Transforming
Service Charge Management

Cut costs, free up time, eliminate human error

Brexit uncertainty, competition over land and resource, and ever-changing legislation presents UK Housing Associations (HAs) with many challenges.

In addition, a nationwide housing crisis is placing more pressure on services and budgets.

£3.87 billion spent on temporary accommodation between 2013 - 2018[1]

That's a **56% increase** from £602m five years ago[2]

340,000 new homes are needed per year[3]

In light of this HAs need to do more for less to provide access to affordable, good quality accommodation for a growing population in need of housing.

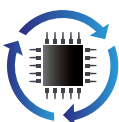**17% population growth** predicted between 2014 and 2039[4]

One household homeless in every 4 minutes in 2018[7]

Approx. £25,000 needed to fully refit the average social housing property due to poor building health[5]

173,584 families waiting for social housing, with just 1,336 homes built[6]

Digital transformation that harnesses the power of automation can help save money and prepare HAs for powerful technology such as IoT and AI.

79% HAs aim to drive efficiencies with digital transformation[8]

71% plan to increase digital customer transactions within two years[9]

46% of HAs rate IoT as being important to their overall strategies[9]

600% estimated ROI from one local authority rolling out IoT[10]

The **right technology** is also needed to cope with unprecedented volumes of information, as well as error-prone manual processes such as Service Charge management.

£1 in every £6 spent is wasted from the average HA departmental budget, due to bad data management

£4-£15 can be saved by each transaction moved online[11]

Two hours per day saved by eliminating paperwork, unproductive travel, and streamlining workflow[8]

Cut costs, free up time, eliminate human error.

Choosing a cloud-based Service Charge solution not only helps drive efficiencies; it has the power to transform your entire Service Charge management into an automated, more joined up process.

Common Service Charge issues:

Services covered
Service Charges often include a wide variety of services from building repairs to garden maintenance all of which need monitoring, managing and arranging payment collection

Multiple properties
Blocks with multiple floors and flats with varying numbers of bedrooms means apportioning your overall charges can be very complicated

Varying tenant types
While some flats may be unoccupied, others may be owned by someone else which makes equally dividing Service Charges a complex task

Payment cycles
Managing different tenant payment cycles can be complex as Service Charges could be paid on an annual or quarterly basis or spread monthly across the year

Manual processing
Using multiple spreadsheets to manage Service Charges requires a huge amount of time and resources and has a high risk of multiple inaccuracies

---

orbit building communities

"The Service Charge process was performed using Excel spreadsheets, which proved hugely resource intensive. This also resulted in spreadsheets taking time to load, save changes or crashing."
Amanda Newton
Project Manager, Orbit Group

How Simpson Associates Service Charge solution can help:

Simplify management
Easily apportion Service Charges equally between tenants, no matter how complex your property portfolio

Keep tenants informed
Quickly monitor and produce regular statements so tenants can keep better track of outgoings

Reduce the risk of error
One click of a button can apportion charges across tenants, buildings, floors, and flats

Offer payment flexibility
Different payment cycles give tenants the choice to pay by direct debit or standing order; quarterly, monthly, or yearly

Stay updated
Set reminders to monitor whether payments are being received

Quickly add new charges
Keep up with new Service Charge inclusions, such as important new or additional fire safety checks that were introduced following the Grenfell Tower disaster

Time saving and risk adverse, we remove the error factor from using manual spreadsheets and help avoid costly mistakes. Enabling your employees to focus on innovating and meeting the challenges faced by todays HAs. While your association can prepare for the next wave of technology, future-proof your systems, and be ready to handle ever-expanding volumes of data.

"Our Service Charges collectively account for over £16m, costs which have to be accounted for at individual property level. The Service Charge solution from Simpson Associates enables customers to be provided with consistent and clear information about the charges that apply to their homes"
Martin Chuter
Director of Property Management, Orbit Group

orbit building communities

Simpson Associates
The Data Analytics Company

To revolutionise your Service Charge management and get more from your data, **contact us today**.

Sources
1. Inside Housing   2. Inside Housing   3. Parliament.UK   4. National Housing Federation   5. BusinessNews Wales   6. The Guardian   7. The Guardian
8. CIH   9. Housing Technology   10. HomeCoverPlan   11. Halton Housing