

Improving the online customer experience for prospective Housing Trust tenants.

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The Trust owns over 6200 homes, a large portfolio of garages, 36 shops, 11 community play areas and a variety of green open spaces.

The Trust has invested significantly in its assets, services and the communities to support their sustainability.

Weaver Vale wanted to improve the tenant application process.

They required an online solution that was easy for Weaver Vale staff to manage and made the application process straightforward and transparent for prospective tenants.

Our Applicant Management System provided an easy to use, multi-step process for prospective tenants to apply online for homes, submitting information and documentation as part of their application.

The application was then tracked through the system using automated workflows and a customised user dashboard provided real time information for management.

Accepted applications along with associated documents were exported in a format compatible with the Trust's legacy tenant software.



Applicant Management System

Weaver Vale Housing Trust

Improving the online customer experience for prospective Housing Trust tenants.

Key Features



Customer portal with multi-stage online application process



Automated email responses to applicants



User dashboards providing real time information



Notifications and email alerts



Customised workflows to streamline process



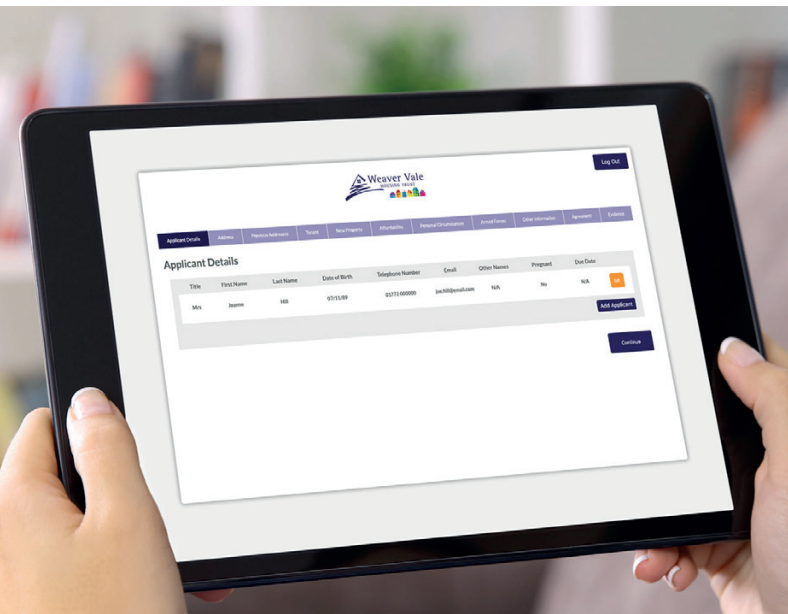
Ability to add comments / tasks / reminders against an application



Auto generated audit notes recording any changes



Microsoft Outlook email integration



Impact

Our Applicant Management System enabled Weaver Vale to achieve its objective to improve the online customer experience.

Applications are processed much faster and customers are kept informed throughout the process, improving communication.

The system has now been rolled out to applications for the trust's new build properties.

Want to know more about our Applicant Management System?

Get in touch or book a free demo

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blue wren

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