Appendix 2

Technical details for the computer system.

ESB Housing system provides your authority with an efficient and cost-effective
way to manage your housing stock online from start to finish all in one system. Designed in
conjunction directly with local authorities to ensure its fit for purpose and efficient.

It can manage housing complaints, rogue landlords (can track tenants moving between properties),
housing referrals and HHSRS.
Can also hold alerts about properties so when visiting you know of any known issues first.

The system comes with the following core capabilities:
• Complete managed service via the Cloud with full mobile capability
• Designed and developed from Local Government and public services
• Created for frontline public services to reduce costs and improve service
• Rapid business deployment method that is flexible and iterative
• Sustainable, flexible, and future proof

Features:
• Document management with upload capability and generation of relevant
documentation
• GDPR compliance via the use of our inbuilt GDPR module
• HHSRS Scoring

Benefits:
• Efficiency gains through the automation of communication through various channels
• Integrated directly to your payment provider
• Reduce incomplete or incorrect applications
• Improves customer engagement and uptake, digitisation, and channel shift
• Easy to maintain, minimises impact on IT
• Totally secure information and service provision
• Can be tailored to your organisation
• Enables end to end digital processes improving customer service
• Address validation via UPRN to prevent incorrect scheme applications
• Free up officer time to focus on prevention and enforcement