Home Connections Housing Needs Software - Online Registration, Options, Homelessness and Choice Based Lettings

The Home Connections SaaS Offer

Modules covering Choice Based Lettings, Housing Registers (CHRs and Accessible Housing Registers), Housing Advice, Housing Advice and Options, Homeless Prevention and Homeless Reduction Bill (2017) Compliance, Mutual Exchange, Business Intelligence, Smartphone Apps, Full suite of e-forms for social housing and Website development and support.

Service Definition Document G-Cloud 11

Contents

<table>
<thead>
<tr>
<th>Background</th>
<th>Mission</th>
<th>Our Clients</th>
</tr>
</thead>
<tbody>
<tr>
<td>.................................................................</td>
<td>.........................................</td>
<td>.........................................</td>
</tr>
<tr>
<td>2</td>
<td>3</td>
<td>3</td>
</tr>
</tbody>
</table>
Background

This document provides an overview of the Home Connections SaaS offer.

Home Connections Lettings (HCL) design and build online software solutions for local authorities and registered providers. HCL has 17 years of experience in creating lettings portals for authorities throughout the UK and has consistently delivered a full range of housing solutions at a level of quality above and beyond what is expected.

HCL are a ‘not for profit organisation’, owned by RSLs and Local Authorities. As such we are able to continually reinvest all profit directly back into our solution. As a result, we are always at the forefront of new developments in the industry and adhere to the most recent legislation. HCL’s system was recognised in the Office of the Deputy Prime Minister’s Good Practice Guide to Implementing and Developing Choice-based Lettings.

HCL offers the most feature-rich Choice Based Lettings (CBL) solution on the market. We offer extensive flexibility and configurability to housing officers. Councils have praised our innovative solutions for a marked increase in customer engagement.
We do not believe in ‘off the shelf’ systems that are set in their ways and offer limited flexibility. Instead, we provide systems that can be tailored to each landlords’ individual needs, whether they operate on their own or as part of a partnership. This model helped us win the Pan London scheme Housing Moves in 2011 as we were able to demonstrate how the new service could be rolled out across the capital and allow flexibility for all boroughs. 5 years on and our systems have maintained the successful service and seen it grow to incorporate the national Seaside & Country Homes Service.

The history of Home Connections is one of continuous innovation. We have been providing result driven solutions to companies and organizations since 2000. We work tirelessly to continually improve services designed to help your organisation reach their full potential. We use the most appropriate technology and partners to make sure our clients benefit and get well-specified products with low risk and high return on investment.

Home Connections is a private company limited by guarantee and registered with Companies House (5375099).

Dun & Bradstreet rate us as five-star with a ‘minimal risk rating’ and as being ‘superior to other firms in our industry’.

**Vision**

We always aim to put the customer in the driving seat with regards to accessing and utilizing public services, offering them a greater degree of control and choice.

**Mission**

Home Connections aims to become the leading supplier of technology solutions which supports people taking life choices, through development and provision of products that are functionally rich, innovative and accessible, and backed up by excellent customer service and support.

**Our Clients**

Our clients include Housing Associations, Local Authorities and other Housing Mobility Schemes. A small but indicative range of these include:
Reference Cases
Three brief reference cases that encapsulate the capabilities that our customers benefit from are described below:

Devon Home Choice had been operating since January 2010 with 10 Local Authorities and 27 RP landlords in a single system with multiple policies.

We won a competitive tender in December 2013 and migrated the service from a legacy supplier (Abritas) to Home Connections during a 6 month project. This involved transferring over 7 years of data and over 60,000 applicant records. Over 33,000 records are held on CBL.

Details of the services we provided:
- Online Application Form
- Under occupation
- Overcrowding
- Medical and sheltered priority
- Change of Circumstances Form
- Housing Register
- Notes
- Alerts
- Tasks
- Communications
- Documents
- CBL Back Office with full suite of modules
- CBL Website

How we approached the key challenges

We ensured the migration to Home Connections did not cause any loss of service or data - for instance applicant bidding history. To manage this risk, we worked out of hours to ensure shut down of the back office system and moved data from the legacy supplier to our databases with minimum loss of service. We also converted the legacy data into our system and ‘cleansed’ incomplete data before importing into our system. We successfully imported data without impacting on bidding cycles.

It is worth noting that HCL were appointed for Devon Home Choice one week before Christmas and we quickly arranged a project meeting before staff finished for Christmas. We gathered all requirements throughout the Christmas period because of tight timescales for go live. In addition, we reviewed the tender document and confirmed current business processes with the group. This helped us to focus on areas for improvement to make processing easier. For example, the old form was very lengthy and applicants had to answer all questions. Our technology simplified this process because applicants would only see relevant questions. This greatly improved the back office verification.
We trained all 10 local authorities and 27 RPs at local Devon offices. The project manager remained on the project one month after the live release.

Oadby Wigston Homes is a single Borough in Leicestershire operating with a full suite of our products. The project was delivered in just 4 months and the system was migrated away from a legacy Abritas provider.

We implemented the first Homeless Reduction software service to be supplied by any provider in the country. This version is focused on back office functionality and incorporates a full suite of letters, forms and review built into an intelligent and automated assessment process.

Details of the services provided:

- Online application form
- Customer portal to manage all applications, including Housing Advice and Homelessness
- CBL public website
- CBL admin zone with a number of plug-in modules
- Housing Register with Housing Advice, Homelessness prevention, relief and full duty, Temporary Accommodation and P1E / H-CliC reporting
- Full reporting and auditing suite

The Homelessness Reductions Act software (HOPE) covers the entire homelessness customer journey from housing advice query to homeless prevention. This includes relief and full main duty, covering all the homelessness tests. A full set of legally compliant letters are integrated into the system to guide the housing officer into generating the appropriate letter relating to eligibility, reviews, notification, referral, case closure etc. The personal housing plan is generated from within the system with a copy on a customer portal. The customer portal is dedicated to each customer, and is where they can view their applications, the actions or communicate directly with the council. Referrals are generated from the system. A full audit trail of all activities is retained.
The Glasgow Common Housing Register is a partnership of Glasgow City Council and 20 Housing Associations. It is the first online common housing register in Glasgow's history. Previously an applicant would have to fill out a new application for every housing association but the GHR aims to eventually cover the entire city with a single application process for social housing.

Details of the services provided:
- CHR is made up of a single application form, which allows applicants to apply to multiple Registered Social Landlords (RSLs) at once.
- The CHR includes a database that holds the application information in a single waiting list which is then shared with the RSLs chosen by the applicant.

Why Home Connections
We are an organisation steeped in the culture of housing need; a social enterprise committed to the efficiency agenda, for whom delivering value for our customers is a key success driver.

Our USPs
- We will deliver premium innovative solutions
- We have an Implementation Guarantee – we promise to deliver on time and to budget
- We certify great value for money

Our Products
Home Connections products are available as either an integrated suite or standalone modules. Customer access is via a configurable web front end, while business user access is via an admin console - both routes are accessed securely.

Our key systems and modules are
- Homeless Reduction Bill compliance via Homeless Advice, Prevention & Assessment
- National Mobility via Homefinder UK
- Choice Based Lettings (CBL)
- Lean Allocations Systems
- Housing Registers and Common Housing Registers
- Housing Options and self-assessment Wizard
- Mutual Exchange (integrated to all products)
- Accessible Housing Register
- Online Forms for Housing
- Housing Advice, Homelessness and Temporary Accommodation
- Housing Employment Connections and Volunteering
- Smartphone Apps
- Business Intelligence
- Fraud Detection

All modules are built on an integrated platform and database system and the key features include:
• CRM
• Workflow
• Communications (email, text, letters and web chat)
• Reporting
• Template creation
• Document management
• Appointments
• Printing
• Fraud detection

Home Connections business consultancy and IT services include:

• Hosting in our UK based data centres
• Support
• Project Management and Business Analysis

Training

• Business Re-engineering and Lean Systems Analysis

**Service Onboarding and Offboarding**

*Requirements gathering and specification*
Once the customer has selected the modules and services required, Home Connections will ensure that a detailed scoping exercise is carried out to create a clear specification for customer review and sign-off. This will ensure that the system matches customer needs.

*Service Ordering*
Payment terms are subject to the specific details of the contract, however 50% payment for implementation is required at start up, with a purchase order, to cover the cost of the order. The balance costs are levied at the end of the implementation with annual fees raised in full at start of service.

*Service Offboarding*
Home Connections will agree to the customer providing 3 months’ notice to terminate the standard SaaS contract. However, more complex services will require different levels of notice.

*Project Management*
Home Connections employees have extensive experience working in the housing sector – to include, working with allocations, homelessness, voids and housing management departments.
We bring this experience, and all we have learned from it, to each project so that we can not only offer IT orientated solutions, but solutions that are wellrounded and take into consideration policy needs.

We assess each project individually and appoint an appropriate project manager supported by a project team. At the partner side, we agree who the main point of contact will be so that we can make decisions quickly and collectively.

Home Connections applies a Prince2 project management methodology together with an Agile development approach. All the Project Management Functions required will adhere to the Prince2 methodology. HCL has a proven track record of assisting organisations to design, develop and implement choice based lettings services. We have Prince2 trained staff, who have led and implemented choice based lettings services for a variety of local authorities and RSLs. The Home Connections project manager will be responsible for preparing a weekly report and holding a weekly call with the relevant project manager at the customer side.

We will marshal and organise our resources to ensure adherence to time, quality and cost. We will also work proactively to identify issues that may arise at the customer end in order to help resolve and mitigate any risks to project delivery.

We will produce and distribute a project highlight report covering:

1. Project status against plan
2. Project Plan
3. Risk Log
4. Issue Log
5. Changes (Variation from plans)

To avoid delays we always assign a secondary project manager to the project, so in the event of the main project manager being unavailable the secondary project manager can quickly deal with any issues and take over the project.

**Training**

Training will be carried out on a training site which is a replica of live. It will be carried out once the system has been tested so that bugs and issues are rectified. The sessions will provide a relevant user guide and material for the system / module. Our trainers are experienced in delivering training for our systems and will follow up with after care and video support. The trainer will walk through the system in small chunks allowing time for trainees to ‘click and...
learn’. The trainees will then be given an opportunity to ask questions during the session and provide feedback on their learning.

HCL provides training onsite using the ‘train the trainer’ methodology. Ideally, this includes some of the staff having been exposed to the User Acceptance Testing (UAT) process. The idea is to train the selected staff to become local experts and deliver training to their colleagues. This type of approach keeps the cost of training to a minimum and ensures the authority has its own staff with excellent knowledge about all aspects of the system. Full training notes are always provided, with detailed explanations of each of the steps, as well as relevant screenshots. The test version of the system will be available even when live, to be used as a training environment for new staff – this will remain an exact replica of the live environment.

East Thames, a subsidiary of L&Q, were delighted with the training package offered. They commented, “(HCL) worked well with project partners, providing flexible solutions, training for staff and ongoing support.”

Service Levels - Support and Maintenance

At Home Connections we are extremely proud of our professionally run helpdesk which continues to receive positive feedback from our base of over 100 different customers. The helpdesk is contactable by telephone and email. Issues raised are logged automatically and flagged to the relevant technician in our team. The user receives an online reference so they can track the progress of the issue at any point in time. We keep users updated at regular intervals and will only close issues if the user confirms they are happy with the resolution.

In addition to this, each client is appointed an Account Manager, and should they need to, they can contact this person at any time to discuss issues.

Home Connections targets 99.99% uptime availability. Planned down time is notified to all customers several months in advance, and generally speaking any downtime for maintenance and upgrade will take place prior to 7am during working days. The Home Connections Service Level Agreements targets will be reviewed each month by the Helpdesk and also at a monthly management meeting to ensure compliance with targets.

Downtime issues are dealt with as priority 1 issues for our helpdesk and development teams to resolve. Automatic and manual monitoring systems are in place and preventative action will take place to tackle bandwidth, server processor, memory or other issues as soon as they are detected.
Our targets for response is 1 hour irrespectively of the severity of the incident and for resolution is between 5 days for a serious fault and 15 days for a minor one. Our manned
Primary Support desk is based in London and is available for voice calls between 9am and 5:30pm. The help desk mail system is available 24/7/365 and is monitored out of hours. Full system monitoring and maintenance is available from 4:30am through to 6:00 pm daily. Any critical incident is always taken as such, and trained members of staff are on-call and will see any priority 1 situation through to resolution. A core team of 5 staff are involved or available to cover the helpdesk and support operations.

Our Service Level Agreement targets are as follows:

<table>
<thead>
<tr>
<th>Priority Level</th>
<th>Description</th>
<th>Target times for first response</th>
<th>Target times for fix</th>
<th>Longer term solution (if required)</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>A serious fault which prevents use of a critical</td>
<td>1 hour</td>
<td>6 working hours</td>
<td>5 working days</td>
</tr>
<tr>
<td>B</td>
<td>A fault which does not cause System Down but does cause serious inconvenience for users</td>
<td>1 hour</td>
<td>2 working days</td>
<td>8 working days</td>
</tr>
<tr>
<td>C</td>
<td>A minor fault which causes little disruption or a request for information</td>
<td>1 hour</td>
<td>5 working days</td>
<td>15 working days or as agreed</td>
</tr>
<tr>
<td>Other</td>
<td>Change requests</td>
<td>4 hours</td>
<td>Via discussion and agreement</td>
<td></td>
</tr>
</tbody>
</table>

We update our software platform on a monthly basis. All partners (business users) are upgraded to the most up-to-date version, free of charge. Monthly updates may include fixes, patches and fine tuning of the system. New software functionality is updated according to the development roadmap and the specific needs of our partners. You can request the development of new modules via account management or user group meetings. The cost of development can be shared with other partners or from our investment fund. **As a non-profit distributing company, we will reinvest all surpluses into new product development. This makes our processes highly cost-efficient and guarantees continued development in the company.**

**Hosting and Disaster Recovery**

Home Connections maintains our own servers and store data in 2 different physical locations over 50 miles apart in the United Kingdom. In the event of a minor or major incident affecting the location where one of these data centres is located, we are able to switch services to the other data centre and maintain continuity of service. In a worst-case scenario situation, where a major disaster event affects one of the data centres, we would expect to be able to restore
full services via the other data centre within 48 hours. Each customer will be provided with a copy of our full disaster recovery plan.

The Co-location sites themselves are designed to Tier 3/4 standards and have many resilient features for Power, Cooling and connectivity. Each site can run in conjunction or individually and we replicate data from the infrastructure layer upwards, between the two, in real-time.

The infrastructure platform is a multi-homed, resilient, virtualised platform consisting of HA firewall pairs in each data centre, Citrix Xenserver hypervisors and a fully replicated SAN storage solution which provides real-time multisite data replication.

The physical data centres and Internet Transit are managed by Pulsant Ltd, who staff and monitor all sites 24/7/365. The uptime target of the infrastructure and data centre is 99.99%. The Milton Keynes facility offers 100% power uptime.

In terms of capacity planning, we utilise the Citrix Xenserver Platform, alongside Enterprise Open-E iSCSI storage which allows us to dynamically add more physical computer capacity, as and when requirements grow. Our virtualised infrastructure runs between both data centres and this forms the basis of our disaster recovery plan. The architecture of the platform allows us to replicate our data to multiple systems in real-time, which ensures crash consistent back-ups. We also run back-up snapshots to a secondary back-up system, to allow us to recover to any point in time.

We use IP Transit directly from the Co-location provider, Pulsant, who run their fully redundant network at less than 50% capacity, so we can consume up to 1Gbps Tier 1 bandwidth at any time. Our current usage 95%ile is 12Mbps so we have plenty of headroom.

We monitor all aspects of our platform using ManageEngine tools, which allows us to track usage and peaks historically; this means that we can be proactive in managing growth, and highly reactive should a fault occur.

**Data transfer and service migration**

Home Connections has a great deal of experience integrating data transfer and Services with multiple third-party systems.

In the past, we have provided interfaces that can work with data loads, triggered by the presentation of a data file in multiple formats, via sFTP or other file transfer methods. This also incorporates business logic rules and processing during the ingestion process. We are also able to accept this file data via web service feeds, which allows us to take output data from a third-party system produced statically and ingest it in real-time.

Our systems also provide a WebService layer as a combination of both, web-API and a ‘Microservices’ approach. For example, we publish a full API allowing for the business processes of end user property listing, bidding and reviewing status (CFE) to be presented in any third-party system. Our mobile application makes use of this layer, alongside order 3rd party developed solutions working from both mobile platforms and web applications.
The service layer includes user processes for end user authentication, session management, and business layer processing rules, alongside data presentation in standard formats; to include SOAP and JSON responses.

All data transfer mechanisms include security at multiple levels. This includes encryption in transport, acceptance of connection from trusted endpoints, as well as user and role-based permission validation. This flexibility means that the client can tailor our solutions to their existing business models and processes, allowing the system to meet both the required business and auditing rules.

Our Dynamic Forms solution also allows for full data retrieval of information entered by the person completing the form. During the build process it is possible, via the UI, to enter client specific data or codes into the question types. This allows for simple integration with either further transformation processes - to get the data into a specific format - or to allow direct ingestion with a third-party system.

The Service layer for the dynamic forms solution offers clients both Push style services - where our software instigates the transfer mechanism via an event within our applications - and Request services where a third-party system may request data in real-time in order to meet a particular workflow.

For example, when an applicant completes a form, our services can push the data in both a pre-agreed or standard format to any known end-point. This utilises multiple transfer mechanisms (such as email, sftp, ftp, or webservice target). We also publish multiple services allowing a third-party system to request data in real-time, using multiple parameters to target a specific set of data. Or, alternatively, wide ranging options, such as specific application by either a user or unique ID, applications submitted between date ranges, applications completed but not yet requested by the third-party and applications that meet specific criteria, such as calculated banding or points values.

All these services offer real-time data processing and ingestion, allowing for continuity of workflow, either within a client’s existing systems or by using our system as a primary driver and taking specific business processes from another solution. An example of this is our integration with a client called Northgate system. The large legacy dataset was used to provide calculation of points, bands, and duplicate checking during the completion of a new online form application provided by our Forms software. Data was exchanged in real-time between the two systems as the applicant completed the form, offering a unified and transparent process for the end user, as well as providing feedback during the process of answering the questions. The business logic only needed to be implemented within one system, saving time and money and enhancing the accuracy of the overall solution.

Customer Responsibilities
There are five main areas of responsibility for the customer. The Home Connections project manager and other project team members will assist the customer at every stage of the process and will be proactive in ensuring these tasks are carried out.

• The implementation process will require a customer project manager to coordinate and manage the internal business side of the implementation of the new Home Connections system, in line with the local business case.
At the start of each project the customer will need to review and sign off the specification to ensure it meets the requirements of local procedures and practices – and, in the process, coordinate and obtain sign off from all local stakeholders.

At the user acceptance testing stage, the customer will need to ensure that appropriate staff are made available to review and test the system prior to launch.

The customer may also be responsible for ensuring that data files or access to data from third-party systems are obtained.

Finally, the customer needs to be involved in the training programme.

**After care (Account Management)**

1) Service Level Agreement

We review and improve performance against the SLA ensuring that service uptime levels (99.995% target) are maintained and improved and the number of issues raised are reduced and that response times are exceeded:

2) Client Account Management & Evaluation

We hold monthly or quarterly meetings with our clients to review projects and assess ongoing support needs, as well as identifying issues and areas for improvement.

We hold 2/3 user group meetings per year. The first half of the meeting will involve Home Connections providing an update on our business, and new products. The second half of the meeting will involve giving each member the opportunity to provide an update on their local business issues.

These meetings tend to bring several users together with topical issues and we collaborate on the IT system can address them. We encourage our users to discuss issues with one another.

3) Customer Satisfaction Surveys

Every 12-18 months, Home Connections will conduct customer surveys to review user satisfaction with the service and to allow for customers to put forward their recommendations and suggestions. Also, De Montfort University can provide external evaluation.

4) Application/Load Testing

Home Connections performs continuous monitoring of the application with respect to performance (e.g. system speed versus number of concurrent users).

5) Project Management

We regularly review and assess project management performance.

6) Home Connections Staff
Employees are monitored on individual performance in the light of specific projects and contracts, with a view of improving performance and identifying training and development needs on an on-going and annual appraisal basis.

7) Development Roadmap

Our development roadmap seeks to accommodate future UK and local government policy changes as well as incorporate technology innovations.

We re-invest surplus back into the business, which allows us to carry out system infrastructure improvements on a regular basis; we carry out over £100,000 of system development investment each year.

**Software functionality – systems and modules**
Home Connections systems offer full flexibility. For instance, a partner, within a partnership, can choose which modules they wish to deploy to the system. We offer as much control as possible to the Admin user, so they do not have to come back to Home Connections when wanting to make future adjustments to the system.

In terms of the range of functions available, we have listed these in the table below.

<table>
<thead>
<tr>
<th>Module</th>
<th>Key features / functions</th>
</tr>
</thead>
</table>

| Choice Based Lettings | • Applicant and Property Management  
|• Bidding  
|• Public website and various bidding methods (Phone, text, Digi TV, Mobile App, Autobid, Proxy bid)  
|• Web Survey  
|  - Gather customer feedback and use to shape service  
|• Messaging Module  
|  - SMS, E-mails, Internal Web Message Letters  
|• Accessible Housing Register  
|  - accessibility information on properties, and accessibility requirements for applicants. This is published with the advert  
|• Direct Lettings  
|• Message of the Day  
|  - promote certain properties i.e. property of the week  
|• Autobid  
|  - set applicants to have a bid placed automatically.  
|• Local Lettings  
|  - Rank bid lists by additional priority in addition to default Allocation Policy  
|• Bid Preference  
|  - set the bids they would prefer to be shortlisted for.  
|• Cross Border Auto Manager  
|• Customer Relationship Manager  
|• Password Policy/ password module  
|• Viewings Manager  
|• Void Performance Module  
|• Symbol Module  
|• Private Sector Module  
|• Affordable Rents  
|• View Eligible Props  
|• Properties alert feed  
|• CFE Password Module/Password module  
|• Document Management  
|• CFE advanced searching  

| Mutual Exchange | • National Mutual exchange service (via House Exchange)  
|• Single login and single sign-on  
|• 3-way searches  

<p>| National Mobility | • Case management to support housing relocation for homeless applicants and tenants to social housing in other parts of the UK |</p>
<table>
<thead>
<tr>
<th>Module</th>
<th>Key features / functions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Housing Register &amp; Common Housing Register</td>
<td>• Eligibility engine</td>
</tr>
<tr>
<td></td>
<td>- Allocation Policy built into system</td>
</tr>
<tr>
<td></td>
<td>• Application management</td>
</tr>
<tr>
<td></td>
<td>- Process applicant forms</td>
</tr>
<tr>
<td></td>
<td>• Communication tool</td>
</tr>
<tr>
<td></td>
<td>- Email, Letters</td>
</tr>
<tr>
<td></td>
<td>• Document management</td>
</tr>
<tr>
<td></td>
<td>- Upload documents as part of verification process</td>
</tr>
<tr>
<td></td>
<td>• Reporting and auditing</td>
</tr>
<tr>
<td></td>
<td>- Report builder tool</td>
</tr>
<tr>
<td>Homelessness &amp; Homeless Prevention</td>
<td>• Prevention workflow</td>
</tr>
<tr>
<td></td>
<td>- Intelligent workflow to manage prevention and advice</td>
</tr>
<tr>
<td></td>
<td>- Early engagement and case management tracking</td>
</tr>
<tr>
<td></td>
<td>- Prevention plan generation</td>
</tr>
<tr>
<td></td>
<td>• Case management</td>
</tr>
<tr>
<td></td>
<td>- Full management of Homeless application in accordance with P1E</td>
</tr>
<tr>
<td>Temporary accommodation</td>
<td>• Property management</td>
</tr>
<tr>
<td></td>
<td>• Create property units</td>
</tr>
<tr>
<td></td>
<td>- Records financial information for tenancy</td>
</tr>
<tr>
<td></td>
<td>• Manage tenancy information</td>
</tr>
<tr>
<td></td>
<td>• Placement into TA</td>
</tr>
<tr>
<td></td>
<td>• Manage placement</td>
</tr>
<tr>
<td></td>
<td>• Reporting and auditing</td>
</tr>
<tr>
<td></td>
<td>• Report builder tool</td>
</tr>
</tbody>
</table>

---

**Homelessness & Homeless Prevention**

- Prevention workflow
  - Intelligent workflow to manage prevention and advice
  - Early engagement and case management tracking
  - Prevention plan generation
- Case management
  - Full management of Homeless application in accordance with P1E

**Temporary accommodation**

- Property management
- Create property units
  - Records financial information for tenancy
- Manage tenancy information
- Placement into TA
- Manage placement
- Reporting and auditing
- Report builder tool
| Online Registration (used for self-assessment, registration etc.) | • Online form technology  
- Multilingual translation (google translate)  
- Finish later option  
- As you type validation  
- Automatic rejection of forms that don’t meet qualification criteria  
- Intelligent parent-child question logic flow – only the relevant questions will be presented to the user  
- Apply the design and look and feel appropriate to partner  
- Address lookup  
- Data integration to back office  
- Full eligibility assessment  

• Change of Circumstances form  
- Validation of applicants via Login  
- Access to answers to all previous registration form  
- Obtain additional information previously not held  
- Add / remove members to household  
- Full re-eligibility assessment  |
| --- | --- |
| Housing Options | • Housing Options Wizard  
- enter key information  
- The tool will analyse and automatically present a list of housing options that are appropriate  
- A personalised housing action plan  |
| Jobs and Training | • Allow users to view job listings online and review other employment advice you may wish to publish.  
• Users can also make online referrals (through linking to survey module) to agencies that may help them with training or advice to get back into work  |
| Volunteering | • Users view and register online to be considered for volunteering opportunities  
• Back office system allows admin user to assess and place |
<table>
<thead>
<tr>
<th>Module</th>
<th>Key features / functions</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>volunteers into vacancies – tracking start / end dates</td>
</tr>
<tr>
<td>Fraud checks</td>
<td>• Online fraud check against individual applicants and full housing register or tenant database checks available</td>
</tr>
<tr>
<td>Website development</td>
<td>• Design, development and support of websites based on WordPress and Drupal technology</td>
</tr>
<tr>
<td>Virtual Tours</td>
<td>• Produce video tours of property / estates etc and upload to ‘pop-up’ websites and/or load to CBL for advertising</td>
</tr>
</tbody>
</table>

**Financial recompense**

Home Connections will agree to a financial compensation package which accounts for key performance indicators, project delivery criteria or quality criteria not being met. We will discuss and agree these with the customer and have established various packages with our existing clients.

**Trial services**

Home Connections will offer a 3-month trial service based on a vanilla version of the full functionality, subject to scoping and discussion with the customer.

**Core Infrastructure and Technical Requirements**

**The Home Connections Cloud**

Home Connections operates a cloud-based service which obviates the need for any local installation of hardware or software. All Home Connections systems are totally cloud-based and this enables end users and business users to access our systems via any device (including tablets and mobile phones) and from any location.

We seek to maintain internet browser compatibility with all major browsers, including backward compatibility to older versions.

At the time of writing we can confirm compatibility with:

- Google Chrome
- Firefox
- Internet Explorer (8 and above)
- Safari

**Smartphone Apps**

Furthermore, Home Connections has also developed specific smartphone Apps for its systems, to allow customers to access public facing systems using dedicated Android and iPhone apps; these can be downloaded from the respective App stores. Home Connections is the first in its market sector to introduce such Apps and remains in the leading edge for use of this technology for social housing.
**Integrated communications functionality**

Home Connections system contains built-in communications technology enabling business users to communicate to their customers through a range of channels. These include SMS messaging, email, letter generation and web instant chat. Communications are entirely controlled by the customer and can be limited to outbound, or to allow the receipt of inbound messages. Templates are under the control of the business customer and are created and edited via WYSIWYG (‘what you see is what you get’) editors. They integrate with the database via mail merge.

**Document management**

Document management capabilities for attachment and storage of data associated with the relevant records is available out of the box.

**Responsive web design**

Customer websites are based on state of the art design, utilising a Drupal web content management engine. Customers select a template upon which to found web portal and obtain full content editing and management capability. Our SaaS websites are based on responsive design, enabling content to be displayed on any type of device. Obtaining WC3 Level AA compliance is a minimum and all sites are built to the highest accessibility standards.

**Business intelligence reporting**

Home Connections offers built reporting tools to produce standard reports and extracts that can integrate with third-party reporting software. We will also offer a business intelligence reporting tool, which harnesses cube-based reporting. This allows end users to develop a visual graphical dashboard of key performance indicators, and to drag and drop fields into a report creation sandpit. Reports can be transformed into graphs and charts at the click of a button. Data is exportable in multiple formats. Fields can be further drilled into to obtain data at an individual record (for instance at the applicant or property level).