifying those that can be escalated through the recovery process and which are best to write off as irrecoverable. Whilst developing this process it has already given us ideas about what other parts of the process we can automate."

Justine Addison, Income Manager, Aspire Housing

"We are excited to be using our new automation process, our colleagues are able to work along with automation instead of using the traditional ways to deal with customer facing tasks. It unlocks their potential to work on higher-value tasks, supporting our customers whilst also improving performance. We have many ideas for future process automation and have planned in skills transfers for our colleagues to enable them to develop some of these inhouse."

Paul Malkin, Head of Customer Services, Aspire Housing

Enterprise RPA

About Enterprise RPA

Enterprise RPA is a business dedicated to delivering the best Robotic Process Automation, Artificial Intelligence and Digital Assistant solutions, with proven results for clients working with our expert team of RPA mentors.

We partner with world-class automation platforms such as DRUID-AI (digital assistants / chat bots), Evolution AI (Natural Language Processing [NLP] & Document Understanding), Microsoft Power Automate and UiPath Hyper-automation to deliver blended automated solutions for clients to remove inefficiency, save money, grow revenue, and deliver better customer services by automating low-value, high volume, repetitive tasks.

Enterprise RPA has extensive experience in providing automation services for the housing sector. Apart from Former tenant arrears, it has proven results in following use cases to deliver higher return in investment.

Use Case(s)

Universal Credit Verification

Automated Housing Benefit Payment Processing

Invoice Processing

AI Digital Assistants

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