rentsense

Our rent arrears software, called Rentsense, is a unique solution that does much more than just help reduce arrears and increase collection rates. If your organisation is interested in doing any of the following then Rentsense can help:

- **Create Additional Officer Capacity**
- **Mitigate Welfare Reform**
- **Manage the Escalating Demands of Universal Credit**
- **Create Substantial Efficiencies within your Organisation**
- **Maximise Revenues**
- **Increase Cash Flow**
- **Reduce your Arrears**
- **Increase Collection Rates**

Why is rentsense unique?

Rentsense is a series of complex algorithms that analyses a housing organisation's tenants' transactional history that is coupled with a predictive analytical application that then predicts which tenants will and won't pay their rent. It then produces a list of tenants, in priority order, that need contacting that week regards their rent.

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The Differences between Rentsense and Housing Management Systems (HMS)

- Rentsense 'projects risk' and accurately predicts behaviour where Housing Management systems wait for payments to be missed.

- Rentsense intelligently audits every tenant's payment history and optimises the front line income management workload.

- In turn this means the officers' caseloads are greatly reduced, 25% and 50% reductions are common place, and officers are then able to complete their caseload each week.

- Officers are contacting the right tenants at the right time in the right order helping to drive down arrears.

- Rentsense is cloud based and deployed in a matter of weeks with minimal training required.

- Rentsense employs the latest technology such as complex algorithms and predictive technology helping to deliver improved results.

- Rentsense is a managed service which requires very little in house IT resource.

Our service is Unique too

It is not just the Rentsense solution that is unique, our service is too. Before landlords become customers we work with them to analyse their systems and we then present some agreed KPIs that we believe that Rentsense will help deliver.

When they become a customer we work with them to validate and deliver the KPIs. With regular meetings, with their client success consultant, we provide diagnostic reporting, that the customer signs off, that demonstrates the efficiencies that Rentsense is delivering. In addition to that we also send an annual impact statement to customers each year highlighting the difference Rentsense is making.

So what we say when we sell the solution we also help deliver, which is a refreshingly unique approach, and why our service is unique.

Rentsense has more modules that further enhance the collection rates and performance, these include.
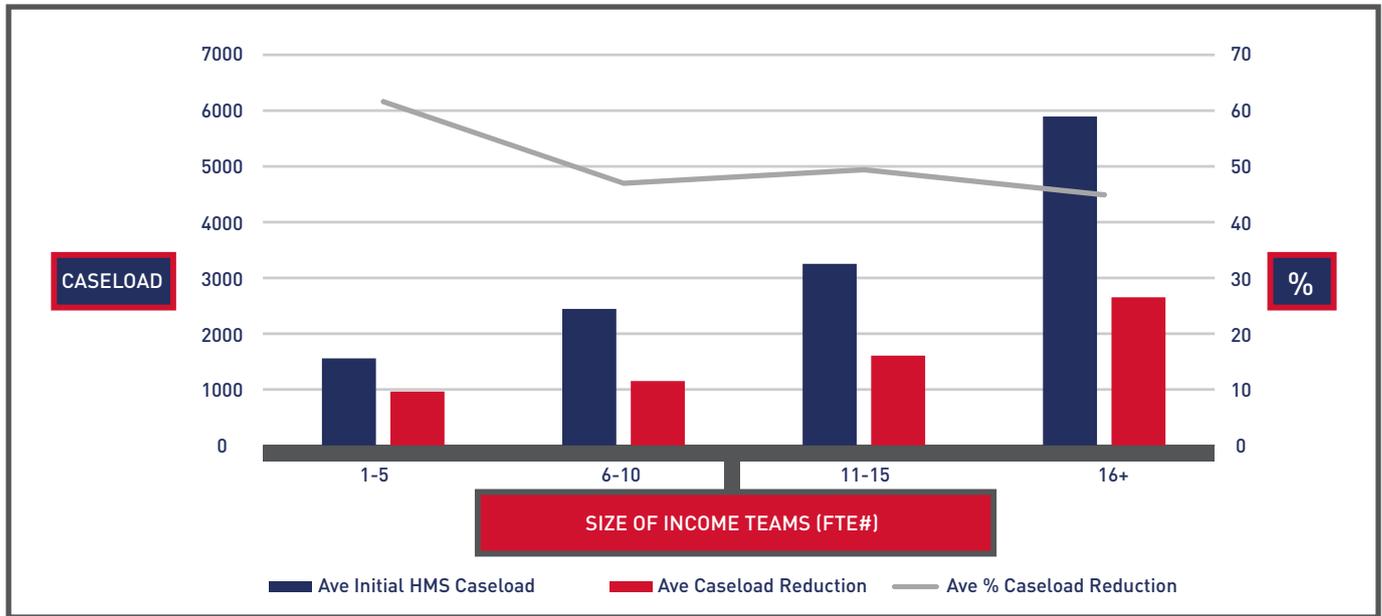
Daily Processing

Performance Reporting

mobilelogic
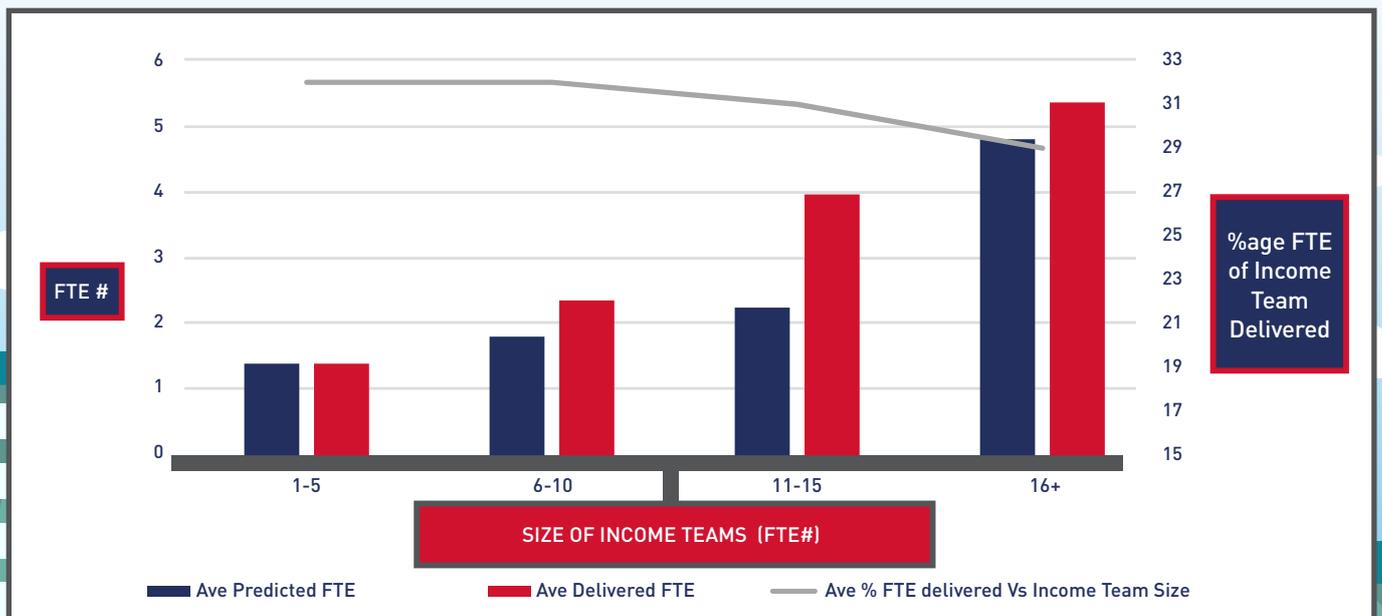
Embedding efficiencies

Rentsense is used by over 75 landlords across the United Kingdom. We are focused on creating and embedding tangible efficiencies within organisations. Moreover, Rentsense is working with all types and sizes of landlords including: Housing Associations, ALMOs and Local Authorities as well those with over 30,000 stock to those with less than 4,000.

Average weekly caseload reduction delivered by Rentsense for new customers in 2015

Chart legend: Ave Initial HMS Caseload | Ave Caseload Reduction | Ave % Caseload Reduction. X-axis: SIZE OF INCOME TEAMS (FTE#) — 1-5, 6-10, 11-15, 16+. Left axis: CASELOAD. Right axis: %.
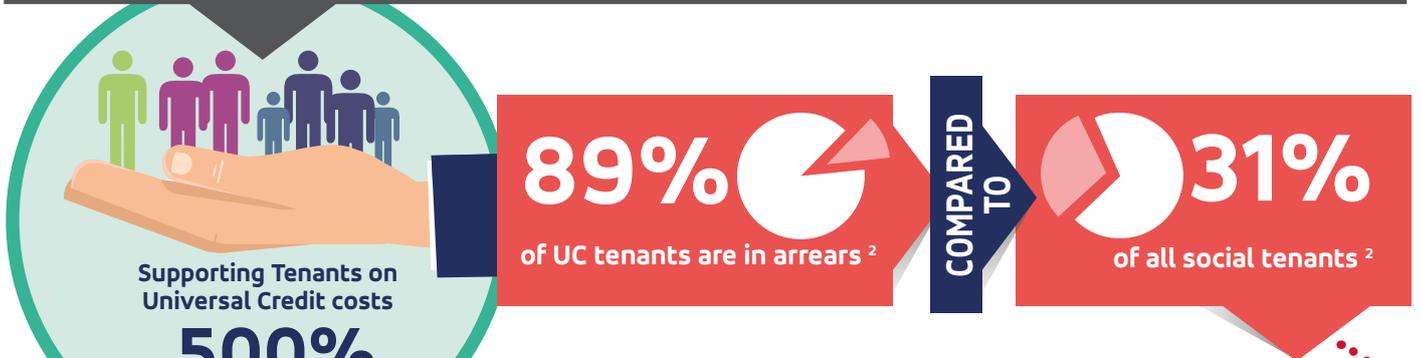
The graph above highlights how effective Rentsense is in reducing income teams' weekly caseload, showing the percentage of caseload reduction for different sized income teams, the average across all is 50.8%. Below the graph demonstrates the predicted FTE capacity generated by Rentsense against the actual delivered. In all cases we either met or exceeded these targets.

Full time equivalents predicted Vs Delivered by Mobysoft to new customers in 2015

Chart legend: Ave Predicted FTE | Ave Delivered FTE | Ave % FTE delivered Vs Income Team Size. X-axis: SIZE OF INCOME TEAMS (FTE#) — 1-5, 6-10, 11-15, 16+. Left axis: FTE #. Right axis: %age FTE of Income Team Delivered.

UniversalCredit

Universal Credit is having a major impact on Social Landlords and the services they provide their tenants. Mobysoft has compiled some industry statistics on the impact that UC is having on Housing Associations and Councils to demonstrate the scale of its impact.

Supporting Tenants on Universal Credit costs **500%** more than tenants on legacy benefits [1]

89% of UC tenants are in arrears [2]

COMPARED TO

31% of all social tenants [2]

UC tenants need 3 times more contact than other tenants [3]

£1,200 Average arrears for UC tenants [4]

84% increase in the number of transactions [5]

UC means patch sizes need to reduce to around **600 tenants** per income officer [6]

316% increase in legal action against tenants on UC compared to non UC tenants [7]

Additional cost of **£1.2m p.a.** if you have 20,000 tenants of working age on Housing Benefit [8]

30% of UC claimants wait more than seven weeks for the first payment [9]

1000% increase in debt enquiries from tenants [10]

Income currently collected by Direct Payment that is at risk on non-collection by Housing Associations is **37%** [11]

[1] Bolton at Home (ALMO for Bolton Council)

[2] National Federation of ALMOs

[3] First Choice Homes Oldham – Capita Universal Credit Conference

[4] Wigan Council

[5] Direct Payments Demonstration Projects Landlord Learning Document: Charter Housing Group

[6] Direct Payments Demonstration Projects Landlord Learning Document: Southwark Council

[7] Bolton at Home (ALMO for Bolton Council)

[8] Direct Payments Demonstration Projects Landlord Learning Document: Southwark Council

[9] 16 citizens advice branches research June 2015: Capita's Universal Credit Conference January 2016

[10] Bolton at Home (ALMO for Bolton Council)

[11] IPSOS Mori: Impact of Welfare Reforms on Housing Associations